

OTHM Centre Staffing Requirements Policy



1. Purpose

It is the responsibility of approved centres to establish and retain a workforce of appropriate size and competence to undertake the delivery, assessment and quality assurance of qualifications they are approved to offer.

This document provides guidance on the skills, experience and qualifications required of each centre staff role-type.

OTHM will review centre staffing arrangements as part of its ongoing quality assurance arrangements. Note that details of centre staff, including submission of staff CVs, may be requested at any time.

Centres must update OTHM of any changes to their workforce as soon as possible using the Notification of Change process.

2. Scope

This policy applies to all centres approved to deliver OTHM qualifications.

3. Staff Requirements

Tutors and Assessors must hold a recognised / regulated qualification, in a relevant subject area, at the level of the qualification being delivered or above.

A degree of flexibility may be considered for individual roles where the centre can meet requirements across the staffing base more broadly, indicating that sufficient support, oversight and training can be applied as needed.

Any such judgements are subject to review and approval by OTHM.

4. Indicative Role-Specific Requirements

In addition to the requirements listed above, OTHM will consider the following indicators:

Role*	Indicative Responsibilities	Positive Indicators
Tutor	• Delivery of Programme content • Interpretation of unit assessment criteria • Facilitating learning • Lesson planning • Learner support and feedback	A recognised L3 Teaching qualification, e.g., L3 Award in Education and Training (or equivalent PTLLS) or; 12 months of teaching experience in a relevant subject area
Assessor	• Design and development of internal / formative assessment materials • Evaluating learner achievement against learning outcomes and assessment criteria • Learner support and feedback cognate area	A recognised L3 Assessor qualification (part of the Training, Assessment and Quality Assurance qualifications framework), e.g. L3 Award in Assessing Vocationally Related Achievement (or equivalent A1 Award / D32/D33 Units) or; Complete a recognised L3 Assessor qualification within 12 months of approval
Lead IQA	• Management and oversight of IQA strategy • Sampling assessor judgements to ensure accuracy and consistency • Observation of teaching • Monitoring assessment practices • Assessor support and feedback • Coordinating / overseeing standardisation activity • Sharing best practice	A recognised L4 IQA qualification, e.g., L4 Award in the Internal Quality Assurance of Assessment Processes and Practice (or equivalent V1 Internal Verifier Award / D34) or; Complete a recognised L4 IQA qualification within 12 months of approval or; 12 months experience in an IQA role

IQA	• Sampling assessor judgements to ensure accuracy and consistency • Observation of teaching • Monitoring assessment practices • Assessor support and feedback	A recognised L4 IQA qualification, e.g., L4 Award in the Internal Quality Assurance of Assessment Processes and Practice (or equivalent V1 Internal Verifier Award / D34), or ; Complete a recognised L4 IQA qualification with 12 months of appointment / approval
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**In many cases, centre staff will undertake more than one role, e.g., Tutor and Assessor. Note that an IQA must not be involved in the delivery or assessment of any qualification / unit they review.*

5. English Language Requirements

All OTHM qualifications are English language, so it is vital that any centre staff involved in the delivery, assessment, or quality assurance of these qualifications have appropriate language skills.

All assessment must be conducted in English which means that Assessors and IQAs must have the necessary language skills to:

- Understand and apply assessment criteria
- Mark assessments and differentiate learners' performance
- Deliver assessments effectively and efficiently
- Understand and interpret feedback from OTHM and allocated EQA

Centres must also establish the language capability of their learners (full details and requirements can be found on the [OTHM website](#) and qualification specifications), so any staff involved in this process must have the necessary language skills to make judgements about the suitability of prospective learners.

All communication with the awarding organisation will be conducted in English, including email correspondence, meetings, Centre Approval, EQA and CQR reports, and any other AO feedback. Approved centres must not rely on interpreters or other translation support to engage fully with the AO. Reliance on these services does not demonstrate ability to meet the English language requirements stated above.

Evidence of suitable language skills across all relevant roles will be considered as part of the Centre Approval and Qualification Approval process and monitored on an ongoing basis via the CQR and other quality assurance monitoring activities.

6. Continuing Professional Development

All centre staff must keep an ongoing / accurate record of any CPD activities in relevant subject areas, as well as any activity relating to assessment and IQA. Records of CPD activities may be requested at any time.

7. Conflicts of Interest

Awarding Organisations are required to take all reasonable steps to ensure that assessment of learner work is not undertaken by any person with a personal interest in the result of the assessment. As such, approved centres should not permit such assessment arrangements. Where, having taken all reasonable steps, this conflict cannot be avoided, the centre must make arrangements for the relevant assessment (or part of the assessment) to be subject to scrutiny by another person. In addition, any work assessed by a person with a conflict of interest will be subject to external sampling by OTHM.

Centres must declare any such circumstances so that arrangements can be made.

8. Compliance and Enforcement

Failure to comply with this policy may result in disciplinary action or sanction in accordance with OTHM's internal procedures, up to and including withdrawal of centre approval.

Centres are responsible for demonstrating through written evidence how they have made decisions to appoint and register their Tutors, Assessors and IQAs. The use of staff members who are not approved or appropriate will lead to the application of Sanctions against the Centre. Centres whose staff members are repeatedly found to be demonstrating unacceptable and poor-quality assurance or record keeping practices, with no acceptable signs of improvement, may be suspended or their approval removed by OTHM.

9. Contact

For further guidance or clarification, contact: OTHM Quality Accreditation

Email: accreditation@othm.org.uk

10. Regulatory References

- **A1:** Suitability for continuing recognition
- **A5:** Availability of adequate resources and arrangements
- **A6:** Identification and management of risks
- **A7:** Management of incidents
- **A8:** Malpractice and maladministration
- **B7:** Compliance with Regulatory Documents
- **C1:** Arrangements with third parties
- **C2:** Arrangements with Centres
- **D5:** Compliance of qualifications with Regulatory Documents
- **G9:** Delivering the assessments
- **H1:** Marking the assessment
- **H2:** Centre Assessment Standard Scrutiny where assessment is marked by a Centre
- **H3:** Monitoring the specified levels of attainment for a qualification
- **H5:** Results for a qualification must be based on sufficient evidence

11. Version Control

Policy Owner: Will Smith

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Version Number	Date Published	Change Log
1.0	July 2025	New
1.1	November 2025	Added English Language Requirements
1.2	December 2025	Added Regulatory References