

Direct Claim Status Policy

Overview

As part of our Quality Assurance Framework, we use a Direct Claim Status (DCS) system to encourage good practice. An Approved Training Organisation (ATO) that achieves DCS, you'll be able to claim learner certificates without needing authorisation from your External Quality Assurer (EQA).

DCS is awarded for an individual qualification and is based on quality criteria that are measured and reported on through the external quality assurance visits carried out by an EQA. DCS is available for all ISP qualifications.

Criteria

DCS is for an individual qualification and is based on quality criteria that are measured and reported on through the external quality assurance visits, carried out by an EQA.

For DCS to be achieved after one visit your ATO must have had one EQA visit report which has:

- No outstanding actions from previous EQA visit report
- No assessment decision or IQA actions from the current visit
- A minimum of 3 learner portfolios sampled on the visit, with at least 2 completed portfolios sampled and marked as 'final'; other learners sampled can have 'new' or 'mid' status
- Reliability of assessment must be deemed as accurate

How DCS is awarded

Following an EQA visit, the report will indicate whether your ATO has met the criteria to award DCS for the qualification.

Maintaining DCS

Once DCS has been achieved an ATO needs to ensure that they continue to operate to the high standards that are already in place.

The ISP will visit (remotely) your ATO within 12 months of DCS being achieved/maintained and apply the same original criteria to make a judgement.

As the EQA will need to sample completed learner portfolios for DCS to be maintained, ATOs must ensure they retain a sample of learner work to present to your EQA. The size and range of this sample should be discussed with your EQA in advance of the visit.

Approval for DCS can be removed, but we'd only remove it for the following reasons:

- 1) If you don't meet the DCS criteria during your external quality assurance visit (as detailed above).
- 2) In the exceptional circumstance where information from a range of external sources raises concerns eg complaints, suspensions or investigations which may lead us to review of your DCS approval. If this happens, the Quality Manager from the ISP would contact you to highlight the issues and discuss the concerns.

[More information](#)

If you'd like more information about DCS or if you've any queries, please contact the ISP quality team.