



HABC Centre Welcome Pack

WELCOME NOTE

1. **Welcome!! to Highfield Awarding Body for Compliance (HABC)**
 - 1.1 Thank you for choosing HABC as a partner for your business. HABC takes great pleasure in providing a first-class service to all its clients. We aim to do better than you expect us to.
 - 1.2 The Welcome Pack has been designed to provide Centres with details of HABC policies and procedures and instructions for completing the application to become an Approved Centre.
 - 1.3 Once your Application has commenced you will be sent a User Name and Password to complete the application for Centre approval.
 - 1.4 A dedicated Account Manager will then contact you to discuss how to progress your application.
 - 1.5 When you have completed the online application, please read and sign the Centre Code of Conduct Agreement and return it to us. Your dedicated Account Manager will then review your application and offer as much support and guidance required.
 - 1.6 This Welcome Pack should be referred to as an initial source of information for Centres or Nominated Tutors. If the Welcome Pack does not provide answers then please contact HABC Customer Services.

We look forward to working in partnership with you in the future.



Jason Sprenger
Chief Executive

ABOUT HIGHFIELD AWARDING BODY FOR COMPLIANCE (HABC)

1. Introduction

- 1.1 HABC is a leading independent, Awarding Organisation operating in the compliance arena with an aim to promote education, training and qualifications.
- 1.2 Founded in 2008, the business has invested significant time and resource into the Awarding Organisation, ensuring it is unique in the way it operates, and fulfilling aims to offer its clients the best possible service and opportunities within the industry.
- 1.3 Colleagues working for HABC have a sound understanding of the industry, and know exactly what it takes to deliver an outstanding customer proposition.
- 1.4 As an Accredited Awarding Organisation, HABC specialises in awarding qualifications. HABC qualifications are designed specifically to be relevant in the workplace, offering unique benefits to the clients.
- 1.5 HABC courses and qualifications are delivered by Nominated Tutors who have passed through rigorous screening in order to be selected.
- 1.6 HABC qualifications are assessed in a fair and reliable manner with client needs being recognised as the most important feature in the process. For further details on HABC Customer Service provisions, please refer to our Customer Service Statement on the website.
- 1.7 HABC is accredited by Ofqual, Welsh Government and SQA.

REGULATORY AUTHORITY

1. Regulatory Responsibilities

- 1.1 As a fully accredited Awarding Organisation, HABC is regulated in England by the Office of the Qualifications and Examinations Regulator (Ofqual), in Wales by the Welsh Government and in Scotland by the Scottish Qualifications Authority (SQA). The role of the Regulators is to accredit and approve Awarding Organisations to award qualifications.
- 1.2 Should an officer from the Regulators contact an Approved HABC Centre, HABC ask that full cooperation is offered and Centre staff do not impede or deceive the officer in any way.
- 1.3 HABC takes full responsibility for reporting cases of malpractice to the Regulators.

HABC CUSTOMER SERVICE STATEMENT

1. Introduction

- 1.1 HABC is dedicated to ensuring that the qualifications offered are both transparent and accessible and delivered to a high standard of excellence. HABC is 100% committed to customer satisfaction. In short, it strives to exceed expectations at each stage within the qualification process.
- 1.2 HABC recognises that its customers' requirements may change at different stages of their organisation or progression towards a qualification. HABC staff and associates will receive regulatory updates on customer service good practice and will be instructed to respond appropriately to customers' changing needs at all times. HABC understands that, in certain circumstances, customers may present with individual requirements and will therefore seek to vary its general policy where such variance assists a customer to access its services.
- 1.3 Please see our full Customer Service Statement, which is available on the website.

EQUALITY AND DIVERSITY

1. Equality and Diversity Overview

- 1.1 HABC is committed to equality and diversity within the Company and we have developed a strategy which underpins the values of mutual respect, responsibility and teamwork. Equality and diversity are key to our global identity and an integral part of our aim to continue being an Awarding Organisation of choice.
- 1.2 HABC vision in terms of equality and diversity is not only to comply with legislation but to take a progressive approach to create a mix of talent that makes us ever more successful as a business. Managing equality and diversity means valuing and utilising the differences our people bring to the business regardless of sex, marital status, sexual orientation, disability, race, religion, colour, nationality, ethnic origin, age or gender reassignment and that no one is disadvantaged.
- 1.3 "We are defined by our people. They are our global identity as an organisation. Our brand is based on relationships and our people and customers define our relationships. Diversity at HABC goes to the heart of the HABC values". **Jason Sprenger, HABC**
- 1.4 Our full Equality and Diversity Policy is available on the HABC website.

CENTRE APPROVAL INFORMATION

1. Introduction

1.1 Highfield Awarding Body for Compliance (HABC) is an independent organisation providing qualifications to our Approved Centres across the United Kingdom. HABC has assembled a first-class team of subject matter experts and administrators to administer the qualifications we offer. As such the service we provide to our customers regularly exceeds expectations.

1.2 Organisations or individuals wishing to be approved by HABC to offer courses and provide HABC accredited qualifications will first need to apply for Centre Approval. The process for doing this is set out in these guidelines.

2. Centre Approval

2.1 The first step to becoming an HABC approved Centre is to complete an Application for Centre Approval which can be done electronically.

3. Guidance Notes For Completing Application For Centre Approval

3.1 In order to satisfy HABC registration criteria Centres are asked to provide a short a paragraph or upload a Centre policy detailing how the Centre satisfies each of the requested criterion.

3.2 Please ensure that all responses given are those actually adopted by your Centre and not simply a mirror of the examples given by HABC.

3.3 Examples of some of the procedures mentioned can be found throughout the application process.

4. Nominated Tutors

4.1 Additionally, prospective Centres are required to complete a Nominated Tutor application, detailing the Nominated Tutors who you are seeking to deliver the courses leading to the HABC accredited qualifications. All Nominated Tutors must meet the Sector requirements to be able to deliver the qualifications, alongside the qualifications and/or experience in training.

5. Registration Fee

5.1 A one-off Centre Registration Fee is payable to register as an Approved HABC Centre.

5.1.1 In the event that your application is unsuccessful or you choose to withdraw your application HABC will not issue a refund. HABC conducts a number of quality assurance checks on applications; these checks are reviewed

continually to maintain the high quality standards. The application fee covers the administrative costs and processes behind all applications. By submitting an application form and accompanying fee, Centres are deemed to have accepted this condition.

5.2 There is an additional nominal fee for each qualification you register for.

5.3 There are no charges for registering Nominated Tutors.

5.4 Further details of all applicable fees can be found on the HABC website.

6. **Conduct of Centres**

6.1 The Centre Contact remains solely responsible for the management of HABC qualifications and the conduct of examinations notwithstanding she/he may delegate duties to other personnel. Centres may be de-registered if they contravene or in any way fail to operate in accordance with HABC requirements.

7. **Submission of Application**

7.1 Applications for approval will usually be acknowledged within 1 working day following receipt of application.

7.2 Where a Centre applies for approval, an advisory meeting may be arranged with HABC staff, although in the majority of cases this will not be necessary.

7.3 Each potential Centre will be provided with guidance on how to manage the assessment of candidates with specific needs in line with HABC's Reasonable Adjustment Procedures.

APPLICATION CHECK SHEET

1. The list below illustrates all required items needing completion and submission for Centre and Nominated Tutor Approval. Please ensure **all** items are submitted to HABC prior to running a course leading to an HABC qualification. Failure to submit the required items may lead to a delay in the application process.
 - 1.1 Centre Application submitted
 - 1.2 Signed, returned Centre Declaration
 - 1.3 All Applications for Nominated Tutor (where required)
 - 1.4 Any associated fees (made payable to 'HABC' if paying by cheque) Please refer to fees table and/ or discuss with your Account Manager
 - 1.5 VAT Exemption Confirmation Letter (if appropriate)