

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 Qualifications are delivered.

1. Leadership, Management Systems and Administrative Arrangements		
	Criteria	Additional guidance and possible sources of evidence
1.1	The aims, policies and procedures in relation to the qualifications are supported by senior management and understood by the team involved in the delivery.	The centre must demonstrate senior management and those involved in the qualification clearly understand and support aims, policies and procedures in relation to the qualification. Evidence could include: <ul style="list-style-type: none"> □ Organisational chart □ Named person(s) with overall responsibility □ Named person(s) responsible for Examinations □ Named person(s) responsible for Finance □ Named person(s) responsible for Quality □ Named person(s) responsible for leading the team of Tutors, Assessors, Internal Verifiers
1.2	Roles and responsibilities of all staff involved in delivery and/or assessment of RHS Qualifications (across all assessment sites) are defined and clearly understood.	<ul style="list-style-type: none"> □ Defined job descriptions □ Lines of accountability in relation to the delivery, assessment and quality assurance process □ Staff handbook □ How conflicts of interest are identified, monitored, documented and addressed
1.3	There are procedures in place to ensure effective communication between all staff involved in the delivery of RHS Qualifications, and amongst all staff both horizontally and vertically (including staff who work remotely and/or at satellite sites).	The centre is able to confirm effective communication channels are in place. <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 qualifications are disseminated across teams and sites
1.4	A formal agreement is in place where the delivery of RHS Qualifications takes place away from the main site, this includes satellite sites or delivery by a third party organisation.	<ul style="list-style-type: none"> □ Details of formal collaboration between the centre and third party organisation/satellite site □ Formal contract between both parties □ Evidence that each party clearly understands roles and responsibilities regarding RHS Qualification delivery and assessment
1.5	The Centre has documented policies and procedures in place to provide advice and	The centre can demonstrate all policies are available and: <ul style="list-style-type: none"> □ Have regular review and an update mechanism in place

	<p>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 ▫ Complaints ▫ Equality and Diversity Policy ▫ Access and Fair Assessment Policy ▫ Conflicts of Interest 	<ul style="list-style-type: none"> ▫ Are freely available to learners ▫ Understood by staff involved in the delivery of RHS Qualifications ▫ 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 and status
1.6	<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
1.7	<p>A commitment the centre has the financial resource in place to successfully deliver and assess RHS Qualifications, and notifies RHS on a timely basis of any changes to the centres financial status which may affect delivery and/or assessment.</p>	<ul style="list-style-type: none"> ▫ Signed statement from Senior Management
1.8	<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 Qualifications (for all delivery sites) ▫ The centre withdraws from offering RHS Qualifications 	<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(s).</p> <ul style="list-style-type: none"> ▫ Documented contingency plan demonstrating the process to be followed, staff involved, process for notifying RHS and timeframes ▫ Succession planning ▫ Supporting learners throughout the process ▫ Understanding of the RHS withdrawal policy and process

	<ul style="list-style-type: none"> ▫ Delivery sites (if applicable) withdraw from offering RHS Qualifications ▫ Access to practical facilities are withdrawn/lost ▫ Change in financial status 	
1.9	A process is in place to notify RHS Qualifications of any changes in relation to the delivery of the qualification which may affect the centre's ability to meet RHS centre approval criteria, this includes staff changes.	<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 ▫ Record of communication with RHS ▫ Process for expansion of RHS Qualification delivery (additional qualifications or site)
1.10	Appropriate resource is available and a process is in place for registration and certification claims to ensure learners are registered on the correct qualification within the specified timeframe.	<ul style="list-style-type: none"> ▫ Key person responsible for registrations and claiming results is trained and fully conversant with the RHS Qualifications web-portal ▫ Effective induction process for new staff responsible for this area ▫ All staff involved in the delivery of the qualification are aware of RHS Qualification registration process and timeframes
1.11	Learners' personal data is collected and held in accordance with the latest data protection legislation.	<ul style="list-style-type: none"> ▫ Data Protection policy ▫ Relevant consents are obtained ▫ Secure database/systems ▫ Database security arrangements ▫ Secure handling of data
1.12	The centre has Public Liability Insurance in place.	<ul style="list-style-type: none"> ▫ Current public liability insurance certificate

2. Resources		
	Criteria	Guidance and possible sources of evidence
2.1	There are appropriately qualified and competent Tutors for delivery of RHS Qualifications	<p>The centre can demonstrate all tutors hold relevant experience and expertise appropriate to the qualification and level they are teaching, this must include:</p> <ul style="list-style-type: none"> ▣ Ability to teach to the horticultural industry standard with at least five years' active (and current) experience in horticulture relevant and appropriate to the qualification they are teaching, 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 Specification ▣ Relevant (and current) CPD activities <p>Evidence can be supplied in the form of a CV and copies of relevant certificates</p>
2.2	There are appropriately qualified and competent Assessors for delivery of RHS Qualifications (practical qualifications only)	<p>The centre can demonstrate all assessors hold relevant experience and expertise appropriate to the qualification and level they are assessing, this must include:</p> <ul style="list-style-type: none"> ▣ Ability to assess to the horticultural industry standard with at least five years' active (and current) experience in horticulture relevant and appropriate to the qualification they are assessing or experience of assessing (at a similar level) ▣ Skills of supporting learners, giving constructive feedback and the ability to make assessment decisions relating to the qualification being assessed which are; consistent, valid, fair, and reliable and meet the industry standard ▣ Experience of assessing in the same, or similar occupational area, or hold a recognised assessor qualification (e.g Level 3 Award in Assessing Vocational Related Activity or A1) ▣ Familiar with RHS Qualification Specification and related processes and procedures ▣ Relevant (and current) CPD activities <p>Evidence can be supplied in the form of a CV and copies of relevant certificates</p>

2.3	<p>There are appropriately qualified and competent Internal Verifiers (IVs) for RHS Qualifications (practical qualifications only)</p>	<p>The centre can demonstrate all Internal Verifiers hold relevant experience and expertise appropriate to the qualification and level they are internally verifying, this should include:</p> <ul style="list-style-type: none"> ▫ At least five years' active (and current) experience in horticulture relevant and appropriate to the qualification they are internally verifying. ▫ Experience of assessing in the same, or similar occupational area to the one they are verifying, to the horticultural industry standard. ▫ Experience of internally verifying in the same, or similar occupational area or hold a recognised internal verification qualification (e.g. Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice or V1). ▫ Skills of supporting assessment staff and providing constructive feedback. ▫ Ability to implement and operate a robust internal quality assurance procedure, to ensure standardisation across assessors, assessment decisions and assessment sites which meet the industry standard. ▫ Familiar with RHS Qualification Specification and related processes and procedures. ▫ Relevant (and current) CPD activities.
2.4	<p>There are arrangements in place with staff involved in the delivery of RHS Qualifications 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 Qualifications.</p> <p>The centre <u>must</u> have documented and signed contract/agreements with sub-contractors which also indicate lines of accountability.</p> <ul style="list-style-type: none"> ▫ Conflicts of interest are identified, monitored, documented and addressed ▫ Comprehensive induction process for sub-contracted staff ▫ Clear lines of communication between the centre, staff involved in the delivery and sub-contracted staff ▫ Monitoring of CPD activities
2.5	<p>Staff have sufficient time and appropriate resources to carry out their role effectively</p>	<ul style="list-style-type: none"> ▫ Staff: learner ratio ▫ Defined job description ▫ Lines of responsibility

2.6	Staff development is established and provided to the qualification delivery team in-line with identified needs	<ul style="list-style-type: none"> ☐ Staff induction process ☐ Staff induction handbook ☐ Staff appraisal procedure and evidence of records ☐ Observed teaching sessions ☐ Records of staff development (relevant CPD) and development plans are in place ☐ Action plans for staff to become qualified (if applicable)
2.7	Access to the necessary resources required for delivery and achievement of RHS Practical Qualifications*	<p>Only applicable if seeking approval to offer RHS Practical Qualifications.</p> <ul style="list-style-type: none"> ☐ All resources available for the qualification seeking approval to deliver ☐ Secure storage facilities for assessment paperwork
2.8	Suitable storage facilities and accommodation available for the purposes of RHS Examinations	<p>Only applicable if seeking approval to offer RHS Theory Qualifications.</p> <ul style="list-style-type: none"> ☐ Secure storage facilities for examination papers ☐ Suitable venue to hold examinations
2.9	External assessment is conducted in accordance with RHS Qualification procedures	<p>Only applicable if seeking approval to offer RHS Theory Qualifications.</p> <ul style="list-style-type: none"> ☐ Access to invigilators ☐ Information/training provided to invigilators ☐ Invigilators are aware and fully understand <ul style="list-style-type: none"> ☐ Malpractice and Maladministration Policy ☐ Plagiarism ☐ Conflicts of Interest Policy ☐ RHS Examination procedures and notification of events
2.10	Equipment used for the purposes of teaching and assessment (across all sites) comply with relevant Health and Safety Acts	<ul style="list-style-type: none"> ☐ Health and Safety Policy ☐ Health and Safety Procedures and Maintenance schedules ☐ Risk Assessments

*For a definitive list of resources/staff competence required to deliver RHS practical qualifications please refer to 'Guidance on Physical Resources and Staff to Deliver RHS Qualifications'

3. Learner Support and Qualification Delivery		
	Criteria	Guidance and possible sources of evidence
3.1	Information, advice and guidance about the qualification and assessment is provided to potential learners and learners enrolled on an RHS Qualification	<ul style="list-style-type: none"> □ Learner handbook and induction process □ Learner access to relevant policies e.g appeals/complaints □ Centre website □ Intranet □ Details of support services available □ Contract between centre and learner for the qualification undertaken
3.2	Learning materials used for teaching RHS Qualifications are developed, updated regularly and include full coverage of the latest qualification syllabus	<ul style="list-style-type: none"> □ Learning materials are developed and reviewed by competent staff □ A variety of teaching and learning materials are provided □ All learning materials are fit for purpose, accessible and pitched at the right level for the qualification being taught □ All materials include full coverage of qualification assessment criteria being taught □ Process and procedure in place for reviewing and updating the learning materials □ Examination and/or assessment preparation and support is made available to learners
3.3	Particular needs of learners are identified and met where possible, and RHS Qualifications are notified where a reasonable adjustment is required	<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 reasonable adjustments □ RHS policy on 'Reasonable Adjustments and Special Consideration' is understood by those involved in delivery of the qualification
3.4	Sufficient teaching and assessment time has been allocated to ensure effective and efficient delivery of RHS Qualifications	<ul style="list-style-type: none"> □ Scheme of Work (per qualification) which maps clearly how resources, class activities and self-study will be used to ensure all assessment criteria are successfully covered. □ Programme timetable demonstrating sufficient time has been allocated to teaching/assessment to meet GLH/TQT requirements □ Timetabling to prepare learner for RHS examinations and assessments is made available

		<ul style="list-style-type: none"> ☐ Evidence of using feedback to adjust time provided for qualification
3.5	Assessment records are in place which show accurate assessment, tracking and progress, and made available to the RHS for auditing purposes	<ul style="list-style-type: none"> ☐ Individual learner profile records ☐ Assessment records (formative and summative) ☐ Process and procedures for assessment tracking ☐ Provision for learners with particular assessment requirements ☐ Secure storage and handling of RHS assessment materials ☐ Lesson observations
3.6	An internal quality assurance sampling plan is available and followed in line with RHS requirements (RHS Practical qualifications only)	<ul style="list-style-type: none"> ☐ Internal Verifier sampling plan ☐ Internal Verifier reports/records of feedback to the assessment team ☐ Dissemination of the sampling plan to relevant staff ☐ Review of the sampling plan in line with organisation changes
3.7	The centre monitors and reviews its approach to qualification delivery to inform future activity	<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
3.8	Promotion of RHS Qualification courses are clear, accurate and not misleading	<ul style="list-style-type: none"> ☐ Correct use of RHS Approved Centre logo ☐ Evidence of all promotional materials