

Centre Quality Assurance Procedure

Examinations Centre

Centre	Excel Tutors (Centre 10488)
Address	161-163 Commercial Road, London, E1 2DA
Policy owner	Head of Centre
Operational lead	Exams Officer
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This policy is aligned with:

- JCQ General Regulations for Approved Centres 2025-2026
- JCQ Instructions for Conducting Examinations 2025-2026

Reviewed annually on the publication of updated JCQ regulations and guidance (General Regulations for Approved Centres, Instructions for Conducting Examinations, and related documents).

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Introduction

Standards set out at our centre to ensure that your child receives the best tuition in a healthy and safe environment. By these set standards and policy framework, all staff will ensure that all children under our care always receive the best safeguards and protection from harm and abuse.

These set standards are to be implemented in compliance with the Ofsted requirements for the childcare register.

Welfare of the children being cared for

In accordance with the requirements for establishing and running childcare services, we hereby clearly provide the following policy guidelines by which the head of centre (registered person) as well as all staff shall carry out their duties. Meeting the following guidelines is mandatory and all staff shall have due knowledge of these guidelines and support implementation at all times.

The head of centre has the duty to ensure that all pupils who study at the tuition centre shall be kept safe from harm at all times when they are in the care of the tuition centre. This is the responsibility of the head of the centre as the registered person in accordance with the Ofsted regulation (CR1.1).

In compliance with (CR1.1), the centre premises shall be in line with fire safety and health and safety certificate and legislation requirements at all times. Our fire safety certificate and health and safety at work regulations would be followed at all times. These shall be displayed on the notice boards and all construction work shall be carried out in line with the regulations to ensure that the structure complies with all fire and health and safety regulations.

Staff in charge of fire safety (Fire Marshalls) and first aid (first aiders) and health and safety staff will receive regular training provided by approved training providers and have their certificates filed and their details and information about them displayed on the centre notice board at all times (ref: **Fire Safety Policy; Health and Safety Policy; First Aid Policy**).

The first Aider trained to supervise and administer first aid must have the appropriate first aid qualification at the right level. This certificate must be current and valid and kept on file for inspection at all times. The currency of the first aid certificate ensures that all first aiders have undergone recent training and have acquired the skills and knowledge in relation to current policy and legislation on giving first aid to children at our centre or child care centre (CR1.3).

In administering disciplinary procedure at this centre, there shall be no use of corporal punishment at any time (CR1.4). The use of corporal punishment is strictly forbidden and the head of centre shall ensure at all times that under no circumstances shall any member of staff or carer of children at this centre carry out corporal punishment (CR1.5).

Member of Staff

In line with the Ofsted regulations, our centre shall ensure that there shall be at least two qualified and suitable persons (of good character and suitable qualification) who have attained the age of 18 present on the premises at all times (CR1.7). The Centre shall ensure that anyone under the age of 17 who works with children is always supervised by someone aged 18 or over

Prohibited Behaviour by Staff

In compliance with child care centre regulations (Ofsted) our centre Excel Tutors adopts recruitment procedures to ensure that all members of staff are thoroughly screened to ascertain their suitability to give childcare and shall ensure that no member of staff shall;

- Smoke
- Or consume drugs
- Or be under the influence of drugs
- Including any medication that may have an adverse effect of the staff members' ability to provide childcare.
- Or consume alcohol on the centre premises at any time while childcare is provided or in the presence of a child receiving childcare (CR1.8).

Furthermore, the head of centre shall ensure at all times that when an under 17 person is employed to give childcare, such a person must be supervised at all times by a person who has attained the age of 18 (CR1.10). These regulations must be made known to all staff at the time of recruitment and agreed to by all parties.

The staff/children ratio should be such that for every eight children for whom the childcare is being provided, at least one person who has attained the age of 18 cares for such children (CR1.12). The head of centre (the registered person) must ensure that all these regulations are strictly enforced and take steps to carry out a thorough recruitment procedure to ensure that the age suitability and qualification of the staff are verified before they commence work.

Arrangement for Safeguarding Children

In compliance with the Ofsted regulations for childcare centres, our centre shall strictly follow our safeguarding policy at all times (ref: Safeguarding Policy). The centre policy for safeguarding shall be kept and implemented for the protection of children under our care. These procedures spelt out in the safeguarding policy shall be strictly adhered to in order to safeguard the children being cared for from any form of abuse or neglect (CR2.1).

In compliance with the national regulations on safeguarding, all staff shall be carefully screened before commencement of their work and the head of centre shall ensure that under no circumstance shall an individual who is not suitable to work with children be left unsupervised

or have access to a child receiving childcare (CR2.3). This may include a staff member under the age of 18 who must not be left alone with children on the premises or any other visitors who may visit the centre for a variety of reasons.

Suitability of Persons to care for, or be in regular contact with children

In compliance with the Ofsted regulations for childcare centres, this centre shall ensure that all staff recruited by the registered person shall meet all qualifications and behavioural standards recognised to work with and have access to work with children. The follow up must be ensured as all staff including the registered person must meet the regulatory requirements;

- Staff must be suitable to work with children.
- Must have been screened via an enhanced criminal records bureau check (DBS) and certificates must be current and valid and available for inspection at all times.
- The ID check must be done and character references must be obtained by all staff employed.
- Staff must therefore be of integrity and good character.
- Must have skills and experience suitable for the work.
- Must be physically and mentally fit for the work (CR3).

Qualifications and Training

In order to ensure that the children being cared for are in the hands of competent staff, our centre will always ensure that staff members are suitably qualified in areas relevant to their tasks and job specifications. The Ofsted policy framework on childcare centres requires that at least half of all persons caring for children have successfully completed a qualification at a minimum of level 2 in a relevant area of work (ref: staff list and qualifications). The manager and head of centre must have a qualification at a minimum of level 3 in a relevant area of work (ref: qualifications and suitability of management/head of centre; CR4.3).

Furthermore, the head of centre, the registered person, will always ensure that at any time, at least one person has successfully completed:

- A qualification at a minimum of level 2 in the area of work relevant to childcare
- Training in the core skills are set out with the documents “common core of skills and knowledge for the children’s workforce” (CR4.4).

(www.gov.uk.org.uk/govok-workforce/common).

Suitability and safety of premises and equipment

This section is related to the centre Health and Safety Policy and Fire Safety Policy, in compliance with the CR5.1 of the Ofsted childcare centre regulations. The head of centre,

registered person, will always ensure that the premises and all equipment used for the purposes of childcare are safe and suitable for that child. Due diligence will be carried out in the purchase and installation of all electric and gas equipment. All electrical gadgets must be PAT tested with certificates displayed. Regular risk assessments and fire risk assessments will be carried out and logged. Signage will be used where appropriate but in areas where risk is high, centre will use boards and metal bars which will make it impossible to be accessed by children. Under no circumstances will a child have access to a room unsupervised by a suitable and registered member of staff who has been vetted via the DBS. All water dispensers and air conditioning gadgets will be regularly serviced and logged (CR5.1).

The centre premises entrance and exit will be manned adequately to ensure that all children have their movements controlled (CR5.2). Centre staff must take the roll count of children present on the day at regular intervals (CR.5.2) and take appropriate action by informing the lead management and head of centre. Our centre shall ensure that children are accompanied when they leave the centre premises. Parents may wait for their children in the waiting area and come to front desk to collect their children. However children aged 8 or above can make their way to the waiting area to meet their parents at the end of tuition sessions after having signed out and logged by the tutor or a centre staff in charge of the cohort in which the child studies (CR 5.3).

All visitors must wait at the front desk. The structure of the entrance makes it impossible for a visitor to walk in without first reporting at the front desk. All visitors must be logged in and logged out and must have no access to a child on their own (CR5.4).

The premises of the centre needs to be risk assessed by the head of centre including all equipment at least once in each calendar year and also where the need arises, a risk assessment must be done and logged (CR5.5).

How the childcare provision is organised

All efforts will be made to give adequate information to all stakeholders and parents on their opportunities to access childcare in circumstances where our centre may not be able to offer childcare. Arrangements will be made with parents and other childcare centres to facilitate such progress (CR 6.1).

There needs to be the maintenance of a conducive childcare and tuition environment. The head of centre will ensure that at all times, there is a disciplined learning environment and inappropriate behaviour is reprimanded appropriately and in a suitable manner (CR6.2). There will be no corporal punishment at this centre. This is in compliance with the Ofsted childcare regulations (CR1.4 and CR1.5).

Our centre will ensure that there is managing behaviour in children; staff will endeavour to prevent the influencing of younger children by those of eight years and above. The leaving of the centre premises will be organised according to age groups and break times will be supervised appropriately to be vigilant at all times (CR 6.3).

Our centre Special Needs Policy indicates the recognition of individual specific challenges identified in children and incorporates steps to support those with specific learning or social challenges (CR6.4). This will be augmented by an Equality Policy to ensure that at all times, facilities and support mechanisms in childcare provision are accessible and inclusive by not refusing to provide childcare or treat any child less favourably than another child by reasons of the child's:

- Race
- Religion
- Home Language
- Family Background
- Gender
- Disability/learning difficulty

Procedures for dealing with complaints

This will be in line with our centre Complaints Policy and Procedures. This procedure indicates steps to be taken by parents of children in childcare and relatives of children who have been registered with our centre as bona fide guardians of specific children and can make such complaints by email (CR7.1). These complaints must be investigated fully and the centre complaints policy and procedure must be followed and explained to all parents (CR 7.2).

These complaints and outcomes must be recorded and kept for a minimum of 3 years. Any actions taken as a result of the complaint must be logged and kept for a minimum of 3 years (CR 7.3). The outcome of any complaint must be communicated to the parent who made the complaint (in writing or by email if the parent requests this). This communication must be made within 28 days of the date of complaint when made (CR 7.4). **(Ref: Our Centre Complaints Procedure).**

All recorded complaints and outcomes must be made available to Ofsted on request in a form of summary of complaints made in relation to the requirements during the past 12 months and the action that was taken as a consequence (ref: updated centre complaints procedure) (CR7.5).

A list of complaints and actions taken must be made available to Ofsted covering the previous 3 years (CR 7.6) **(ref: updated centre complaints policy and procedure).**

Records Kept

The centre will ensure that the following records are kept and retained for a period of two years:

- The name, home address and date of birth of each child who is looked after on the premises

- The name, home address and telephone number of a parent/guardian/carer of each child who is looked after on the premises
 - A daily record of the names of the children looked after on the premises and their record of attendance (CR8) (ref: updated centre attendance policy).
 - Accidents which include children being cared for occurring on the premises where childcare is provided.
 - Any medicine administered to any child who is cared for on the premises
1. Date
 2. Circumstances
 3. Who administered it
 4. Medicine that the child is permitted to self-administer together with a record of parent/guardian/carers consent.
- Name, home address, telephone number of every person living or working in the premises on which childcare is provided (CR8)

Providing Information to Parents

The centre must provide honest and trustworthy information to parents. The head of centre (registered person) will ensure that:

- Information about the activities the children will undertake is communicated to parents.
- Copies of the written statements of safeguarding procedures and complaints procedure (CR9.1)
- Information on whether the centre is open access be given to parents in a written statement (CR9.2)
- The head of centre must give
- Information about the registration system for the compulsory and voluntary parts of the childcare register to parents (CR9.3) Provide Ofsted address to all parents (CR9.3).

Providing information to Ofsted

Information about the registered person (Head of centre) and about any partner, director, senior officer, a member of board of directors will be kept and also sent to Ofsted. Any changes thereof will be communicated to Ofsted. The key information in respect of this is as follows;

- Name, date of birth
- Telephone number of the above mentioned persons, any changes must be made known to Ofsted.

Also head of centre must inform Ofsted if there are any changes in the following:

- A change of address of the premises where childcare is being provided
- A change in the type of childcare being provided e.g. a change to the days and hours that children are cared for (**ref: centre timetables**).

Changes to People

- Any changes that affect the name, address, and telephone number of the registered persons (head of centre) will be communicated to Ofsted.
- Should there be an event which is likely to affect the suitability of the registered person (head of centre) or any staff who cares for children at this centre, such events or circumstances such as offences or other which may disqualify one from working with children will be communicated to Ofsted immediately (CR12.1)
- In the event that there occurs a change of manager of childcare at this centre (non-domestic) and change to the nominated person of provision at this centre, Ofsted will be immediately notified.
- Our centre will notify Ofsted of the name, date of birth, address and telephone number of any partner, director, senior officer, a member of the board of directors (CR12.3). This is the responsibility of the registered person (Head of Centre).

Matters affecting the Welfare of Children

Incident and accidents

- All incidents in relation to food poisoning affecting two or more children in the care of this centre
- Any serious accidents or injury to, or death of, any child while receiving childcare at this centre
- Any serious accidents or injury to, or death of, any other person on the premises of this centre
- And any allegations of serious harm to, or abuse of, a child committed by any person or a staff looking after children on this premises (committed on this centre premises or elsewhere) must be communicated to Ofsted by the registered persons (head of centre) (CR1.3).

Insurance

The head of centre (registered person must be covered by insurance in relation to liability which may be incurred for death, injury, public liability, damage, or **loss (display insurance certificate) (CR.14.2)**).

Certificate of Registration

The head of centre (registered person) must:

- Display the certificate of registration on the centre notice boards to indicate registration of childcare provision centre.
- When there is notice of suspension, this must be displayed at the centre.
- These measures which are in relation to Ofsted regulations and serve as quality assurance for provision of childcare services at the centre will be used in tandem with the following policies (CR15.1):
 - Health and Safety
 - Disability Discrimination
 - Food Hygiene
 - Fire Safety
 - Planning Requirements
 - Attendance
 - Disciplinary
 - Complaints

Complaints Procedure

Introduction

This document explains how the centre aspires to handle complaints and ensure that all are treated in a fair manner without discrimination and that there is a window of opportunity to seek redress of any concerns learner may have in relation to their studies at the centre.

What we mean by Complaint

Within the centre provision of tuition support and management of our education services, a complaint is an expression of dissatisfaction or concern which may be about an event that has happened, failed to happen or the way in which something was handled.

Our principle is to endeavour to make it possible that the vast majority of concerns are resolved informally. It is therefore in everyone's best interests that complaints are resolved at the earliest possible stage. This can usually be achieved through discussion and good communication. However, if you are not satisfied with the outcome, a formal procedure (as outlined in this policy) would then need to be followed when attempts to resolve the issue are unsuccessful. For complaints to be investigated fully you need to give full information and not make them anonymously.

Expectations

- There are set response times for each stage of the complaints procedure.
- A complaint register should be maintained for formal complaints (see below).
- Conversations and correspondence should be handled with discretion, but you need to be aware that some information may have to be shared with others involved in the complaint procedure.
- Raising a concern or making a complaint should not affect the relationship between the centre and you or your child.
- When investigating your complaint the centre should talk to your child, witnesses and others involved quickly.
- The centre and the directors have a duty to act properly and investigate complaints impartially. Once investigations are complete the person making the complaint should receive a written response from the centre within 20 centre days.

Advice

- Many concerns can be resolved quickly with goodwill, often by making early contact with the class teacher.

- You can seek support from independent bodies such as Citizens Advice (<https://www.citizensadvice.org.uk/>), community relations centres and Advisory Centre for Education (<http://www.ace-ed.org.uk/>) etc.

As the centre is very busy, kindly make an appointment for discussion through the centre office. It helps to outline the purpose and how long you think you may need with the staff member/head of centre. Cover all the relevant points, but be as brief as you can. Avoid writing long letters or emails.

- Sometimes it helps to take a friend with you. You may forget something if you are doing all the talking, they can do the listening for you and record main points and agreed action.
- Try to keep calm! Avoid confrontation, it will cloud the issue.
- Remember to ask “what happens next?”

Complaint against a member of staff

- The complaint procedure is distinct from any formal disciplinary proceedings for staff. If a complaint did result in a disciplinary procedure, then the complaint would be put on hold and you should be advised of the delay and updated every three weeks.
- If a complaint is made against a member of staff or director they will be informed and have the opportunity to respond.

A complaints panel will be formed as described below:

- Parents, carers or pupils who wish to pursue a complaint regarding a centre issue can refer the complaint to a review committee of directors, two tutors and two parents, known as a

complaints panel. This should be formed from at least three people who have had no prior involvement with the complaint.

- The head of centre should not be a member of the panel.
- Directors should be mindful of equality issues when looking at the composition of a complaints panel.
- The panel review hearing is the last centre based stage of the complaints process.

Complaint Procedure

Stage 1. Informal

Your expression of concern should be made to the centre at the earliest opportunity.

First talk to the teacher most closely concerned to clarify the facts and resolve through discussion. A request for discussion with the head of centre or senior staff member may also be desirable before making a formal complaint.

Stage 2: Complaint

If you are not satisfied with the outcome at Stage 1 you may wish to make a formal complaint. This should be done in writing to the head of centre. Your complaint should be acknowledged within three centre days.

The investigation should be carried out and the outcome communicated to you within 20 centre days. The written response should include a full explanation of the decision and the reasons for it (if additional time is required to formulate a response this should be explained to you). Where appropriate the response should include what action the centre will take to resolve it.

The head of centre may delegate the task of collating the information to another member of staff but not the decision on the action to be taken.

Once a decision has been reached, the head of centre should ensure that you are clear about the action taken and what to do if you remain dissatisfied (see below).

When the head of centre receives your written complaint, they may decide to refer the matter immediately to the complaint panel.

If the complaint is about the head of centre, the matter should be referred to the Chair of the Board of Directors of the centre.

If the complaint is about the chair of the Board or any individual director, the matter should be referred to the Clerk of the Board.

Stage 3: Final complaint stage

If all attempts to resolve the complaint have been unsuccessful, you may refer your complaint to OFSTED who would give advice on the final stage of the complaint.

Please seek information on contacting OFSTED from the front desk at the centre