VQA Endorsed Learning



Endorsed Customer Requirements

March 2026

Welcome to the official VQA endorsed customer requirements!

We are excited to guide you through the process of becoming an endorsed customer. Here's how you can prepare and provide the necessary evidence to meet our approval criteria.

Capacity and Capability

As the AO, we will assess whether you or your centre possesses the necessary resources, infrastructure, and expertise to deliver an endorsed course effectively. This encompasses:

- qualified and experienced staff
- appropriate facilities and equipment.

Quality Assurance Procedures

You, the endorsed customer, should have robust quality assurance procedures to ensure consistent and accurate assessment and grading. We, as VQA, will review your processes for assessment, where applicable.

Staff Qualifications and Training

Your teaching and assessment staff must meet our qualifications and experience requirements. They must be:

- suitably qualified
- possess appropriate subject competency (certification or evidence of appropriate years of experience).
- equipped with a plan for ongoing professional development to stay up-to-date with the latest requirements and best practices.

Trainer Requirements

Tutors/trainers who deliver a VQA qualification should possess a teaching qualification appropriate for the level of qualification they are delivering. This can include the below:

- Further and Adult Education Teachers Certificate
- Cert Ed/PGCE/B Ed/M Ed
- PTLLS/CTLLS/DTLLS
- Level 3 Award/4 Certificate/5 Diploma in Education and Training

Assessor Requirements for CLCs

Assessors who assess a VQA endorsed course must possess an assessing qualification appropriate for the level of qualification they are delivering. This can include:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Award in Assessing Vocationally Related Achievement
- Level 3 Award in Understanding the Principles and Practices of Assessment Level 3 Certificate in Assessing Vocational Achievement
- A1 or D32/D33

Quality Assurance

Customers delivering a Certified Learning Course (CLC) will be sent a request once per year to provide learner work, examples of completed assessments, schemes of work and/or lesson plans, as well as the qualifications of those delivering/teaching the course. Customers will have five working days to provide the evidence requested.

Customers delivering a Professional Development Learning Course (PDLC) or Recreational Learning Course (RLC) will be sent a request once every two years to provide us with completed learner work or assessments, updated equipment list (where relevant) and details of the individuals delivering or teaching the course. Centres will have five working days to provide the evidence requested.

Staff Roles and Responsibilities

Customers must clearly define allocate and ensure understanding of staff roles and responsibilities within the delivery/assessment and claims process at your centre.

Security of Assessment Materials

You must demonstrate your ability to securely store, handle, and administer assessment materials, safeguarding against security breaches, GDPR violations, and cheating risks.

Data Protection and Confidentiality

You must put in place procedures to handle learner data in compliance with data protection regulations. You must safely secure and treat learner information and assessment outcomes confidentially, whether online or in physical copies.

Conflict of Interest

You must declare potential conflicts of interest that might impact assessment impartiality and integrity, and disclose any relationships between staff and learners that could compromise fairness.

Marketing and Advertisement of VQA Endorsed courses

You must ensure clear, accurate, and non-misleading advertisement of endorsed courses that align with VQA's values. More information can be seen here.

Learner-based checks

You must support learners throughout their journey with appropriate guidance and assistance, including assessment requirements, progression pathways, and additional support.

Access Arrangements and Special Considerations

You must put processes in place to accommodate learners with disabilities, special educational needs, or other access requirements during assessments.

Appeals and Complaints Procedures

You must establish clear, fair, and accessible procedures for learners to appeal assessment decisions or make complaints. If you have any further questions about our endorsed courses, please contact endorsed.courses@VQA.org.

www.vqa.org

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