**Centre preparation**

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| Centre name |  | Centre number |  |
| Direct Claims Verifier (DCV) name(s) |  | AIM representative |  |
| Date of visit |  | Time of visit |  |

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| Direct Claims Status (DCS) applies to the following qualifications | Attached DCV |
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| Whilst we recognise that all centres are different, the annual monitoring visit will allow you to evidence how your centre is able to apply the requirements of holding DCS (Direct Claim Status) effectively and robustly.  **Please use this guide to prepare yourself for the monitoring visit.**  **What is a direct claims monitoring appointment?**  A direct claims monitoring appointment is completed to allow AIM to be assured that the direct claims verifiers (DCV) are applying the required processes and maintaining appropriate records of certification of learners. This appointment involves the completed/finalised learner evidence, assessment and IQA records along with a scrutiny of the DCV’s completion of the DCV role.  The appointment may be a visit to your centre or through attending an EV Roadshow appointment. Your EV will contact you to arrange this appointment however if you are unsure who your EV and wish to arrange this earlier, please email [enquiries@aim-group.org.uk](mailto:enquiries@aim-group.org.uk) who will be able to assist you.  The number of monitoring appointments you will be required to facilitate will vary each year. This is based on the risk rating of your centre, the provision being covered by direct claims and the qualifications themselves. You are welcome to ask your centre lead for further information on your centres monitoring plan.  **10 days prior to your direct claims monitoring appointment**   * Your EV will send you this centre preparation guidance. This is to help you prepare for your appointment and to clarify what evidence you will be expected to provide. * Your EV may ask you to provide details of all claims which have been made since the last monitoring appointment. This will need to include the ERAC numbers, qualification title, learner names claimed and the learner names whose evidence was retained for sampling. * Ensure your EV knows where they are meeting you, who to meet and arrange parking where required or where you are going for your EV Roadshow appointment.   You are asked to only refer to information which specifically relates to compliance with AIM DCV (Direct Claim Verifier) requirements and references the role requirements detailed in the ‘Being a direct claims verifier’ guide.  **On the day of your appointment** | |
| **Areas to be discussed** | **What you will need to provide** |
| Summary of provision in the centre | A summary of the centre activity and expected plans for the academic year (approximate number of registrations, claims, staffing etc) |
| Record keeping | Records that you keep in your centre (specify the terminology used in your centre) and the location of these documents (e.g. course files, Internal Quality Assurance (IQA) file, quality team) |
| Team structure | Your team structure for the provision covered by this DCV (include number of DCVs, process for ensuring coverage remains when DCVs are absent or move to new roles. Note how many learners, assessors and IQAs there are and the frequency of Electronic Recommendation Award of Credit (E-RAC) claims) |
| Communicating change to AIM | Your process for advising AIM of any staffing changes, conflicts of interest or maladministration concerns. Include who would communicate the change |
| Retention of learner evidence | Your process for retaining learner evidence for standardisation (number of samples anticipated, photocopied, scanned, electronic, space available for storage, process for returning any files requested by learners, etc) |
| Questions for AIM | Prepare any additional information or questions for the AIM representative. Do you require any additional support from other teams at AIM? |
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| **Records to be reviewed** | **What you will need to provide** |
| Retained sample of learner evidence | Your retained sample of learner work (one and seven) and all centre completed QA5 quality assurance reports (this is expected to be at least one per certification claim) |
| IQA strategy | Your IQA strategy, the sampling plan(s) and the periodic IQA strategy review, the records kept relating to the IQA of assessed learner evidence, assessment plans and IQA of assessment tasks/activities  Feedback provided to the IQAs in your team regarding IQA monitoring activities |
| Standardisation | Your records of standardisation activities |
| Staff training and CPD | Your records of staff training and CPD which evidence adherence to the staffing requirements in the qualification handbook |
| Appeals/complaints and malpractice Logs | Records of any appeals and complaints  Records of your malpractice and maladministration logs |
| Destination and progression information | Destination and progression information for the cohorts claims – this includes any notable case studies of progression for learners within the cohorts |
| Any additional documentation mandated in the qualification handbooks | If applicable, the in-progress employer engagement log or other required documentation as mandated in the qualification handbook. |

**After the appointment**

At the completion of the appointment, feedback can be shared with the centre if requested.

Within 15 working days, the EV report will be emailed to the centre (this may be longer at busy periods).