An "Out Centre" is mwmac Ltd terminology for an individual or organisation who requests registrations through mwmac Ltd.

This can be for:

- City & Guilds NPTC Assessments, including E-volve tests
- Lantra Awards Assessments
- Lantra Courses

Our promise to our Out Centres

As an Out Centre with mwmac Ltd, you can be confident in the high level of service you receive from us:

- We securely receive and store your candidate's information, in line with current GDPR best practice and guidance. Using the Out Centre Registration Form, your candidates are fully aware of who handles their personal data, why and what for.
- We process your registration requests within 36 hours and can provide an "emergency" service when required; we are reactive to your requirements.
- We provide you with all the paperwork you need to run your event, via email or post, in a timely and efficient manner.
- We process all completed assessment paperwork within 36 hours of receipt; it is all quality assurance checked twice before it is finally validated on the NPTC systems.
- We provide you with a digital copy of your candidate's certificates, so you don't have to spend time scanning them in for your own records.
- We post your certificates to you via 1st class post, you can then distribute to your candidates; we have no direct contact with your own customer base.
- We carry out and record the required City & Guilds IQA sampling exercises on your assessments, so you don't have to.
- We support you with your Quality Assurance and CPD, providing in-depth training where required.
- We provide you with valuable City & Guilds NPTC and Lantra updates, when they are communicated to us, so that yourselves and your regular Assessors are knowledgeable of current Best Practice.
- We invite you to our free to attend Annual Standard Setting day, as well as extending this invitation to your assessors.

Requesting Registrations

- mwmac Ltd will accept requests for registrations no later than **48 hours** before an event.
    - If E-volve tests (PA1, Transport of Animals, etc) requests no later than **72 hours** before the event, due to the system constraints for E-volve.

- mwmac Ltd will **only** accept requests for registrations, ideally via email, completed in full on an "**Out Centre Registration & ID Check Form**", or an "**Out Centre Group Registration & ID Check Form**".
- The completed Form(s) **must** contain:
    - NPTC ID Number *(if known)*
    - Lantra ID Number *(if known)*
    - Candidate Full Name, Date of Birth and Address
    - Title of Qualification or Qualification Code incl any applicable Endorsements

- Assessment Date
- Assessor Name
- Assessment Location
- Instructor Name & Training Dates

We cannot accept registrations without the above information.

- mwmac Ltd will keep an electronic copy of these details as a record of what was requested.

Supplying the Out Centre with assessment paperwork

- mwmac Ltd will email assessment paperwork to Out Centre's in advance of the assessment event.
  - Please ensure you let mwmac Ltd know in the event that this is required urgently
- mwmac Ltd will supply the Out Centre with the following in this email:
  - Blank CARF or ROA & Booking Confirmations per candidate
  - Blank Site Specific Risk Assessment (SSRA)
  - **Pre-completed** Out Centre Registration & ID Check Form(s) or Out Centre Group Registration & ID Check Form.
- mwmac Ltd will keep an electronic copy of this email as a record of what was provided
- Assessments must be completed within 6 months of registration date.
- If scheduled assessment is altered in any way (i.e. date, venue or assessor) then it is the responsibility of the Out Centre to advise mwmac Ltd of this **prior** to the event taking place.

Invoices for registrations

- mwmac Ltd will invoice per event.
  - Preferred method of delivery will be via email unless otherwise requested
  - Contact us immediately if you believe the invoice is wrong
- Cancelling an incorrect registration after 24 hours will still be charged.
- mwmac Ltd will not stock pile registrations and send one invoice per month
- Invoices must be paid before certification can be issued

Checking candidate information & ID

- The Out Centre Registration & ID Check Form(s) or Out Centre Group Registration & ID Check Form., also includes an ID checklist for the assessor to use:
  - City & Guilds NPTC require all Assessors to ensure the Candidate being assessed is the person who has been registered.
  - This ID checklist for candidates, or similar, must be used by Assessor to record ID check has taken place, and returned with the Assessment Pack to Centre upon completion.

Photographs

- mwmac Ltd will accept Candidate photo's at point of Registration.
- mwmac Ltd will accept Candidate photos accompanying completed CARF's or ROA's from the Assessor/Out-Centre.
- mwmac Ltd will NOT accept photographs independently of these 2 occasions.
- mwmac Ltd will NOT accept photographs with no name or personal details.
- mwmac Ltd will not hold paperwork to wait for photo's after the event.
- It will be the responsibility of the Out-Centre or the Candidate to request a photographic ID card directly from C&G NPTC, and pay for this if required. Current cost is £10.00 per ID card (plus admin charge if organised by mwmac Ltd).

Certification

- mwmac Ltd will post Certificates out to you, as long as payment of invoice has been received, via 1st class post within 48 hours of receipt from City & Guilds NPTC.

- mwmac Ltd will email a list of certificates posted so you are aware to look out for them. Within this email will be a copy of each certificate for your records.
    - If certificates do NOT arrive within 7 days of this email please contact mwmac Ltd immediately.

- mwmac Ltd will keep an electronic record of the certificates posted to ensure we can track their progress.

- City & Guilds NPTC will only replace certificates at Nil cost within 1 month of their issue if they will accept the fault – if you do not contact mwmac Ltd then any charges from C&G will be passed on to the Out centre in full.

Monitoring

- All mwmac Ltd staff members have responsibility for ensuring that information recorded and processed, regarding an Out Centre candidate, is correct at the time of processing.

- The mwmac Ltd will monitor the progress of Out Centre candidates throughout their registration journey and will contact City & Guilds NPTC or Lantra Awards in the event that either awarding body has mis-managed the candidate, their registration or their Certificate in any way.

Revised June 2022 - VL

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TRAINING FOR PROFESSIONALS