

To gain and maintain RHS approved Centre status the following criteria must be in operation at all times and across all approved sites where RHS qualification programmes are delivered.

1. Leadership, Management Systems and Administrative Arrangements		
	Criteria	Additional guidance and possible sources of evidence which may be requested
1.1	The aims, policies and procedures in relation to the qualification programmes are supported by senior management and understood by the staff involved in the delivery and preparation for examinations and assessments.	<p>The Centre can demonstrate that senior management and those involved in the qualification programme clearly understand and support aims, policies and procedures in relation to the qualification programme. Evidence could include:</p> <ul style="list-style-type: none"> - Roles and responsibilities of all staff involved in delivery, and examination and assessment preparation for RHS qualification programmes (across all sites) are defined and clearly understood: - Organisation Chart - Defined job descriptions - Named person(s) responsible for registration and claiming results of learners for RHS qualification programmes - Named person(s) responsible for Examinations and Assessments - Named person(s) responsible for Finance - Named person(s) responsible for Quality - Named person(s) responsible for leading the team of Tutors/ Course delivery. - Lines of accountability in relation to the delivery, examination and assessment preparation, and quality assurance process - Staff handbook - How conflicts of interest are identified, monitored, documented and addressed.
1.2	Appropriate resource is available and a process is in place for registration and certification claims to ensure learners are registered on the correct qualification programme within the specified timeframes.	<p>Key person(s) responsible for registrations, assessment, claiming results and certification is trained and fully conversant with the RHS Qualifications web-portal</p> <p>Effective induction process for all new staff responsible for this area</p> <p>All staff involved in the delivery of the qualification programmes are aware of RHS Qualification registration process and timeframes.</p>

1.3	<p>A commitment the centre has the financial resource in place to successfully deliver and prepare for examinations and assessment of RHS qualification programmes, and notifies RHS on a timely basis of any changes to the centres financial status which may affect delivery and/or examinations and assessment.</p>	Signed statement from Senior Management.
1.4	<p>A risk management plan is in place to show how the centre would manage unforeseen change. This could include high risk events such as, but not limited to:</p> <ul style="list-style-type: none"> - Loss of staff delivering RHS qualification programmes, and examination and assessment preparation (for all delivery sites) - The centre withdraws from offering RHS qualification programmes - Delivery sites (if applicable) withdraw from offering RHS qualification programmes, examination and assessment preparation - Access to practical facilities are withdrawn/ lost - Change in financial status. 	<p>There is a documented procedure in place outlining how the centre would manage unforeseen change which could have an adverse effect on the delivery of RHS qualification programme(s), and examination and assessment preparation</p> <p>Documented contingency plan demonstrating the process to be followed, staff involved, process for notifying RHS and timeframes:</p> <ul style="list-style-type: none"> - Succession planning - Supporting learners throughout the process - Understanding of the RHS withdrawal policy and process.

1.5	<p>A process is in place to notify RHS Qualifications of any changes in relation to the delivery of the qualification programme and examination and assessment preparation which may affect the centre's ability to meet RHS centre approval criteria, this includes staff changes.</p>	<p>The centre can demonstrate there's a documented process in place to notify RHS Qualifications and is clearly understood by all staff:</p> <ul style="list-style-type: none"> - Documented process of notifying RHS Qualifications - Record of communication with RHS Qualifications - Process for expansion of RHS qualification programme delivery, examination and assessment preparation (additional qualification programmes or sites).
1.6	<p>There are procedures in place to ensure effective communication between all staff involved in the delivery of RHS qualification programmes and examination and assessment preparation, amongst all staff both horizontally and vertically (including staff who work remotely and/or at satellite sites).</p>	<p>The centre is able to confirm effective communication channels are in place:</p> <ul style="list-style-type: none"> - Internal intranet - Email circulation - 1:1 meetings - Agendas and minutes of team meetings - Evidence of standardisation meetings - Records of relevant action plans - How the delivery requirements of qualification programmes are disseminated across teams and sites.
1.7	<p>A formal agreement is in place where:</p> <ul style="list-style-type: none"> - the delivery of RHS qualification programmes - examination and assessment preparation, or - examinations or assessments <p>take place away from the main site, or satellite sites or delivery is provided by a third party organisation.</p>	<p>Details of formal collaboration between the centre and third party organisation/satellite sites and people involved:</p> <ul style="list-style-type: none"> - Formal contract between both parties - Evidence that each party clearly understands roles and responsibilities regarding RHS qualification programme delivery and examinations and assessment preparation at all sites.

1.8	<p>The centre has documented policies and procedures in place to provide advice and guidance on key aspects, and policies are understood by all staff and complied with. The centre must specifically have policies which cover:</p> <ul style="list-style-type: none"> - Appeals - Access and Fair Assessment Policy - Complaints - Equality and Diversity Policy - Conflicts of Interest - Health and Safety - Malpractice and Maladministration. 	<p>The centre can demonstrate all policies are available and in place:</p> <ul style="list-style-type: none"> - Have regular review and an update mechanism in place - Are freely available to learners - Understood by staff involved in the delivery of RHS qualification programmes - Identify the stages of the process, prevention and management of events - Demonstrate suitable timeframes for resolution and escalation routes - Up to date records for the number of appeals/ complaints/ malpractice and maladministration occurrences and status.
1.9	<p>An effective policy is in place (and understood by all staff) detailing how to prevent and investigate incidents of malpractice and maladministration.</p>	<p>The centre can demonstrate an effective Malpractice and Maladministration Policy is in place that:</p> <ul style="list-style-type: none"> - Is reviewed and updated regularly - Details how malpractice and maladministration will be prevented - Clearly specifies the action to be taken in the event of malpractice or maladministration - Details timeframes and escalation routes - Identifies a procedure for notifying RHS Qualifications - Records for the number of incidences occurred and status.
1.10	<p>Learners' personal data is collected and held in accordance with the latest data protection legislation.</p>	<p>The centre can demonstrate all policies are available and in place:</p> <ul style="list-style-type: none"> - Data Protection policy - Relevant consents are obtained - Secure database/systems - Database security arrangements - Secure handling of data.
1.11	<p>The centre has Public Liability Insurance in place.</p>	<p>Current, and up to date public liability insurance certificate.</p>

2. Resources		
	Criteria	Additional guidance and possible sources of evidence which may be requested
2.1	There are appropriately qualified and competent Tutors for delivery of RHS qualification programmes (i.e. qualification programme examination/ assessment delivery and preparation).	<p>The centre can demonstrate all tutors hold relevant experience and expertise appropriate to the qualification programme and level they are teaching, including examination and assessment preparation, this must also include:</p> <ul style="list-style-type: none"> - Ability to teach to the horticultural industry standard with at least three years' active (and current) experience in horticulture relevant and appropriate to the qualification programme they are teaching (including examination and assessment preparation), or experience of teaching (at a similar level) - Skills of supporting learners and experience teaching regulated qualifications or hold a recognised teaching qualification (or working towards) - Familiar with RHS qualification specifications - Relevant (and current) CPD activities - Evidence can be supplied in the form of a CV and copies of relevant certificates.
2.2	There is an appropriately qualified and competent member of staff to undertake the role of Assistant Assessor which meets the capacity demands in the delivery of RHS Qualifications (practical qualifications only)	<p>The centre can demonstrate the nominated assistant assessor holds relevant experience and expertise appropriate to the qualification and level of assessment they are involved in (e.g. assessor and subject qualifications), this must include:</p> <ul style="list-style-type: none"> - Ability to assess to the horticultural industry standard with at least three years' relevant experience to ensure any decision is consistent, valid, fair, and reliable - Familiar with relevant RHS Qualifications specifications and related processes and procedures. - Evidence of relevant, current and continuous CPD activities over a three-year period. <p>To note any assistant assessor must complete all compulsory training sessions before they can participate in any assessment activity, and attend updates as organised by RHS Qualifications.</p> <p>Evidence can be supplied in the form of a CV and copies of relevant certificates.</p> <p>The decision to accept a 'assistant assessor' will be made by the awarding organisation on the recommendation of the RHS Senior Examiner for the qualification.</p>

2.3	<p>There are arrangements in place with staff involved in the delivery of RHS qualification programmes and examination and assessment preparation who are sub-contracted.</p>	<p>The centre can demonstrate robust systems are in place with sub-contracted staff to comply with the delivery requirements of RHS qualification programmes, to include:</p> <ul style="list-style-type: none"> - Appeals policy - Complaints policy - Equality and Diversity policy - Access and Fair Assessment policy - Conflicts of Interest policy - Health and Safety policy <p>The centre must have documented and signed contract/ agreements with sub-contractors, which also indicate lines of accountability.</p> <p>Conflicts of interest are identified, monitored, documented and addressed</p> <p>Comprehensive induction process for sub-contracted staff includes access to schemes of work and all programme resources.</p> <p>Clear lines of communication between the centre, staff involved in the delivery and sub-contracted staff</p>
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2.4	All staff have sufficient time and appropriate resources to carry out their role effectively for current and new qualification programmes made available (includes examination and assessment preparation).	<p>The centre can demonstrate there are documented:</p> <ul style="list-style-type: none"> - All Staff: Learner ratio (Provision capacity per academic year) - Defined job descriptions - Lines of responsibility
2.5	Staff development is established and provided to the qualification programme delivery team in line with identified needs.	<p>Staff induction process:</p> <ul style="list-style-type: none"> - Staff induction handbook <p>Staff appraisal procedure and evidence of records:</p> <ul style="list-style-type: none"> - Formal observations - Informal (peer observations) - Learner feedback <p>Observed teaching sessions and frequency:</p> <ul style="list-style-type: none"> - Formal/informal observations - Records of staff development (relevant CPD) and development plans are in place - Action plans for staff to become qualified (if applicable).
2.6	Access to the necessary resources required for delivery and achievement of RHS qualification programmes.	All resources available for the qualification programme seeking approval to deliver.
2.7	Suitable storage facilities and accommodation available for the purposes of RHS external examinations and assessments.	<p>Secure storage facilities for examination papers and assessment materials</p> <p>Suitable venue to hold RHS examinations and assessments.</p>

2.8	External examinations and assessments are conducted in accordance with RHS Qualifications procedures.	<p>The centre can demonstrate robust systems are in place:</p> <ul style="list-style-type: none"> - Access to invigilators - Information/training provided to invigilators - Invigilators are aware and fully understand - Malpractice and Maladministration Policy - Plagiarism - Conflicts of Interest Policy - RHS Examination and assessment procedures and notification of events.
2.9	Equipment used for the purposes of teaching and examination and assessment preparation (across all sites) comply with relevant Health and Safety Acts.	<p>The centre can demonstrate there are documented:</p> <ul style="list-style-type: none"> - Health and Safety Policy - Health and Safety Procedures and Maintenance schedules - Risk Assessments.

3. Learner Support and Qualification Programme Delivery		
	Criteria	Additional guidance and possible sources of evidence which may be requested
3.1	Information, advice and guidance about the qualification programme and examination and assessment preparation is provided to potential learners and learners enrolled on an RHS qualification programmes.	<p>The centre can demonstrate the following sources are suitable:</p> <ul style="list-style-type: none"> - Learner handbook and induction process - Learner access to relevant policies e.g. appeals/ complaints - centre website - centre Intranet - Details of support services available - Contract between centre and learner for the RHS qualification programme undertaken.
3.2	Learning materials used for teaching RHS qualification programmes and examination and assessment preparation are developed, updated regularly and include full coverage of the latest qualification specification	<p>Evidence that robust systems are in place which demonstrate that:</p> <ul style="list-style-type: none"> - Learning materials are developed and reviewed by competent staff - A variety of teaching and learning and examination and assessment preparation materials are provided - All qualification programme materials are fit for purpose, accessible and pitched at the right level for the qualification programme being delivered - All materials include full coverage of the qualification specification being taught - Processes and procedures are in place for reviewing and updating the qualification programme materials - Examination and assessment preparation and support is made available to all learners.
3.3	Particular needs of learners are identified and met where possible, and RHS Qualifications are notified where an access arrangement/ reasonable adjustment is required for external examinations and assessments.	<p>The centre can demonstrate robust systems are in place:</p> <ul style="list-style-type: none"> - Process for identifying a learners need for reasonable adjustment - Facilities, materials and equipment available to support learners with learning disabilities or access arrangements/ reasonable adjustments - RHS policy on 'Reasonable Adjustments and Special Consideration' is understood by those involved in delivery of the qualification programme.

3.4	Sufficient teaching, examination and assessment preparation time has been allocated to ensure effective and efficient delivery of RHS qualification programmes.	<p>The centre can demonstrate that suitable documented processes are in place for teaching, examination and assessment preparation for RHS qualification programmes:</p> <ul style="list-style-type: none"> - Programme delivery schedule (per qualification specification) which maps clearly how resources, class activities and self-study will be used to ensure all topics in the specification are successfully covered. - Programme timetable demonstrating sufficient time has been allocated to teaching, examination and assessment preparation to meet qualification specification GLH/TQT requirements - Timetabling to prepare learner for RHS examinations and assessments is made available - Evidence of using feedback to adjust time provided for RHS qualification programme delivery.
3.5	Learner records are in place which show accurate examination and assessment preparation, tracking and progress, and are made available to RHS Qualifications for monitoring purposes, where required.	<p>The centre can demonstrate the following aspects are logged and documented:</p> <ul style="list-style-type: none"> - Individual learner tracking and progress records - Examination and assessment records (formative and summative) - Process and procedures for examination and assessment tracking - Provision for learners with particular examination and assessment requirements - Secure storage and handling of RHS examination and assessment materials - Lesson observations.
3.6	An internal quality assurance sampling plan is available and followed.	<p>The centre can demonstrate the following aspects are documented and robust systems are in place:</p> <ul style="list-style-type: none"> - Internal quality assurance reports/records of feedback to the programme delivery team - Dissemination of sampling plans to relevant staff - Review of the sampling plan in line with organisation changes.
3.7	The centre monitors and reviews its approach to qualification programme delivery, examination and assessment preparation to inform future activity.	<p>The centre can demonstrate the following aspects are documented:</p> <ul style="list-style-type: none"> - Evaluation forms and surveys - Records of monitoring and review of delivery - Evidence of review and implemented action plans - Analysis of achievement rates.



RHS Centre Approval & Monitoring Criteria- Level 2 & 3

3.8	Promotion of RHS qualification programmes leading to regulated qualifications are clear, accurate and not misleading	The centre can demonstrate robust documented systems in place for: <ul style="list-style-type: none">- Correct use of RHS Approved centre logo- Evidence of all qualification programme promotional materials is clear, accurate and not misleading.
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