



## Centre Assessment Standards Scrutiny (CASS) Policy

Version 1.1

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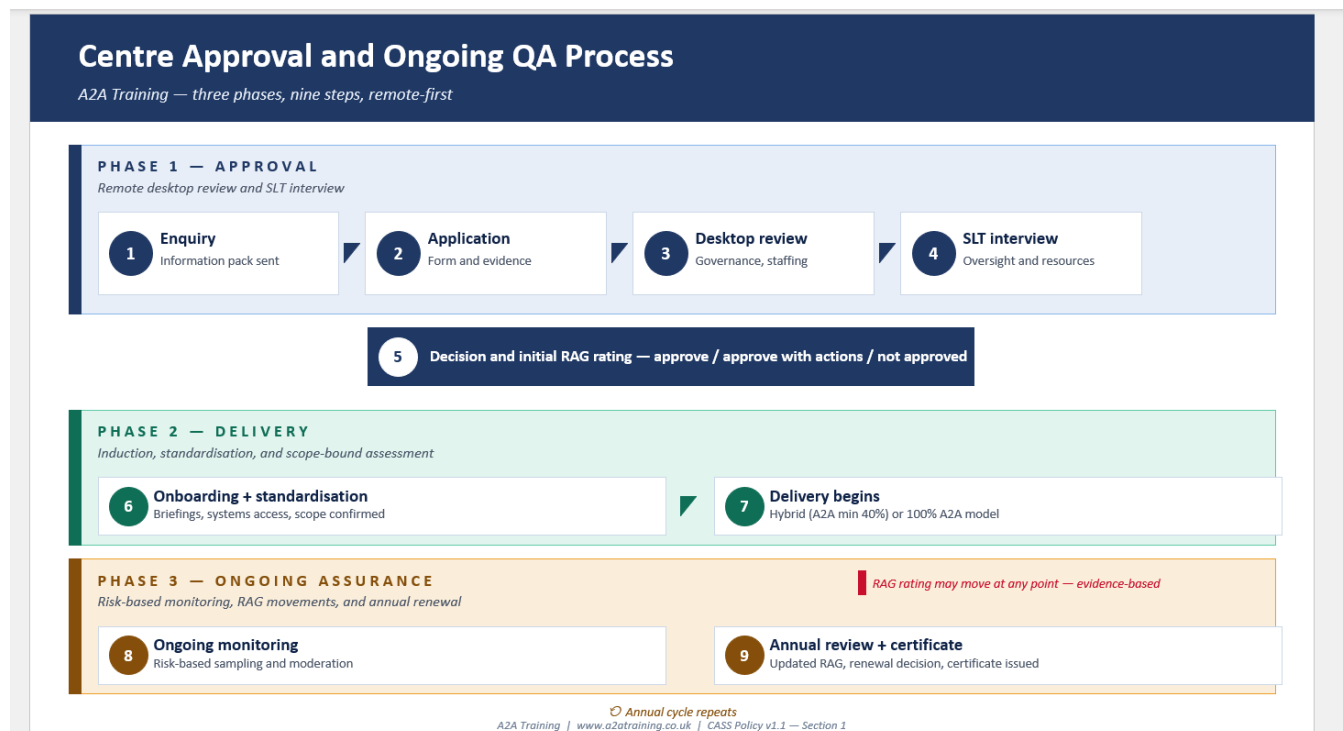
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# 1. Process overview

A2A Training Limited T/A A2A Qualifications (hereafter A2A )operates a centre network model under the Centre Assessment Standards Scrutiny (CASS) framework, similar to an awarding body approach, while retaining responsibility for quality, moderation and certification decisions.

## 1.1 At-a-glance process



- **Step 1 — Enquiry and information pack:** A2A issues the application form, evidence checklist, and guidance.
- **Step 2 — Application submitted:** Centre returns the completed approval form and all required evidence by email.
- **Step 3 — Desktop review (remote):** A2A reviews governance, staffing competence, policies and procedures, conflict of interest controls, and readiness.
- **Step 4 — SLT interview (remote):** A2A conducts a structured interview with the centre's SLT to confirm oversight, resources, and independence.
- **Step 5 — Decision and RAG rating:** A2A confirms outcome (approve / approve with actions / not approved) and assigns an initial RAG rating.
- **Step 6 — Onboarding and standardisation:** Centre induction, assessment briefing, and standardisation for assessors and IQAs.
- **Step 7 — Delivery begins:** Centre delivers within scope and agreed assessment model (hybrid or 100% A2A).
- **Step 8 — Ongoing monitoring and RAG changes:** A2A monitors performance and may move the centre's RAG rating at any point.
- **Step 9 — Annual full review and renewal certificate:** Annual planned review with an updated RAG rating and issue of an annual approval certificate.

## 1.2 Remote approval position

All approvals and reviews are completed remotely unless otherwise specified (for example, where health and safety requirements require an on-site activity).

## 2. Our commitment to centres

A2A is committed to working collaboratively with centres to deliver assessment that is fair, consistent, and manageable. We will:

- Be clear and transparent about requirements, evidence expectations, roles and responsibilities, and what good looks like.
- Provide timely guidance and support so centres understand the assessment model and can plan resources confidently.
- Apply quality assurance proportionately using a risk-based approach, focusing monitoring where it is most needed.
- Standardise to protect consistency, ensuring assessors and IQAs apply requirements and decision rules consistently.
- Give constructive feedback through sampling outcomes and reviews, with clear actions and realistic timescales.
- Treat centres fairly and consistently, using the same approval criteria and QA approach across the centre network.
- Use RAG ratings transparently, explaining the rationale and what is needed to improve or maintain a rating.
- Protect assessment integrity, including robust conflict of interest controls and prompt action where risks are identified.
- Maintain a remote-first approach wherever appropriate, with on-site activity only where needed.
- Keep focus on learner experience, supporting processes that are calm, clear and respectful for apprentices and employers.

## 3. Purpose, scope and regulatory basis

### 3.1 Purpose

This policy sets out how A2A approves and quality assures centres delivering assessment under CASS arrangements to ensure assessment is valid, reliable, fair, consistent and compliant.

### 3.2 Scope

This policy applies to all A2A staff, associates and all centres approved to deliver assessment activity under A2A oversight. It covers the qualifications and apprenticeship standards for which A2A is a recognised assessment organisation and is to be read alongside the relevant assessment plans and A2A operational guidance.

### 3.3 Regulatory basis

This policy has been developed to meet Ofqual's General Conditions of Recognition, and in particular Condition H2 (Centre Assessment Standards Scrutiny). It is designed to give A2A continuous assurance that:

- Centre assessment decisions are valid and reliable (H2.1);

- Centre-marked assessments are delivered in a manner that is consistent between centres (H2.2);
- A2A identifies and manages risks inherent in centre marking (H2.3);
- A2A reviews the effectiveness of its CASS arrangements on an ongoing basis (H2.4); and
- A2A takes appropriate action where assessment standards are not met (H2.5).

This policy also reflects Skills England guidance and the 2025/26 apprenticeship assessment reforms, including the shift from end-point assessment to apprenticeship assessment throughout programme delivery.

## 4. Risk identification and mitigation

A2A has identified the following principal risks inherent in centre marking under the reformed apprenticeship assessment model. These risks drive our CASS controls and sampling approach.

### 4.1 Principal risks

- **Centre commercial interest in outcomes.** Centres have a direct interest in apprentice pass rates and completion volumes. This can create unconscious or conscious pressure toward lenient grading.
- **Trainer-as-assessor conflict.** An assessor who has delivered training to an apprentice has a vested interest in that apprentice's success, compromising independent judgement on the same individual's evidence.
- **Employer influence.** Employers may exert pressure on centres or assessors to accept evidence that does not fully meet the standard, particularly near completion deadlines.
- **Inconsistency between centres.** Different centres may interpret the same assessment criteria differently, producing inconsistent outcomes for apprentices completing the same standard.
- **Drift over time.** Centre assessor practice can drift away from A2A's specification between standardisation events, particularly where centres have low assessor turnover and limited external exposure.
- **Unqualified or under-qualified staff.** Centres may deploy staff to assessment or quality assurance roles without holding or working toward recognised qualifications for those roles.
- **Evidence authenticity.** Portfolio evidence may not be the apprentice's own work, particularly where assessment is conducted remotely or where AI-generated content is a possibility.
- **Inadequate internal quality assurance.** A weak or inconsistent IQA function at centre level fails to catch assessor errors before they reach A2A.

### 4.2 How these risks are mitigated within this policy

Each risk is addressed through specific controls set out elsewhere in this policy:

- Commercial interest, trainer conflict and employer influence: Section 9 (Conflicts of Interest), including mandatory declarations and A2A override powers.
- Inconsistency and drift: Section 10 (Quality Assurance), including mandatory A2A-led standardisation and risk-based sampling.
- Unqualified staff: Section 7 (Staffing Requirements and Competence).
- Evidence authenticity: Section 8 (Centre Policies) requires centre authentication procedures, including for AI-generated content.
- Inadequate IQA: Section 7 (IQA qualification requirements) and Section 10 (A2A external quality assurance of centre IQA activity).

## 5. Our CASS model (hybrid and 100% A2A)

### 5.1 Hybrid assessment model

A2A will assess at least 40% of the assessment. This threshold ensures A2A retains responsibility for the majority of high-stakes assessment decisions while permitting centre delivery of components where centre competence and controls are evidenced. Assessment materials, requirements and decision rules are designed by A2A. The centre may assess agreed components where permitted and where competence and controls are evidenced.

### 5.2 100% A2A assessment model

A2A can deliver all assessment activity for a centre. This option reduces centre staffing and policy requirements for assessment delivery, while still requiring core compliance processes (for example safeguarding, data protection).

### 5.3 Systems

A2A will confirm which system is used for each standard and centre. Current options include ACE360 or Proficient, as applicable.

## 6. Centre approval requirements

A centre must demonstrate it has:

- Appropriate governance and SLT oversight
- Competent assessment and IQA staffing, or a plan to meet requirements (see Section 7)
- Suitable policies and procedures (see Section 8)
- Robust conflict of interest controls (see Section 9)
- Secure record keeping and data management (see Section 14)
- Capacity to engage with monitoring, sampling and standardisation (see Section 10)

A2A may approve by specific standards, levels, pathways, occupational areas, and delivery model.

## 7. Staffing requirements and competence

### 7.1 A2A's approach

A2A takes a competence-led approach to the qualification of Assessors and Internal Quality Assurers (IQAs) operating within our approved centres. Our approach recognises that competence is evidenced through a combination of qualification, experience, occupational currency and ongoing professional development, and that our centres are typically experienced in apprenticeship delivery.

### 7.2 Qualification routes at a glance

*The diagram below summarises the qualification routes A2A accepts for Assessors and IQAs. The routes are set out in full at 7.3 and 7.4.*

## Qualification Routes for Assessors and IQAs

A2A Training — centre staffing requirements under our CASS arrangements

ASSESSORS	INTERNAL QUALITY ASSURERS
<p>Must either hold, or be working toward, one of:</p> <ol style="list-style-type: none"> <li><b>1 CAVA or equivalent</b> Level 3 Certificate in Assessing Vocational Achievement, or recognised legacy equivalent (A1, D32/33)</li> <li><b>2 Level 3 Learning and Skills Assessor</b> Apprenticeship standard (ST1380)</li> </ol>	<p>Must either hold, or be working toward:</p> <ol style="list-style-type: none"> <li><b>1 Level 4 Award in IQA</b> Internal Quality Assurance of Assessment Processes and Practice (or V1/D34)</li> <li><b>2 Level 4 Certificate in Leading IQA</b> Recommended for Lead IQAs</li> </ol>
<p><b>EXCEPTION ROUTE</b></p> <p><b>Occupationally competent but not yet qualified or enrolled</b></p> <p>At A2A's discretion, subject to:</p> <ul style="list-style-type: none"> <li>Centre-led staff development programme</li> <li>Attendance at A2A standardisation events + CPD</li> <li>Enhanced EQA sampling by A2A</li> </ul>	<p><b>EXCEPTION ROUTE</b></p> <p><b>Not yet qualified or enrolled</b></p> <p>At A2A's discretion, subject to:</p> <ul style="list-style-type: none"> <li>IQA decisions countersigned by a qualified IQA</li> <li>Either in-centre or external contracted arrangement</li> <li>Until A2A confirms competence is established</li> </ul>
<p><b>ALL ASSESSORS AND IQAs</b></p> <p>Occupational competence in standard • Current CPD • Attend A2A standardisation events • Cooperate with EQA activity</p>	

A2A Training | www.a2atraining.co.uk | Position Statement v1.0

### 7.3 Assessors

Assessors must be occupationally competent in the standard they are assessing and must either hold, or be working toward within a timescale agreed with A2A, one of the following:

- CAVA or equivalent (including recognised legacy qualifications such as A1, A2, D32 or D33);
- Level 3 Learning and Skills Assessor apprenticeship (ST1380).

At A2A's discretion, A2A will also consider occupationally competent Assessors who are not yet qualified or enrolled on a qualification, provided they operate under a centre-led staff development programme including attendance at A2A's standardisation events and ongoing CPD. Such Assessors will be subject to enhanced EQA sampling by A2A until competence is established.

### 7.4 Internal Quality Assurers (IQAs)

IQAs must be occupationally familiar with the standards they are quality assuring and must hold, or be actively working toward within a timescale agreed with A2A:

- Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice (or recognised legacy equivalent such as V1 or D34); or
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice, which is recommended for Lead IQAs.

At A2A's discretion, A2A will also consider the appointment of IQAs who are not yet qualified or enrolled, provided their IQA decisions are countersigned by a qualified IQA — either within the centre or through an external contracted arrangement — until A2A confirms competence is established.

### 7.5 Complementary workforce development

Centres may also use complementary apprenticeship standards from the Education and Training family — notably the Level 3 Learning and Skills Mentor and the Level 5 Learning and Skills Teacher — to develop the wider teaching and learner-support capability of their centre workforce alongside the Assessor and IQA qualifications set out above. These are not substitutes for the Assessor or IQA qualifications.

## 7.6 Ongoing requirements

All Assessors and IQAs operating within A2A-approved centres must:

- Maintain current evidence of occupational competence and CPD;
- Attend A2A's standardisation events for the standards they assess or quality assure;
- Comply with A2A's conflict of interest requirements (Section 9);
- Cooperate with A2A's external quality assurance activities (Section 10).

## 7.7 Evidence required at approval

Centres must provide for each member of staff involved in assessment or IQA:

- CV
- Qualification certificates (CAVA/IQA/EPA where held), or enrolment evidence where working toward
- CPD records covering the last 12 months
- Job description or role profile
- Completed conflict of interest declaration

## 8. Centre policies and procedures

Centres must provide current versions of the following, as applicable to scope:

- Safeguarding
- Prevent
- Health and safety (including risk assessment approach)
- Equality, diversity and inclusion
- GDPR and confidentiality
- Complaints and appeals
- Malpractice and maladministration
- Conflicts of interest
- Reasonable adjustments and special considerations
- Assessment and IQA procedures, including authentication, learner ID checks, evidence storage, internal sampling, record keeping, and the approach to AI-generated content in learner evidence

Where a policy is in development, the centre must provide a completion date and interim controls.

## 9. Conflicts of interest

Centres must identify, record and manage actual, potential and perceived conflicts of interest (COI).

### 9.1 Principal COI risks addressed

- An assessor assessing an apprentice they have trained, taught or coached (trainer-as-assessor risk);
- An assessor or IQA with a personal relationship with the learner;
- Commercial pressure from employers or within the centre to influence grading decisions;
- Financial or other incentives that could influence assessment judgement;

- An IQA quality-assuring decisions they or a close colleague has made.

## 9.2 Minimum controls

- COI declarations for all staff involved in assessment or IQA, maintained and updated at each annual review and whenever circumstances change;
- A documented process for assigning independent staff, escalating cases to A2A, or requesting that A2A assesses the relevant component;
- Prompt notification to A2A of any COI that may affect assessment integrity;
- For Assessors who have had any training or coaching relationship with an apprentice, assessment of that apprentice's evidence by an independent Assessor within the centre or, where unavailable, by A2A.

## 9.3 A2A's response to COI risks

Where COI controls are insufficient, A2A may:

- Increase sampling of the affected assessor or IQA;
- Require A2A to assess the relevant components directly;
- Restrict the centre's scope of delivery;
- Apply sanctions under Section 12.

# 10. Quality assurance: monitoring, sampling and standardisation

## 10.1 Monitoring principles

A2A applies a risk-based approach focused on:

- Validity and reliability of assessment decisions
- Consistency between assessors and between centres
- Quality of assessment records and evidence
- Timeliness and responsiveness
- Compliance with reasonable adjustments and special considerations
- Control of malpractice, maladministration and COI

## 10.2 Sampling approach

Sampling levels reflect RAG rating, staff experience and turnover, standard complexity and assessment model, historic outcomes and trends, and any complaint, appeal or incident triggers. A2A applies the following indicative minimum sampling bands, which may be exceeded at A2A's discretion:

- Green: minimum 10% sample of centre assessment decisions per standard, per sampling period
- Amber: minimum 25% sample
- Red: 100% sample until the centre returns to Amber or Green
- Newly approved centres: 100% sample of the first cohort's decisions, reducing to the applicable RAG band once A2A confirms competence
- Unqualified Assessors approved under Section 7.3: 100% sample of their decisions until competence is established

Sampling covers both assessor decisions and the centre's internal quality assurance activity.

## 10.3 Standardisation

Standardisation operates at two levels:

**A2A-led external standardisation.** A2A delivers standardisation activity for all approved centres to ensure consistent interpretation of our assessment specification and grading criteria across the network. A2A standardisation is delivered through a combination of recorded video materials, online scenario-based assessment quizzes, and periodic live sessions. Attendance and completion are mandatory for Assessors and IQAs marking for A2A, required before first delivery and at intervals set by A2A. A2A maintains completion and outcome records for each Assessor and IQA.

**Centre-led internal standardisation.** Centres are additionally responsible for running their own internal standardisation activity, ensuring Assessors and IQAs within the centre apply A2A's specification consistently. Centres must document this activity and make records available to A2A on request.

Where A2A's EQA sampling identifies consistency issues, A2A may require targeted re-standardisation, either at A2A or centre level, before further assessment activity.

## 11. RAG rating and interventions

### 11.1 RAG definitions

**Green:** low risk, strong compliance, consistent outcomes and timely completion of actions.

**Amber:** developing or variable performance; targeted support and increased monitoring required.

**Red:** high risk to assessment integrity; restrictions and intensive monitoring required.

### 11.2 Moving RAG ratings

A2A can move a rating at any point based on performance indicators, including sampling outcomes and action completion, quality of records and evidence, complaints and appeals trends, malpractice or maladministration investigations, staff competence concerns or turnover, and missed deadlines or poor responsiveness.

### 11.3 Interventions (non-exhaustive)

A2A may:

- Require improvement actions with deadlines
- Increase sampling and moderation
- Mandate re-standardisation
- Restrict centre assessment components
- Apply sanctions under Section 12
- Suspend or withdraw approval where required

## 12. Sanctions

A2A operates a proportionate sanctions ladder. Sanctions may be escalated or de-escalated based on the nature and severity of any non-compliance, the centre's history, and the risk to learners and to assessment integrity.

### 12.1 Sanctions ladder

- **1. Informal notice and action plan:** for minor or first-instance issues, with defined deadlines and evidence requirements.
- **2. Increased sampling and monitoring:** applied where consistent performance concerns emerge.
- **3. Re-standardisation:** mandatory attendance at additional A2A standardisation before further assessment activity.
- **4. Scope restriction:** the centre is prohibited from assessing specific standards or components until conditions are met.
- **5. Suspension of approval:** all centre assessment activity is paused, pending investigation or remediation.
- **6. Withdrawal of approval:** the centre's approval is terminated. Learner continuity is managed under Section 17.

A2A may also apply sanctions in response to findings from its own EQA activity, complaints, appeals, or malpractice and maladministration investigations.

### 13. Remote approval approach and on-site exceptions

Approvals are completed remotely unless otherwise specified, for example where health and safety requirements justify an on-site check. A2A will confirm scope and arrangements in writing.

### 14. Records, data protection and retention

Centres must:

- Store assessment information securely, with controlled access
- Retain information for the required period, as specified by A2A and applicable regulation
- Provide records promptly on request for sampling, audit or investigation
- Comply with GDPR and confidentiality requirements

A2A retains records relating to centre approval, sampling outcomes, RAG ratings and sanction decisions for the period specified in our data retention schedule.

### 15. Complaints, appeals, malpractice and maladministration

Centres must operate transparent processes for complaints and appeals and notify A2A promptly where issues relate to assessment integrity, outcomes, or certification.

#### 15.1 Malpractice and maladministration

A2A investigates malpractice and maladministration concerns that fall under its responsibility. A full account of A2A's approach is set out in the A2A Malpractice and Maladministration Policy (A2A-MAL-POL-001), which should be read alongside this document. Centres are required to cooperate fully with any investigation, including by preserving records and providing access to staff and evidence on request.

#### 15.2 Reporting

A2A reports to Ofqual, Skills England and other relevant bodies in line with our regulatory obligations.

## 16. Certification and annual approval certificate

### 16.1 Centre approval certificate

Once approved, the centre will receive an annual approval certificate. Continued approval is dependent on ongoing compliance and completion of annual review.

### 16.2 Certification of apprentices

A2A retains sole responsibility for certification decisions for apprentices assessed under our oversight. Where centres mark assessment components, those decisions are subject to A2A moderation before any certification decision is finalised. Certificates are issued via the apprenticeship assessment service.

## 17. Centre withdrawal, suspension and learner continuity

In the event that a centre's approval is suspended or withdrawn, A2A's priority is to protect apprentices already in programme and to minimise disruption to their progression to certification.

### 17.1 Our approach

- A2A will promptly notify the centre, affected employers and, where appropriate, Skills England of any material change to the centre's approval status.
- A2A will work with the centre to identify apprentices affected and the stage they have reached in their programme.
- Where centre assessment capacity is restricted or withdrawn, A2A will assess the affected components directly under the 100% A2A model, at no additional cost to the apprentice, until an alternative arrangement is in place.
- A2A will liaise with alternative approved centres or training providers where apprentice transfer is required, supporting transfer of evidence and records in line with GDPR.
- A2A will keep apprentices and employers informed of the practical implications of the change and the steps being taken.

### 17.2 Centre obligations on withdrawal or suspension

- Cooperate fully with A2A throughout any transition period
- Preserve and transfer all apprentice records and evidence as directed by A2A
- Not represent itself as an A2A-approved centre after the effective date of withdrawal or suspension

## 18. Fees

Fees are available upon request and will be confirmed in writing.

## 19. Appendices

- Appendix 1 — Centre approval evidence checklist (one page)
- Appendix 2 — RAG rating indicators (detailed)
- Appendix 3 — Conflict of interest declaration template
- Appendix 4 — Centre annual review and RAG reassessment form
- Appendix 5 — Assessor and IQA competence checklist (separate document: A2A-CASS-FRM-004)
- Appendix 6 — Glossary

### Appendix 1 — Centre approval evidence checklist

*Return completed application and evidence by email to [info@a2atraining.co.uk](mailto:info@a2atraining.co.uk).*

#### Application

- Completed Centre Approval Application Form

#### Staffing evidence (all staff involved in assessment/IQA)

- CVs
- Qualification certificates (CAVA/IQA/EPA where held)
- Enrolment evidence where working toward qualifications
- CPD records (minimum last 12 months)
- Roles and responsibilities list
- Completed COI declarations

#### Centre policies and procedures (attach copies)

- Safeguarding
- Prevent
- Health and Safety
- Equality, Diversity and Inclusion
- Data protection and confidentiality (GDPR)
- Complaints
- Appeals
- Malpractice and maladministration
- Conflicts of interest
- Reasonable adjustments and special considerations
- Assessment and IQA procedures (authentication, ID checks, record keeping, AI content)

#### SLT interview

- Named SLT attendees and preferred interview slots included

### Appendix 2 — RAG rating indicators (detailed)

#### Green indicators

- Documentation complete and current, strong governance

- Staff competence evidenced with up-to-date CPD
- Sampling outcomes consistent
- Actions completed on time
- Low complaint or appeal risk indicators

### Amber indicators

- New delivery team or recent turnover
- Minor policy or procedure improvements needed
- Some variability in sampling outcomes
- Occasional late submissions or responsiveness concerns
- Targeted actions required

### Red indicators

- Repeated non-compliance or significant gaps
- Evidence quality or authenticity concerns
- Actions overdue or repeated issues
- High complaint or appeal volume or serious themes
- Malpractice or maladministration concerns or active investigation
- Independence or COI controls insufficient

## Appendix 3 — Conflict of interest declaration template

A2A-CASS-FRM-002 Version 1.0

Centre name: \_\_\_\_\_

Name: \_\_\_\_\_

Role (Assessor / IQA / Centre Lead / Admin / Other): \_\_\_\_\_

Standard(s) or occupational area(s): \_\_\_\_\_

Date: \_\_\_\_\_

### A. Declaration (tick one)

- I have no actual, potential, or perceived conflict of interest [ ]
- I do have a conflict of interest (complete section B) [ ]

### B. Details of conflict

Apprentice/cohort reference: \_\_\_\_\_

Nature of conflict (tick all that apply):

- Previously trained, taught or coached the apprentice [ ]
- Line management relationship [ ]
- Personal relationship [ ]
- Financial interest [ ]
- Employer relationship affecting independence [ ]
- Other (specify): \_\_\_\_\_

Details: \_\_\_\_\_

### C. Proposed mitigation

- Re-assign Assessor or IQA [ ]
- A2A to assess affected component(s) [ ]
- Increased sampling or moderation [ ]
- Additional sign-off controls [ ]
- Other: \_\_\_\_\_

### D. Signatures

Declared by: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Centre Lead: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

A2A Approval: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Appendix 6 — Glossary

**Apprentice.** The learner undertaking an apprenticeship programme and completing assessment requirements.

**Assessment.** A process of evaluating an apprentice's knowledge, skills and behaviours against defined criteria and decision rules.

**Assessment Organisation (AO).** The organisation responsible for approving centres, setting and designing assessment requirements, quality assuring delivery, and making certification decisions.

**Authentication.** The process of confirming evidence is the apprentice's own work and is valid for assessment.

**CASS (Centre Assessment Standards Scrutiny).** The regulatory framework under Ofqual Condition H2 by which awarding organisations secure the validity of centre-marked assessment. In the apprenticeship context, this allows on-programme assessment to contribute to the final outcome, with approved training providers acting as centres delivering assessment under A2A's oversight.

**CAVA.** Level 3 Certificate in Assessing Vocational Achievement.

**Centre.** An approved training provider authorised by A2A to deliver assessment activity within an agreed scope.

**Certification.** The confirmation and award process that records apprentice achievement and final outcome.

**COI (Conflict of Interest).** A situation where impartiality could be compromised or reasonably perceived to be compromised.

**CPD (Continuing Professional Development).** Learning activities evidencing that staff maintain and develop vocational competence and assessment practice.

**EPA (End-Point Assessment).** The assessment model being phased out under the 2025/26 reforms, where assessment takes place at the end of the apprenticeship programme. Under reform, this is replaced by apprenticeship assessment, which may take place throughout the programme.

**EQA (External Quality Assurance).** Activities undertaken by A2A to monitor centre assessment and IQA activity.

**IQA (Internal Quality Assurance).** The centre's internal process to check assessment decisions and evidence for consistency and compliance.

**Lead IQA.** The centre's single point of accountability for internal quality assurance and A2A's named contact for quality matters.

**Maladministration.** Unintentional non-compliance or mistakes that could affect integrity.

**Malpractice.** Intentional or negligent actions that compromise assessment integrity.

**Moderation.** A process to confirm assessment decisions are consistent and aligned to requirements.

**RAG Rating.** A risk rating system: Red (high), Amber (medium), Green (low).

**Sampling.** Reviewing a proportion of assessment decisions and evidence to confirm quality and compliance.

**SLT (Senior Leadership Team).** Centre leaders responsible for governance, resourcing and accountability.

**Standardisation.** Activities ensuring Assessors and IQAs interpret and apply requirements consistently.

## Document control

Version	Date	Author	Summary of changes	Approved by
1.0	02/12/2025	Sam Barnfield	Policy created	Louise Warren
<b>1.1</b>	21/4/2026	Quality Team	Corrected CASS definition to Centre Assessment Standards Scrutiny; added regulatory basis (Ofqual Condition H2); added risk identification and mitigation section; expanded staffing requirements with qualification routes diagram; added sampling bands; added sanctions ladder; added centre withdrawal and learner continuity section; 12-month review cycle introduced.	Louise Warren