

QUALITY MANAGEMENT

Number Ten:

PROVIDER PARTNERSHIPS

POLICY & PROCEDURE

Provider partnerships include arrangements where a non-accredited organisation develops a formal relationship with an accredited organisation to provide training or assessment services (in the past this has sometimes been referred to as an “umbrella relationship”).

Skills Active allows for provider partnerships as a temporary solution while a provider is in the process of gaining accreditation. These arrangements will therefore be subject to annual review and rarely be permitted to prevail for more than two years. The accredited organisation (umbrella provider) will be charged for the cost of the review.

Skills Active has found that there are a number of quality management issues with this process for all parties involved and that there is generally a considerable additional workload and cost for the accredited organisation which they had not foreseen.

Responsibilities

In provider partnerships, the accredited organisation is responsible for ensuring that:

- They inform Skills Active of any current or potential partnership arrangements.
- There is a signed Memorandum of Understanding (MOU) between the provider and the accredited organisation carrying out the assessment. Providers are required to provide a copy of the MOU when requested.
- A contractual agreement is developed between the partner organisations clearly establishing responsibilities and the QMS policies and procedures that must be met and maintained.
- The policies and procedures that the accredited organisation operates meet the standards established in Skills Active’s AMAPs (including moderation compliance).
- Quality assessment takes place.
- All credits are reported by the accredited organisation.