



THE CORE PRINCIPLES

**THIS DOCUMENT DETAILS THE IOEE CORE PRINCIPLES
THAT SET OUT THE REQUIREMENTS AN
ORGANISATION MUST DEMONSTRATE ASSURANCE
AGAINST IN ORDER TO JOIN THE ACADEMY NETWORK
TO DELIVER REGULATED QUALIFICATIONS**

‘Collaboration begins with mutual understanding and respect’

Astronaut Ron Garan

INTRODUCTION

The IOEE was founded in 2010 creating the first dedicated professional learning institute specialising in business enterprise and business support, a standing still enjoyed to this day within the UK.

The Institute's programmes and qualifications are built on the extensive research that underpins the SFEDI® National Occupational Standards and the expertise of the Institute of Enterprise and Entrepreneurs, the UK's only professional Institute dedicated to enterprise.

With our programmes and qualifications having been designed to be flexible to meet the wide range of demand within enterprise learning, we recognise the needs of industry to develop enterprising and entrepreneurial individuals to support the sustainability and growth of business and the wider community.

Through the strategic partnership between the Institute and SFEDI Awards, IOEE Enterprise Academies are also able to offer regulated qualifications, certificated by SFEDI Awards, to their customers in order to support those wishing to start and further their entrepreneurial journey.

Within this we also develop and publish best practice materials and resources to support the delivery of our qualifications to a high standard to ensure that your customers gain all they require when either starting or progressing their enterprise journey.

HOW ARE IOEE AND REGULATED QUALIFICATIONS DELIVERED?

IOEE operates through a network of approved organisations who are required to meet high standards ensuring that those undertaking regulated qualifications receive the best support and most comprehensive learning experience whilst starting and progressing their entrepreneurial journey.

An organisation wishing to join the approved network is required to undergo an approval process where they are asked to provide assurance against a set of [CORE PRINCIPLES](#) to ensure that all of the necessary systems, people and resources are in place.

We work with organisations within the approved network on an on-going basis to ensure that best practice is shared and adopted and that they continue to meet the high standards required to support the entrepreneurs of the future through their learning journey.

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IOEE works in a different way to the standard methods used by other Institutes, we work in collaboration with you to ensure that you are able to offer the highest quality learning experience to your customers.

We recognise that one size does not fit all and organisations of all types and sizes are able to offer great levels of support to customers. But how do we support all organisations rather than a select few, simple, we operate through a series of [CORE PRINCIPLES](#).

So what are they.....

The [CORE PRINCIPLES](#) are a series of high level statements that define the standard we expect organisations within our approved network to meet. These [CORE PRINCIPLES](#) are broken down into sub-principles that provide further detail as to what underpins these high level statements.

But how is IOEE different?

We work on the basis of assurance, we won't tell you how to run your business. We won't tell you what you should do and what you should use to achieve it. This is where we are different, [you tell us how you run your business!](#)

This method of assurance allows you to decide what evidence you want to provide in order to demonstrate how you meet the principles.

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HOW ARE THE CORE PRINCIPLES SET OUT?

The following pages set out the **CORE PRINCIPLES** that an organisation is required to demonstrate assurance against in order to join the IOEE approved network and also required to continue to meet in order to remain a member of the network.

They are broken into 9 areas:

- ✓ Organisational sustainability and responsiveness
- ✓ Training facilities and materials
- ✓ Data security
- ✓ Accurate registration and certification processes
- ✓ Appropriate and accurate marketing and promotion
- ✓ Customer safety and welfare
- ✓ Provision of information regarding rights and responsibilities of customers
- ✓ Provision of high quality and varied assessment methodologies
- ✓ Maintenance of high quality assurance practices

Each of these **CORE PRINCIPLES** contain sub-principles that provide the underpinning detail as to what is involved in demonstrating assurance in relation to each one.

PRINCIPLE 1 IOEE ACADEMIES HAVE APPROPRIATE OPERATING PROCEDURES TO ENSURE THEY ARE SUSTAINABLE AND ABLE TO RESPOND TO MARKET NEEDS AND CHANGES

1. Does the organisation have and use a business plan to aid sustainability and growth
2. Does the organisation use financial management systems that enables the organisation to make timely payment of invoices
3. Does the organisation identify and respond to changes in the market, eg. funding, legislation, competitor activity
4. Does the organisation have a clear managerial and staffing structure and lines of communication between all levels of management and staff
5. Does the organisation have clear aims and policies for the operation of the organisation which are understood by the delivery and quality assurance staff and supported by senior management
6. Does the organisation have a staff development programme, linked to a staff performance management system, that is established for the assessment and quality assurance team in line with identified needs
7. Does the organisation have arrangements to ensure that it retains at all times a workforce of appropriate size and competence for the delivery of its products and services including the qualification(s) applied for in this application form
8. Does the organisation actively promote and abide by an equal opportunities strategy for staff members that meets local statutory requirements
9. Does the organisation collect and use feedback from learners, staff and stakeholders and use this to enhance the services offered within a continuous improvement cycle

PRINCIPLE 2 IOEE ACADEMIES HAVE FIT FOR PURPOSE TRAINING FACILITIES AND HIGH QUALITY TRAINING MATERIALS TO SUPPORT THE DELIVERY OF QUALIFICATIONS

1. Does the organisation have training areas that are in a good state of repair and clean
2. Does the organisation have an adequate number of training rooms of appropriate size to provide for the size of cohorts anticipated for the qualification(s) applied for in this application
3. Does the organisation have up to date ICT facilities with appropriate internet access to allow for the delivery of the qualification(s) applied for in this application
4. Does the organisation have delivery locations that satisfy local statutory health, safety and fire regulations
5. Does the organisation have the necessary training, assessment and quality assurance resources in order to deliver the programmes effectively

PRINCIPLE 3 IOEE ACADEMIES UPHOLD DATA PROTECTION REQUIREMENTS TO PROTECT CUSTOMER INFORMATION

1. Is the organisation registered with the Information Commissioner's Office
2. If registration with the Information Commissioner's Office is not in place, is it a requirement for the organisation and if so what is the date the application will be made
3. Does the organisation collect and hold learner personal data in accordance with data protection legislation, including the Data Protection Act 1998 and are such records held with the explicit consent of the learner (if the organisation does not currently have any learners how do they propose to do this)
4. Does the organisation have in place arrangements for the receipt and secure storage of assessment materials, coursework and other learner work as well as learner certificates

PRINCIPLE 4 IOEE ACADEMIES REGISTER CUSTOMERS FOR QUALIFICATIONS AND CLAIM FOR CERTIFICATION TIMELY SO AS NOT TO DISADVANTAGE THE CUSTOMER

1. Does the organisation have appropriate arrangements to allow for the accurate registration and certification of learners within the 4-week rule and are these shared and understood by all team members within all delivery locations
2. Does the organisation have a point of contact for the registration and certification of learners
3. Does the organisation have arrangements in place to obtain, on behalf of the learner, a Unique Learner Number to be provided to IOEE as part of the registration process

PRINCIPLE 5 IOEE ACADEMIES MARKET AND PROMOTE QUALIFICATIONS APPROPRAITELY TO CUSTOMERS AND THE MARKETPLACE

1. Does the organisation have a marketing and promotional plan in order to aid the recruitment of learners to the qualification(s) applied for in this application
2. Does the organisation have arrangements in place to ensure they are able to meet the requirements of the IOEE Qualification Titling in Marketing and Logo Usage policy

PRINCIPLE 6 IOEE ACADEMIES DEMONSTRATE A BELIEF IN THE SAFETY AND WELFARE OF THEIR CUSTOMERS

1. Does the organisation have the following in place where required:
 - a) Child protection policy (under 16s)
 - b) Staff list recording DBS Standard, Enhanced, Enhanced with list checks (under 18s and vulnerable adults)
2. If DBS checks are not required then how does the organisation ensure that the staff employed are at all times suitable to be engaged in their role within a training environment
3. Does the organisation make provision for learners with special requirements:
 - a) Learning needs
 - b) Medical needs
 - c) Physical needs
4. Does the organisation have wheelchair access to all essential parts of the premises
5. Does the organisation have a disability strategy in place
6. Does the organisation provide the opportunity for learners to declare special learning, medical or physical needs or the option not to declare
7. Does the organisation have in place and actively promote an equal opportunities strategy for learners that meets local statutory requirements

PRINCIPLE 7 IOEE ACADEMIES PROVIDE ACCURATE INFORMATION TO CUSTOMERS SO THEY ARE AWARE OF THEIR RIGHTS AND RESPONSIBILITIES THROUGHOUT THE LEARNING EXPERIENCE

1. Does the organisation provide clear information, advice and guidance about programmes, procedures and practices to learners and potential learners
2. Does the information supplied to learners include:
 - a) Course description
 - b) Assessment requirements
 - c) Quality assurance requirements
 - d) Timebound appeals strategy
 - e) Timebound complaints strategy
 - f) Whistleblowing strategy
 - g) Document retention requirements
 - h) Reasonable adjustments and special considerations strategy
 - i) Information regarding the Awarding Organisation
 - j) Information regarding the Regulator
3. Does the information supplied to staff include:
 - a) Strategy for the conduct of assessments
 - b) Strategy for the conduct of quality assurance
 - c) Timebound appeals strategy
 - d) Timebound complaints strategy
 - e) Whistleblowing strategy
 - f) Document retention requirements
 - g) Information regarding the Awarding Organisation
 - h) Information regarding the Regulator
4. Does the organisation provide information as to potential progression routes that learners could take advantage of on the achievement of their qualification

PRINCIPLE 8 IOEE ACADEMIES PROVIDE HIGH QUALITY AND VARIED ASSESSMENT OPPORTUNITIES TO APPROPRIATELY MEET THE NEEDS OF CUSTOMERS

1. Does the organisation makes available unit certification as well as qualification certification
2. Does the organisation have resources and systems necessary to support the assessment of units and the award, accumulation and transfer of credits and, where necessary, the recording of exemptions
3. Does the organisation encourage access to assessment through the use of a range of valid assessment methods
4. Does the organisation identify particular assessment requirements of learners and meet them where possible
5. Does the organisation provide assessment personnel with sufficient time, resources and authority to perform their duties in a manner appropriate to ensure the continued validity and safety of qualifications
6. Does the organisation have in place a mechanism to allow learners to review their progress and continuously plan for the next steps to be taken in order to aid the achievement of a unit or qualification
7. Does the organisation have in place a conflict of interest strategy that details all steps to be taken to ensure that any part of the assessment of a learner is not undertaken by any person who has a personal interest in the result of the assessment
8. Does the organisation have a retention strategy for assessment materials, coursework and other learner work as well as assessment documentation

PRINCIPLE 9 IOEE ACADEMIES MAINTAIN HIGH QUALITY ASSURANCE PRACTICES TO MAINTAIN THE SAFETY, INTEGRITY AND REPUTATION OF THE QUALIFICATION FRAMEWORK

1. Does the organisation have in place appropriate strategy to detect and deal with instances of maladministration and malpractice
2. Does the organisation have in place an appropriate strategy to notify IOEE of unforeseen events that may have caused or have the potential to cause an adverse effect in the delivery and/or safety of a qualification
3. Does the organisation provide quality assurance personnel have sufficient time, resources and authority to perform their duties in an independent manner to ensure the continued assurance of the delivery of qualifications
4. Does the organisation have a sampling strategy to aid the continued assurance of the delivery of qualifications
5. Does the organisation have an observation strategy in order to ensure the continued quality of the delivery of qualifications
6. Does the organisation have an appropriate strategy in place to allow for standardisation activities to ensure consistency of delivery across the delivery and quality assurance teams
7. Does the organisation have effective communication between the assessment and quality assurance team and IOEE
8. Does the organisation have in place a conflict of interest strategy that details all steps to be taken to ensure that any part of the quality assurance of a learner is not undertaken by any person who has a personal interest in the result of the outcome
9. Does the organisation have in place a whistleblowing strategy that also clearly references the Awarding Organisation and appropriate qualification Regulator(s) for use by both staff and learners
10. Does the organisation give an undertaking to allow access to all premises, records, resources and personnel involved in the delivery of qualifications at the request of the IOEE, SFEDI Awards or the Regulator at any time in order to allow the completion of quality assurance processes
11. Is the organisation approved with other Awarding Organisations and has the organisation been refused approval or had approval status removed by an Awarding Organisation

'Once we rid ourselves of traditional thinking we can get on with creating the future'

James Bertrand

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