Quality Management System - Process Landscape

UCE — UNITED CENTRE of EXCELLENCE

Legend

Code	Description
GP1	Conflict in interest
GP2	Malpractice and Maladministration
GP3	Prevent, Safe Guarding equality
GP4	Reasonable Adjustments
GP5	Sanctions
GP6	Fair Access
GP7	Internal Quality Assurance
GP8	Appeals
GP9	Complaints Handling
GP10	Access control
GP11	Data Security
GP12	Document control
GP13	Environmental
GP14	End Point Assessment EPA delivery
GP15	Health and Safety
GP16	Financial
GP17	Internal Audits
GP18	External Audits

Stage 1 – Customer Enquiry / Contract

- Customer Enquiry → Customer Feedback
- Does it meet checklist requirements? — No → Customer Feedback — Yes →
- Customer contact — No → Customer Feedback — Yes →
- Online / Web Telephone (remotely) / On site in person (face-to-face)
- Customer Reviews contract
- Sign e-Contract to join UCE — No → Customer Feedback — Yes →
- Review contract & store electronic version

Stage 1 (Purchase Order)

- Request 10% Purchase Order from Customer
- PO Received and Documented — No → Customer Feedback — Yes →
- Provide Access to ACE360 with training
- Log ALL Candidates to ACE 360 — No →
- Verify PO & ACE 360 with XERO — Yes →
- All Data & Systems correct — No → Customer Feedback — Yes →
- Raise 10% Invoice and send to customer
- Carry out internal risk audit of assessors

Stage 2

- Request 20% Purchase Order from Customer
- PO Received and online NDA Signed — No → Customer Feedback — Yes →
- Provide checklist mock exams and preparation
- Confirm ALL Candidates ready for Gate-way — No → Customer Feedback — Yes →
- Schedule date, time & location for EPA
- All Data & Systems correct — No → Customer Feedback — Yes →
- Raise 20% Invoice and send to customer
- Carry out internal risk audit of assessors

Stage 3

- Request 20% Purchase Order from Customer
- PO Received and Documented — No → Customer Feedback — Yes →
- Carry out EPA for each Candidate and grade
- Schedule date, time & location for Re-take
- Confirm GRADE above PASS — No →
- AWARD FINAL GRADE — Yes →
- Submit Results to IFA For Cert. — No → Customer Feedback — Yes →
- Raise 20% Invoice and send to customer
- Carry out peer-to-peer Quality Audit of Assessor

Stage 4

- Request 50% Purchase Order from Customer
- Check Certification details are correct — No → Customer Feedback — Yes →
- Apply for Cert. from IFA & other cert. bodies
- Raise 50% Invoice and send to customer
- Request time, date & location for Award cert.
- ALL Candidates attend and receive cert. — No → Customer Feedback — Yes →
- UCE thank customer and send survey
- Customer Survey completed — No → Customer Feedback — Yes →
- Publish Survey results to www.UCE.org.uk

Stage markers: 1, 2, 3, 4