

Centre Assessment Standards Scrutiny (CASS) Strategy

V1.0 AccordAI



ACCORDAI

All procedures meet the requirements of the three qualification regulators for England, Wales and Northern Ireland (Ofqual, Qualifications Wales and CCEA): their regulatory documentation underpins the awarding bodies' processes in all areas.

Please visit the **AccordAI Quadrangle** at www.accord.ac for any expansion on policies, forms, handbooks, or contact information and the **Administration Channel (AC)**.

**AccordAI is working for recognition by Ofqual at this time and will remove this disclaimer once it is successful – 10/2024*

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AO – Awarding Organisation

ATC – Approved Training Centre

IQA – Internal Quality Assurer / Internal Quality Assessment

EQA – External Quality Assurer / External Quality Assessment

AccordAI Qualifications ADR – AccordAI Qualifications: Access to Delivery and Recognition

AccordAI Quadrangle – Online information hub and gate access to AccordAI AC

AccordAI AC – AccordAI Administration Channel

Overview

A Centre Assessment Standards Scrutiny strategy (CASS) must provide a comprehensive picture of the steps and approach an awarding organisation will take to secure compliance with Conditions H2. 1 – 2.5 in respect of the assessments for the relevant qualification by Ofqual.

Section 1: Context - Introduction and Outline

The objective of this strategy is to uphold a high standard in the delivery, assessment, and quality assurance of AccordAI regulated qualifications. AccordAI strives to ensure consistency, uphold high standards, and foster public confidence in the qualifications it provides.

In alignment with Condition H2.2(a), AccordAI, as an Awarding Organisation (AO), must ensure the following:

- (a) Assessments remain, or have remained, fit for purpose.
- (b) The criteria used to differentiate learners' performance are, or were, applied accurately and consistently by Assessors across various Approved Training Centres (ATCs), irrespective of the Assessor, Learner, or ATC involved.

Different Industries Calling for Different Methods

Given the nature of the industries in which AccordAI operates, its license-to-practice qualifications may be short courses designed for quick completion. This would enable learners to maintain their occupational competence or to secure employment. Consequently, some AccordAI regulated qualifications are marked by ATCs.

These qualifications are either tutor-assessed or externally assessed and verified by a second marker or an **Internal Quality Assurer (IQA)**. This layered process provides an additional quality assurance review of the assessment decisions made by the tutor or external assessor. For qualifications that cannot undergo this verification process, AccordAI ensures standards and validity through direct moderation.

Confirmation to Deliver Qualifications

To confirm that an ATC has the appropriate workforce to deliver, assess, and mark regulated qualifications, AccordAI employs a rigorous centre application process. This process involves a thorough review before the ATC is approved to offer AccordAI qualifications. Post-approval, AccordAI conducts at least three moderations, sampling across all approved qualifications to monitor the centre's performance and compliance. Once an ATC demonstrates that it meets required standards, it gains approval to mark assessments. Continued monitoring through annual activities ensures consistent compliance. If an increased risk is identified, enhanced verification measures are implemented until the risk is mitigated.

Upon Approval

Upon approval, all ATCs gain access to the **AccordAI Administration Channel**. This platform stores qualification data, tracks centre performance, and logs quality assurance activities. It incorporates a risk-based model, enabling AccordAI to monitor centres based on their current risk ratings. If areas of concern arise, the Compliance and Assurance Team reviews the ATC's performance, adjusts the risk rating, and implements appropriate actions.

Authority to Mark Assessments

When ATCs are authorised to mark assessments, AccordAI continues their oversight through annual risk-based monitoring, which includes random sampling of evidence. Monitoring considers the following factors:

- ATC performance
- Qualification risk
- Number of learners completing qualifications at the ATC
- Range of assessments conducted
- Number of assessors and their experience levels

Annual activities may include:

- Face-to-face External Quality Assurance (EQA) visits to observe assessments
- Face-to-face EQA observation of ATC staff during the marking process
- Observation of ATC operational activities
- Remote desk-based sampling or remote EQA meetings
- Unannounced visits, where necessary, to review ATC activities and performance

Where concerns or increased risks are identified, enhanced verification measures are employed until risks are mitigated. Enhanced verification methods include:

- Additional moderations
- Additional remote EQA desk-based sampling
- Additional face-to-face or remote EQA meetings
- Unannounced EQA visits

Over time, all ATCs undergo enhanced verification, with the frequency determined by the qualifications they deliver and the associated risk levels.

Rationale

The decision to have qualifications marked by ATCs rather than moderated centrally stems from the specific risk levels of these qualifications, the demands of the industry, and the short-course format necessitating quick completion.

Risk Factors

When categorising qualification risks, AccordAI considered various factors, including the qualification type, assessment methods, and current verification procedures. Examples include:

Low risk rating factors:

- Externally assessed courses
- Multiple-choice question (MCQ) assessments that are second-marked prior to results submission

Medium risk rating factors:

- Assessments based on worksheets, portfolios, or assignments

High risk rating factors:

- Qualifications assessed solely through practical evaluations.

This structured approach ensures that AccordAI maintains high-quality standards while accommodating the needs of learners and the industry.

Compliance Summary / Section 1: Context

This Centre Assessment Standards Scrutiny (CASS) strategy is part of a comprehensive framework of quality assurance measures implemented by AccordAI. For instance, robust processes ensure that all centres meet required standards before they are approved to recruit learners for AccordAI qualifications, deliver teaching, conduct quality assurance, and assess learner work. Furthermore, the appointment and monitoring of External Quality Assurers (EQAs) adhere to strict procedures, including the application of prescribed sampling rules and the generation of detailed reports on both centre performance and learner work. These reports undergo internal review before certification is approved. Additionally, AccordAI provides regular updates, induction programs, and training for EQAs, supported by a dedicated Associate Information Handbook.

AccordAI offers qualifications spanning Levels 1 to 7, assessed through various methods that typically lead to the creation of a portfolio of evidence for each registered learner. Assessment methods include the completion of:

- AccordAI designed sample assignments set in a vocational context
- AccordAI approved centre-devised assignments set in a vocational context
- Centre designed, time constrained summative assessments testing knowledge and understanding

Centres approved by AccordAI are allowed to assess evidence produced by learners. The primary evidence for AccordAI qualifications typically comprises written assignments with varied tasks designed to enable learners to achieve the learning outcomes and meet the standards set by the assessment criteria. Tasks may include:

- Presentations
- Reports
- Planning documentation
- Logs or diaries
- Reviews
- Charts and diagrammatic information
- Multiple-choice questions
- Research papers

A number of AccordAI centres employ time-constrained summative assessments or tests as their primary assessment methods. These assessments contribute to a learner's portfolio of evidence. Subject area specialists create questions, which are compiled into question banks and administered under controlled conditions in compliance with the AccordAI Policy on Time-Constrained Assessments. Centres are authorised to mark these assessments and, when appropriate, provide supervisors or trained invigilators to oversee the process.

AccordAI requires centres to submit copies of these assessments before use or grant access to review electronic question banks. This ensures the appropriateness of questions and verifies that learners can meet the qualification's required standards. Additionally, AccordAI conducts an annual audit of the assessment process by observing assessments in practice.

Centres approved to assess learner work must employ competent, qualified, or sector-experienced assessors capable of applying qualification and unit standards consistently to learner submissions. Centres are also required to maintain a robust internal quality assurance process to verify that assessor judgments are accurate, consistent, and aligned with qualification standards.

AccordAI uses a risk-based approach to rate centres based on relevant criteria. This rating system includes four levels of risk: Red, Weak Amber, Amber, and Green, forming a 'RAG Rating' framework. All risk levels may result in actions following an EQA activity, which can include additional visits, training, increased sampling frequency, or sanctions as necessary.

To support quality assurance, centres are required to utilise reputable plagiarism detection software to screen all learner work before assessment. This process helps identify and prevent plagiarism while aiding assessors in making valid and reliable judgments. The reports generated by this software are also made available to EQAs to support external moderation and verification activities.

Through these comprehensive measures, AccordAI ensures that its qualifications are delivered and assessed to the highest standards, maintaining the integrity of the learner experience and the credibility of its awards.

Section 2 – Allowing Centres to Mark Assessments

An awarding organisation should clarify:

- How it determines whether to approve a Centre to deliver and mark assessments on its behalf, including decisions about whether the Centre can make assessment judgments and issue results.
- The level of training and guidance provided to Centres delivering and marking its assessments.

Given the risks associated with some of the license-to-practice qualifications offered by AccordAI, the centre application process uses a risk-based approach. This process involves several checks that must be completed before a Centre is approved to deliver and assess some of the AccordAI regulated qualifications:

- Verifying that all centre staff possess the appropriate qualifications before approving the Centre to deliver the qualifications
- Ensuring that centre staff have signed agreements confirming their awareness of AccordAI and regulatory requirements related to delivery, assessment, marking, and quality assurance activities
- Confirming the Centre has mandatory policies and procedures in place to protect learners throughout their educational journey
- Requiring evidence that the Centre has established Internal Quality Assurance (IQA) procedures to verify assessment decisions made by its staff

A pre-approval visit is conducted for all new Centres to discuss the requirements for becoming an Approved Training Centre (ATC) and maintaining compliance with AccordAI and regulatory standards. This visit provides an opportunity to offer support and guidance on maintaining effective administrative records and understanding qualification requirements and assessment criteria. During this process, the ATC Centre Coordinator is briefed on their responsibilities and the need to have a capable workforce. Actions may be assigned to the prospective Centre to improve standards.

Once a Centre meets all requirements, time-limited approval is granted for a maximum of three years. AccordAI continues monitoring approved ATCs through annual external quality assurance activities. Enhanced verification is conducted in high-risk areas when necessary. At the three-year renewal stage, the Centre's performance and compliance history are reviewed to determine if approval should be extended. AccordAI conducts random sampling during annual moderations to validate that assessment decisions are accurate, consistent, and reliable. If risks or issues are identified, the ATC's authority to mark assessments may be revoked, and qualifications moderated by AccordAI prior to certification until the risks are resolved.

To ensure consistent compliance and high standards, AccordAI encourages ATCs to organise regular standardisation and training sessions for their staff. Each ATC is assigned an External Quality Assurer (EQA) and a Centre Administrator, both of whom maintain regular contact and provide support regarding qualifications and operational procedures. EQAs are also encouraged to share best practices to help ATCs maintain the required standards. This system ensures consistent monitoring, guidance, and customer service for all ATCs.

The AccordAI Qualification Development Team further supports ATCs by producing bite-sized training videos to demonstrate how assessments must be marked and verified before certification. These resources, available on the AccordAI website, are regularly updated to align with current assessment methods. New ATCs and their staff are encouraged to review these materials prior to the formal approval process.

AccordAI communicates Centre Assessment Standards Scrutiny (CASS) requirements through multiple channels, including records, emails, technical notices, website updates, and quarterly newsletters, ensuring the information reaches all staff involved in delivering, assessing, marking, and verifying assessments.

Compliance Summary / Section 2: Moderation and Verification

AccordAI has developed this CASS strategy, along with its moderation and verification processes, to ensure that centres continue to assess and quality assure its qualifications to the required standards. In this policy, the terms *moderation* and *verification* distinguish the timing of assessment scrutiny within the learner's educational cycle and are directly related to the performance and risk rating of each centre. Centres with consistently high standards and High-Performing Status (HPS) undergo verification of learner work, while other centres are subject to moderation. Both moderation and verification maintain consistent processes to ensure that, regardless of timing or past performance, the legitimacy of outcomes is evidenced.

The monitoring and evaluation of centre performance, particularly the validity of assessment, are conducted through remote or in-centre visits, discussions with staff and learners, sampling of learner work (both remotely and in-centre), reviews of assessor and IQA decision records, and desktop reviews of centre policies and processes. AccordAI also considers communications from other AOs, regulators, and inspection bodies regarding individual centres.

To facilitate effective scrutiny at moderation or verification, AccordAI requires centres to retain complete and accurate learner records and supporting documentation for at least five years after qualification completion. This documentation, as outlined in the AccordAI Centre Agreement, must include assessment records, internal quality assurance records, certificate claims, learner work, appeals, and learner data. Centres agree to this requirement upon recognition.

Verification for High-Performing Centres

Verification typically occurs at various points during the programme of study. Most often, this is after learners have completed their programme or when they have produced assessed work for at least 50% of the units in their qualification. For programmes with multiple start dates, the sample may include learners at different stages of completion. Before verification, centres must provide the following:

- All assessed learner work for the cohort(s)
- Assessment and internal quality assurance records, including sampling plans
- Records of standardisation meetings
- Plagiarism reports

Verification is conducted before learner results are issued and involves activities such as:

- Reviewing the application of centre policies and processes in practice
- Engaging with staff and learners
- Sampling learner work according to the agreed sample size for the qualification and centre

The sample typically includes five learners plus 10% of any additional learners in the cohort for each qualification. It covers all assessors, all AccordAI qualifications offered by the centre, graded judgements, internally quality-assured work, and a variety of task types assigned to learners. This process ensures AccordAI can have confidence in the validity of internal assessment judgements.

Outcomes of the verification process are shared in a report provided to the centre. If the EQA identifies concerns with assessor judgements, IQA processes, or documentation, the centre will undergo moderation of learner work. This moderation occurs after all learners have completed their programmes and before results are issued.

Following verification, centres are assigned a risk rating: Green, Amber, Weak Amber, or Red. This rating affects the extent of future verification activities. Significant issues during verification may result in the removal of HPS status and adjustments to the centre's risk status.

Moderation for Other Centres

Moderation is conducted after the completion of learners' programmes and following the centre's internal assessment and IQA processes. This ensures that assessor decisions meet qualification requirements. For moderation, AccordAI requires centres to provide the following:

- All learner work for the cohort
- Assessment and IQA records, including sampling plans
- Standardisation meeting records
- Plagiarism reports

Where required documents are unavailable, the EQA determines whether the sampling activity can proceed without them. These requirements are detailed in the **AccordAI Qualifications Access to Delivery and Recognition (ADR)**, available on the **AccordAI Quadrangle**.

Moderation samples encompass the following:

- Judgements from all assessors
- Graded judgements
- Every assessed unit

- Varied tasks assigned to learners

The EQA begins with a minimum sample size of 10 learners plus 10% of the remaining cohort for each qualification. For centres offering multiple qualifications, this minimum applies to each qualification. The sample also includes internally quality-assured learner work. The process is designed to be rigorous while highlighting good practices and identifying areas for improvement.

Moderation may involve multiple sampling activities throughout the year, depending on the timing of programme completion. This ensures frequent checks on assessor decisions while enabling learners to receive their certificates promptly.

After moderation, centres are assigned a risk rating: Green, Amber, Weak Amber, or Red.

- Green-rated centres may still have actions monitored during the next sampling activity.
- Amber, Weak Amber, or Red-rated centres may undergo further scrutiny by the Regional Standards Manager or Quality and Assessment Manager as part of AccordAI's intervention strategy. These interventions ensure that centres address actions, meet required standards, and provide evidence of compliance.

In centres offering distance learning or with small cohorts, the EQA adjusts sampling procedures. For a single learner, at least 50% of units and all assessor judgements are sampled, with the EQA completing only the learner work section of the report. For two learners, normal sampling procedures apply.

Conclusion

This strategy ensures rigorous sampling of learner work, providing robust judgements on assessor decisions. It safeguards the integrity of AccordAI qualifications and highlights areas for improvement or action where necessary.

Section 3 – Monitoring and Risks

An awarding organisation should also explain:

- The rationale for its approach to Centre Assessment Standards Scrutiny, including how its approach satisfies minimum requirements such as annual activities, sampling, training, competence, and a risk-based strategy
- The process for selecting individuals to conduct Centre Assessment Standards Scrutiny
- The training provided to those conducting Centre Assessment Standards Scrutiny and how competence is ensured
- The data and evidence that Centres are required to retain for effective scrutiny
- How Centres ensure data (e.g., learner evidence and marked assessments) is retained securely for scrutiny purposes
- The scope and frequency of ongoing monitoring of Centres, including what processes, procedures, and capabilities are reviewed
- How feedback is provided to Centres and how performance is monitored over time
- The approach to sampling to ensure adequate representation and identifying examples beyond those selected by the Centre
- Its approach to exceeding minimum standards and adhering to regulatory guidance

AccordAI mandates that Centres maintain a capable workforce to operate effectively as ATCs. The ATC Centre Coordinator must ensure all staff have appropriate qualifications before being included in Centre records. AccordAI verifies this during the application process or when new staff are added.

Given the risks involved in delivering license-to-practice qualifications, AccordAI's application process includes:

- Verification of staff qualifications before approval to deliver, assess, and quality assure AccordAI qualifications
- Requiring staff to sign agreements confirming their awareness of AccordAI requirements
- Confirming that policies and procedures are in place to protect learners
- Conducting pre-approval visits to discuss compliance, administrative practices, and assessment criteria

Once approved, AccordAI monitors Centres through random sampling and annual risk-based activities, which may include face-to-face or remote visits, desk-based sampling, or unannounced visits. Enhanced verification methods, such as additional moderations or EQA reviews, are implemented if increased risks are identified.

Risks Monitored by AccordAI

Key risks include:

- Conflict of interest: Identifying and mitigating potential conflicts between staff and learners
- Data integrity: Ensuring data is accurate, secure, and compliant
- Malpractice or maladministration: Detecting and addressing issues in the delivery, assessment, and marking of qualifications
- Resource sufficiency: Confirming Centres have adequate staffing and resources
- Standardisation gaps: Addressing inconsistencies in marking across assessors or locations

Feedback from these activities is recorded, enabling AccordAI to schedule future monitoring and adjust Centre risk ratings as needed. To maintain consistency, ATCs are encouraged to organise regular standardisation sessions, and updates are communicated promptly through AccordAI's communication channels.

Compliance Summary / Section 3: Monitoring and Risks

In addition to the measures outlined earlier, AccordAI has implemented additional processes to identify and address risks related to the delivery and assessment of its qualifications.

Conflicts of Interest Policy

AccordAI has a Conflicts of Interest policy requiring all employees and associates to declare any actual or potential conflicts of interest annually. Any emerging conflicts must be promptly reported to AccordAI management. Identified conflicts are reviewed, and appropriate measures are implemented to mitigate their impact. Similarly, all centres are required to have a Conflicts of Interest policy that includes procedures for identifying and managing conflicts effectively.

Plagiarism Detection

All AccordAI centres must use reputable plagiarism detection software to check learner work. Every learner assignment must be screened for plagiarism, and the resulting reports must accompany the learner work during EQA sampling. Centres must incorporate the use of plagiarism detection software into a relevant policy to ensure it is a standard practice. This approach helps identify and address instances of plagiarism effectively. Moderation or verification will not proceed if learner work is submitted without plagiarism reports.

Addressing Malpractice

EQAs are vigilant for instances of malpractice by centres or learners, including plagiarism. Any identified malpractice must be reported to AccordAI, which then initiates its established procedures to investigate the matter. AccordAI's **Malpractice and Maladministration policy** outlines the steps for investigation, including referral to the Head of Centre for a local inquiry and, if necessary, further investigation by AccordAI staff. Whistleblowing procedures and internal quality assurance processes also help detect malpractice.

EQA Disagreement with Assessor Judgements

If an EQA disagrees with an assessor's decision regarding a learner's work, they have the authority to adjust the grade or fail the work as appropriate. The EQA must document the reasons for these changes in the EQA report to provide clear feedback to the centre. Additionally, the EQA discusses the outcomes of the moderation or verification with the centre staff to help them understand the adjustments and take corrective actions to avoid similar errors in the future. Centres are required to review the EQA report, provide feedback to assessors and IQAs, and take necessary actions to address any points raised.

Addressing Non-Compliance with Qualification Requirements

If a centre is found not to be assessing learners in line with qualification requirements, AccordAI provides support, guidance, and training to help the centre improve its practices. In cases where issues persist, AccordAI may withdraw the centre's approval, transfer learners to another approved centre, or suspend further learner registrations until the concerns are resolved. Such actions are carefully considered with the learner's best interests as the top priority.

Development and Review of Assignments

When developing qualifications, AccordAI may provide centres with sample assignments that can be used for learner assessment. These assignments are created by subject matter experts and go through a thorough internal quality assurance process to ensure they are fit for purpose. The review process is documented, and amendments are made as needed before the assignments are made available for use. Regular reviews are conducted to ensure the sample assignments remain current and that no model answers are accessible to learners.

Centres may also develop their own assignments, but these must be submitted to AccordAI for review and approval before being used. The review process is documented, and feedback is provided to the centre. If changes are required, the centre must make the necessary adjustments and resubmit the assignment for further review and confirmation of its suitability.

Ongoing Review of Centre Assignments

Centres are responsible for regularly reviewing their assignments to ensure they remain appropriate and effective. Any changes to assignments must be submitted to AccordAI for review and approval to maintain quality and compliance.

By implementing these comprehensive processes, AccordAI ensures the integrity of its qualifications and supports centres in maintaining high standards of delivery and assessment.

Section 4 – Taking Action and Making Adjustments

An awarding organisation should explain:

- How it identifies and resolves issues such as malpractice related to the delivery and marking of assessments by Centres
- How it determines the actions to be taken when an assessment is found to be delivered or marked contrary to its requirements
- Its approach to making adjustments to a Centre's results

AccordAI requires all ATCs to comply with the conditions outlined in the Approved Training Centre Agreement. This agreement specifies the responsibilities of ATCs regarding malpractice and maladministration, mandating the ATC Centre Coordinator to report such instances to AccordAI without delay. As part of the approval process, new centres must implement several mandatory policies, including those addressing malpractice and maladministration. These policies must provide clear procedures for identifying, managing, and reporting potential incidents.

When allegations of malpractice or maladministration are received, AccordAI addresses them in accordance with its Malpractice and Maladministration Policy. Cases identified through IQA or EQA monitoring, moderation, or enhanced verification are escalated to the Compliance and Assurance Team for investigation. Investigations are conducted using a risk-based approach and may involve collaboration with other departments if necessary. Findings are thoroughly reviewed, and sanctions are applied based on the severity of the issue and its potential impact on learners.

If malpractice is confirmed post-certification, AccordAI may recall affected certificates and adjust learner results as necessary. Centres are provided prior notice of these actions and must assist in recovering recalled certificates. AccordAI ensures that all actions taken are proportional and supported by evidence.

To promote ongoing compliance, AccordAI offers training and guidance to Centres on maintaining integrity in their assessment processes. This includes mandatory training, regular updates, and support during investigations. Centres are encouraged to establish and maintain robust internal procedures to proactively identify and address potential issues.

Through a structured approach to monitoring, investigating, and addressing issues, AccordAI upholds the integrity and reliability of its qualifications.

Compliance Summary / Section 4: Taking Action and Making Adjustments

AccordAI conducts annual reviews of its policies and processes, implementing necessary and appropriate updates as needed. Policies that impact centres are published on the AccordAI website, and centres are informed of any changes through regular Centre Updates. Additionally, policies and procedures are revised in response to external factors, such as updates to regulatory requirements and other relevant changes.

Section 5 – Ongoing Review

An awarding organisation should explain how it evaluates its processes to ensure they remain effective and are continually improved as necessary.

AccordAI is dedicated to providing an efficient, responsive, and supportive service while maintaining adherence to all regulatory requirements. To achieve this, AccordAI employs an internal quality management system that ensures all processes are relevant and effective. Policies and procedures are reviewed annually and updated as needed. Review dates are determined based on the nature and purpose of each process.

Processes are reviewed and updated under the following circumstances:

- When new legislation, regulations, or best practices necessitate changes
- If evidence indicates the process is ineffective or does not adequately mitigate risks
- Lessons learned from investigations into malpractice or maladministration
- Advances in technology, equipment, or working methods require updates
- As part of routine annual monitoring activities

AccordAI monitors ATC activities and performance through annual risk-based monitoring, which includes random sampling of evidence. Feedback gathered during these activities is incorporated into AccordAI's review processes to identify and implement improvements. Best practices are shared with ATCs to enhance their performance and maintain high standards.

In addition to these reviews, ATCs are surveyed annually to ensure AccordAI's requirements remain practical and achievable for Centres of all sizes and locations. Feedback from these surveys informs the ongoing refinement of AccordAI's policies and procedures.

This policy is formally reviewed each year as part of AccordAI's quality assurance measures. Adjustments are made as required in response to regulatory updates or evolving operational needs.

Compliance Summary / Section 5: Ongoing Review

AccordAI ensures its processes remain effective and continually improve through an internal quality management system. Policies and procedures are reviewed annually and updated as needed, with revisions prompted by new legislation, evidence of inefficiencies, lessons from malpractice investigations, technological advancements, or routine monitoring activities.

Annual risk-based monitoring of ATC performance, including random sampling, identifies opportunities for improvement, and best practices are shared to maintain high standards.

Additionally, annual surveys of ATCs ensure AccordAI's requirements are practical and suitable for Centres of all sizes. Feedback from monitoring and surveys informs the ongoing refinement of policies and procedures, which are formally reviewed each year as part of AccordAI's quality assurance measures.

For additional information or to provide feedback, please contact AccordAI at:

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