

STAR (Training and Consultancy) Ltd
Process of achieving a QCF qualification via distance learning
Distance learning customer journey

Pre enrolment

- Discussion regarding job role, identification of appropriate qualification and level.
- Registration form sent and returned.
- Target end date established.

At enrolment

- Your assessor will email you to introduce themselves and induct you.
- An Induction pack will be sent to you via email.
- 2develop (online candidate system) user guide will be sent to you via email.
- If you are doing a Supporting Teaching and Learning Qualification your textbook will be sent to you via post
- You will need to complete some training needs analysis questionnaires on 2develop.
- Following the completion of your training needs analysis questionnaires your assessor will create a development plan and agree this with you, including timescales for unit completion.
- Your assessor will email your line manager to introduce themselves and provide information about the support they may need to provide through witness testimonies during the qualification.

Ongoing throughout qualification

- Your assessor will set you work and provide guidance on a monthly basis as agreed with you and in line with development plan.
- You need to complete the work set by your assessor and send this to your assessor as agreed in line with your development plan.
- Your assessor will assess your work against the qualification standards and provide feedback via your assessment record and evidence record sheets(these documents show you what has been completed and what is left to undertake.)
- Your assessor will advise you and brief your identified line manager on witness testimonies as required.
- We will request feedback from you during your course by sending you an evaluation form.

Completion of qualification

- Once your assessor has advised you that your qualification is complete they will submit your electronic portfolio to be Internally Verified.
- The Internal Verifier moderates the assessors assessment decision to ensure quality across all qualifications.
- Once your portfolio has been passed your certificate will be claimed and will be posted to you.
- An evaluation form will be sent to you to request formal feedback on your qualification delivery.