Dear colleague

Welcome to the first Quality Update for this academic year, which includes important information on external quality assurance and verification processes for 2016-17.

Your allocated Quality and Curriculum Reviewer (QCR) will be in contact to arrange an external quality assurance visit, when they will sample learner evidence, assessment and internal quality assurance records.

Claiming learners’ achievements

Your QCR will confirm the process for claiming learner achievements during the year using the EResults facility, as they complete the regulated/unregulated qualification for which they have been registered. Once the EResults submission has been uploaded your QCR will contact you to agree what information they require before verifying the EResults submission. Following verification, learner achievements will be processed and certificates despatched to your centre.

LASER training

LASER provides a high quality, low cost and very popular training service to help you plan, deliver and administer courses and qualifications. For more information please click on the relevant course title.

[Level 3 Award in Education & Training](http://www.laser-awards.org.uk/content2.asp?id=431)

[Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice](http://www.laser-awards.org.uk/content2.asp?id=432)

[Level 3 Award in Understanding the Principles and Practice of Assessment](http://www.laser-awards.org.uk/content2.asp?id=433)

Tailor-made training can also be delivered at your centre to meet your individual needs – please contact [Marcia Fernandes](mailto:M.Fernandes@laser-awards.org.uk) if you would like to discuss how we can help.

Direct Claims Status

Direct Claims Status allows authorised Internal Quality Assurers (AIQA) to claim achievement for courses within specified curriculum areas. AIQAs are responsible for ensuring the security of the award of credit by checking that the centre’s own internal quality systems are appropriate and properly implemented. Benefits include:

* taking control of, and responsibility for your quality systems and processes
* signing recommendations of award of credit (RACs) for centre’s learners so ensuring certification within your own timescales
* on-going support and advice from your dedicated LASER Quality Reviewer
* an opportunity to access CPD
* empowering practitioners in their quality practice.

It you are interested in achieving Direct Claims Status for your organisation, please [click here](http://laser-awards.org.uk/content2.asp?id=61) to access the application form.

Standardisation events

We are pleased to announce the dates for this year’s annual Standardisation events. Please [click here](http://laser-awards.org.uk/content2.asp?id=39) to see more details and book your place. Benefits of attending these events include networking with colleagues from other educational organisations, sharing good assessment and internal quality assurance practices, receiving updates on qualification developments and processes, and providing you with an opportunity to feed into the qualification review process.

LASER guidance documents

LASER has a number of assessment and internal quality assurance templates to support tutors and internal quality assurers in setting up a workable and coherent recording system for learners’ achievements. Please [click here](http://laser-awards.org.uk/content2.asp?id=40)  to access these documents.

If you have any administration, assessment or internal quality assurance queries please visit the [Frequently Asked Questions](http://laser-awards.org.uk/faq.asp)  section of our website.

Should you have any further questions or comments please email [quality@laser-awards.org.uk](mailto:quality@laser-awards.org.uk) or Julie Corrie, Quality Manager [j.corrie@laser-awards.org.uk](mailto:j.corrie@laser-awards.org.uk)

We look forward to working with you during 2016-17!