

# European Quality Award

## EQA Renewal Guide

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## 1. Purpose of EQA Renewal (EQAR)

The purpose of EQAR is to provide confirmation that the EQA accredited programme:

1. Is still actually running
2. Has adapted to new insights and learner feedback
3. Has quality assurance processes in place
4. Tests delegates against EMCC criteria
5. Ensures that delegates abide by the EMCC Code of Ethics and Diversity Statement (or equivalent).



## 2. Renewal principles

The EMCC International Executive Board agreed the renewal principles (for all programmes and individual accreditation) in July 2014 (revised September 2017).

- Accreditation will continue to be held unless there is reason to withdraw them
- If there is evidence that the criteria for the accreditation is no longer being met, it can be withdrawn. This will not be done lightly
- In relation to a programme (EQA, ESQA etc), EMCC reserves the right to undertake checks that the programme continues to abide by the criteria. This may be undertaken on a random sampling basis and/or in response to complaints (not applicable to EIA renewal).
- EMCC EQA and ESQA Programme Providers are required to supply annual participant data (ie registrations, completions, certificates issued, referrals, withdrawals) to comply with EMCC Accreditation Quality Assurance regulatory requirements

- Renewal will be every five years from date of award
- Individual Accreditation renewal will consist of a check on activity, supervision, continued professional development, and written confirmation that the applicant abides by the Global Code of Ethics.
- Additionally, Programme Providers will need to check that they continue to assess candidates effectively against EMCC competences at the relevant level (not applicable to EIA renewal)
- Where relevant, the principle of equivalence will apply
- If there is an on-going formal complaint or legal action (or that has been a successfully upheld complaint or legal action) against your organisation's EQA this may affect your renewal.

### 3. EQAR Process

The EQAR renewal process is every five years (from award date) and requires applicants to provide the following:

#### 1. Proof that the accredited programme is **actually running**

- The number of times that the programme has run since the first award (last renewal)
- The number of learners that have been through the programme in that period
- The number of learners that successfully completed the programme in that period.

#### 2. Proof that quality assurance processes are in place

- A description of the process of collecting evaluation data from learners plus three examples of how your organisation responded to these
- A description of the process of collecting internal evaluation data plus three examples of how your organisation responded to these findings (at least one example should relate to external independent verification/moderation feedback)
- Provide a copy of the most recent Internal and Independent External Verification/Moderation Reports OR confirmation of the date by which your internal and external quality assurance procedure will be established.

#### 3. Proof that the programme is in a continuous process of **development and improvement**

- Evidence (supporting examples) that materials, approaches and procedures are updated as a result of new insights, and a continuous aim for quality.

#### 4. Proof that candidates are **assessed** against EMCC competences (or equivalent criteria)

- A detailed description of the current procedure and practice of capturing learning by the learners with clear indication how they are assessed against EMCC criteria plus three recent examples (this should include two examples of learners that passed and one of a learner that did not succeed). These examples should give sufficient insight into how your assessment procedures function in practice.
- This section should also include how you have integrated the EMCC Logs into the delivery and assessment of your programme.
- Reflective Practice Log
- Continuous Professional Development Log
- Supervision Log
- Client/Skills Practice Log.

## 5. Affirmation that learners are familiar with the EMCC Global Code of Ethics and implement the Code (or equivalent) in their practice

- Proof that the EMCC Global Code of Ethics is part of the learner syllabus
- A description of the way the EMCC Global Code of Ethics (or equivalent) is implemented in practice in the programme.

NB: All information provided, descriptions and examples need to provide detailed and sufficient insight for administration, assessors and panel to assure that your programme meets the renewal criteria.

**Administration/Assessors may ask for extra information if they find that this is needed for a successful renewal.**

EQAR applications will be checked against the requirements by the Accreditation Administration team (where they are in doubt about the validity of the evidence they are able to refer to an assessor for guidance. If applicable, the assessor may contact the applicant for further clarification). A quality assurance procedure is established to ensure effectiveness and efficiency, including the verification of a random sample of applications by an EMCC Assessor.

## 4. EQAR Documentation

Copies of all forms required for the renewal process can be download using the links in the list below:

- [EQAR application form](#)
- [EMCC competences](#) v2
- [EMCC competences](#) (with highlighted changes from v1)
- [EMCC glossary](#).

Information about the EQAR process and documentation will be sent out with each new EQA award so as to allow applicants to prepare for renewal and keep the required documentation. The relevant administrator/accreditation manager will remind EQA holders that their renewal is due six months in advance of the date that it expires.

EQAR applications will be checked against the requirements by the Accreditation Administration team (where they are in doubt about the validity of the evidence they are able to refer to an assessor for guidance. If applicable, the assessor may contact the applicant for further clarification). A quality assurance procedure is established to ensure effectiveness and efficiency, including the verification of a random sample of applications by an EMCC Assessor.

## 5. Key Documentation to Support the Renewal Process

All of these documents are available for download on the EMCC International website

- [EMCC Diversity Statement](#)
- [EMCC Global Code of Ethics](#)
- [EMCC Guidelines on Supervision](#)
- [The Professional Charter for Coaching and Mentoring](#).
- The Charter, which was drafted in accordance with European law, is registered on the dedicated European Union database, which lists self-regulation initiatives in Europe.
- [SAMPLE External Moderator Report](#) (as a guide only, not as a prescriptive model; providers can choose to use/adapt the model provided or to design their own format to meet their specific organisational requirements)
- EMCC Competence Mapping Forms

## 6. Timescale for Introduction

Renewal will take place every five years (from date of award). In special or exceptional cases an extension date for the renewal application will be considered.

## 7. Copy of Original EQA Assessment Report – Outstanding Recommendations from original Assessment Report

Please check that any outstanding recommendations (if applicable) cited in your original report, and actions arising from your own External Verification have been addressed in your responses overall.

## 8. Programme Metrics

8.1 Please provide programme details as requested in the following table (N.B: data can be taken from annual records provided to EMCC).

NUMBER OF TIMES COMPLETED SINCE EQA WAS AWARDED	NUMBER OF PARTICIPANTS				
	TOTAL NUMBER OF REGISTRATIONS	NUMBER OF PARTICIPANTS COMPLETING THE EQA PROGRAMME	EMCC EQA CERTIFICATES AWARDED	NUMBER OF PARTICIPANTS WHO HAVE REFERRED	NUMBER OF PARTICIPANTS WHO HAVE WITHDRAWN
Year 1 (insert date)					
Year 2 (insert date)					
Year 3 (insert date)					
Year 4 (insert date)					
Year 5 (insert date)					
<b>Overall totals</b>					

8.2 Please confirm details of hours spent in each learning style against the main activities (confirming details provide in your original application) – see Assessment Framework for the full EMCC Guide

CATEGORY	STUDY HOURS (INCLUDES LEARNING AND ASSESSMENT OF LEARNING)	SKILLS PRACTICE	REFLECTION REVIEW	THEORY MODELS	PLAN PROCESS
QUALIFICATION LEVEL		% GIVEN ARE A GUIDE – NOT PRESCRIPTIVE			
Eg EMCC Practitioner Guide	Minimum 150 hours	40%	25%	25%	10%
Enter details for your programme					

8.3 Please provide the number of skills practice hours where each delegate practices mentoring/coaching within and outside the EQA programme

LEVEL (DELETE AS APPROPRIATE)	TOTAL SKILLS PRACTICE HOURS (ENTER TOTAL NUMBER OF HOURS FROM PREVIOUS CHART)	PRACTICE HOURS DURING WORKSHOP DAYS (GUIDE: 40% OF TOTAL SKILLS PRACTICE HOURS)	PRACTICE HOURS OUTSIDE WORKSHOP DAYS	
			NUMBER OF HOURS (GUIDE: 40% OF TOTAL SKILLS PRACTICE HOURS)	HOW IS THIS RECORDED AND AUDITED EG PROFESSIONAL SKILLS PRACTICE LOG AND SUPERVISION LOG COMPLETED DURING THE EQA PROGRAMME?
Foundation, Practitioner, Senior Practitioner OR Master Practitioner				

## 9. Examples for Quality Assurance (section 2)

In this section we are looking for a detailed description and evidence of:

- The process, including what exactly is done to collect feedback (and other relevant evaluation data), how this is done, when it is in done, and what is asked for
- How this data is collected and processed
- How these findings are discussed within the organisation and with whom
- How this leads to specified improvements of the programme
- Examples that bring this practice to life
- The process for Internal Verification/Moderation including the most recent report relating to your EMCC Programmes
- The process for Independent External Moderation/Verification including the most recent External Verification/Moderation Report relating to your EMCC Programme/s OR a date by which this process will be established
- Quality Assurance Policy and Practice documentation OR a date by which this documentation will be established

Insufficient evidence would be indicated by a general description that simply states that the QA processes take place without specifying how they are done e.g.

*'Every student is invited to fill in an evaluation form at the end of the programme. This data is collected by one of our programme managers to be discussed in meetings. We take action whenever we see the feedback can improve our programme.'*

## 9.1 Internal and External Verification/Moderation - definitions

- Internal Verification/Moderation is the process by which a centre/provider regularly samples and evaluates its assessment practices and decisions, and acts on the findings to ensure consistency and fairness.
- Independent External Verification/Moderation requires an external moderator/verifier to be appointed by the EQA Provider who will:
  - Sample assessment and learner evidence of achievement
  - Ensure that rigorous processes are in place for the assessment, internal moderation/verification, tracking and recording of individual learner achievements and learner evaluations, in accordance with the provider/EMCC requirements.
  - Provide a written report which will be sent to the provider - this will be used as part of the evidence for provider accreditation and/or renewal by EMCC, and annual quality monitoring by the EQA Provider and EMCC – see [EMCC SAMPLE](#).

## 10. Examples for Continuous Process of Development and Improvement (section 3)

In this section we are looking for:

- Specific reflection on the changes that has been made to the programme, including the insights or developments that are the rationale for these improvements
- Several examples that demonstrate a continuous aim for quality.

Insufficient evidence would be indicated by a general description of the process of development and improvement e.g.

*'We are constantly aiming at quality. For example when we learned that our learners find it hard to find clients, we started to pay attention to the acquisition of clients during the programme.'*

A lack of development and improvement for a programme that had been running for five years would also be a concern.

## 11. Examples for Learner Assessment (section 4)

In this section we are looking for a detailed description of:

- The process, including what exactly is done to assess learners against the criteria of the programme
- How this assessment procedure relates to the EMCC criteria
- Examples that are specific and bring the practice of assessment to life
- The rationale behind the decision of whether a delegate is successful or not successful related to the examples.

Insufficient evidence would be indicated by a general description that simply states that the processes take place without specifying how this is done e.g.

*'Every student is evaluated at the end of the programme against the EMCC criteria by the teachers in a live assessment. Whenever their average grade (from 0-10) is above 5.8 they succeed (unless there is one grade below 4).'*



## 12. Examples for application of the EMCC Global Code of Ethics (section 5)

In this section we are looking for a detailed description of:

- How the EMCC Global Code of Ethics is part of the programme
- How the programme stimulates students to reflect on the meaning of the Code for their individual practice.

Insufficient evidence would be indicated by a general description e.g.

*'We introduce the Code on day 2 of the programme and ask students to read and sign it.'*