

Section 1: Centre Details and Our Contact Details

Centre Details		Our Contact Details	
Centre Number:	003944	Quality Reviewer	
Centre Name:	The UK College of Hypnosis & Hypnotherapy	Name:	Lindsay Walker
Centre Address:	15 Greenacres HEMEL HEMPSTEAD Hertfordshire HP2 4NA	Email:	lindsaywalker@ncfe.org.uk
Head of Centre		Mobile:	07850644529
Name:	Mark Davis	NCFE Contact Details	
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Telephone:	07830317486	Telephone:	0191 239 8000
Review Details		Website:	ncfe.org.uk
Review Date:	13 February 2025 (Remote)		
Review Duration:	0.5 days		
Centre Risk Status			
Status:	Low		

QA Groups:

Customised Qualifications

Section 2: Previous Action Plan

Has the Centre carried out the actions agreed with the Quality Reviewer regarding:

	Actions complete	Actions outstanding	No action taken	No action required
Management Systems and Administration				✓

Feedback to the Centre

This is the centre's third year Annual Monitoring Review (AMR) the previous review took place on 14 February 2024 where no actions were identified.

Section 3: Management Systems and Administration

To continue to be approved to offer our qualifications, you must meet the criteria below.

		Yes	No	N/A
3.1	Aims, policies and procedures that are supported by senior management are in place and understood by the delivery and assessment teams	✓		
3.2	Sufficient work placements are available to learners and supporting policies and procedures are in place			✓
3.3	Recruitment and induction processes are in place for all staff involved in the qualification(s)	✓		
3.4	Processes are in place to ensure all staff are provided with accurate advice and support to enable them to identify and meet their training and development needs, via ongoing continuous professional development (CPD)	✓		
3.5	Procedures are in place to ensure effective communication and appropriate allocation of time for team meetings and standardisation activities between all staff involved in the qualification(s)	✓		
3.6	Responsibilities, authorities, and accountabilities are clearly defined, allocated and understood by all staff involved in the qualification(s)	✓		
3.7	Marketing and advertising of all qualification(s) is clear, accurate, not misleading and complies with our guidelines	✓		
3.8	Appropriate recruitment and registration processes are in place for learners	✓		
3.9	An enrolment and induction process which provides sufficient information, advice and guidance is in place for all learners	✓		
3.10	Processes are in place for the transfer of credits, the recording of exemptions and recognition of prior learning as required	✓		
3.11	Learners' development needs are matched against the requirements of the qualification, and are regularly reviewed in agreed individual assessment plans	✓		
3.12	A planned programme of delivery is in place for all active qualification(s)	✓		
3.13	Learner records and details of achievements are accurate, kept up to date and securely stored	✓		
3.14	Adequate procedures exist to ensure secure and safe storage of live and completed learner assessment records and examination materials	✓		
3.15	Adequate and compliant processes are in place for external and controlled assessment(s) which meet NCFE and JCQ requirements			✓
3.16	Processes are in place for withdrawing qualification(s) and learner(s)	✓		
3.17	Appropriate certification processes are in place for learners	✓		
3.18	Feedback is used to evaluate the quality and effectiveness of qualification(s) which leads to continuous improvement	✓		
3.19	Processes are in place to notify us of any changes that would affect the ability to maintain delivery or assessment of qualification(s)	✓		
3.20	A robust process in place to ensure that content is fit for purpose where Customised Qualifications are developed	✓		

Observations and feedback regarding management systems and administration

This is the Centre's third Year AMR, carried out remotely via Teams and facilitated by Mark Davis, the College Principal, Shelley Cushway, Fabienne Davis, Jacqui Hicks and Stephanie Ware, each criterion was discussed to confirm compliance.

The purpose of the AMR is to ensure that the provision falls in line with NCFE quality standards for Management and

Administration, and that the Centre remain compliant with our Centre Agreement and Approval criteria which can be located at the following link <https://www.ncfe.org.uk/qualifications/mandatory-policies-fees/>

The Centre have completed their AMR Self-Assessment Form within the given time frame with the Centre's Declaration being authenticated by Stephanie Ware, the Centre's Senior Student Support Administrator, the self-assessment form identified that no major changes have been made since the last review.

3.1 – During the completion of the self-assessment form the centre has declared changes to the Assessment Policy, this now includes information around AI and a copy has been provided for this review. The centre has a range of policies and procedures in place which are formally reviewed on an annual basis, all policies and procedures are discussed during management meetings and if anything needs actioning from these meetings this will be noted and actioned. Policies and Procedures are provided to both staff and learners. Policies and procedure in place but not limited to include:

Complaints Policy

Appeals Policy

Assessment Policy includes RPL, IQA Strategy

Data Protection and Privacy Policy

Student Handbook

Safeguarding Policy

Equal Opportunities Policy

Disability and Additional Support

Special considerations and Reasonable Adjustment

Student Misconduct Policy includes plagiarism

Health and Safety Policy

Conflicts of Interest Policy

Public Liability Insurance is in place with an expiry date of 13.02.25, this is in the process of being renewed today.

3.3 - The centre has confirmed that the recruitment and induction of staff has not changed from the previous review. Interview and recruitment practices ensure new coaches are suitably qualified and competent. A robust induction ensures they have a full understanding of the assessment programme and job shadowing takes place before solo delivery. Guidelines are in place for a new assessor training process alongside a log of contact time which depicts a rigorous training programme which is formalised, pre planned and has increased supervision. New assessors are provided with assessment material and marking guidelines available on the staff VLE. Examples of the written feedback to the new coach evaluating their skills, assessment decisions and providing excellent feedforward to improve their practice was previously provided.

3.4 - During the completion of the self-assessment form the centre has confirmed that processes have not changed. The centre has a comprehensive online Coach Resource Centre where support documents are available including assessment and case study guidance, supervision training, mark schemes and directives for online learning formats. The centre has a log which monitors the access of staff to resources which is monitored on a regular basis. Many of the assessors continue to have their own registered businesses and are responsible for maintaining their own subject competency. CPD records are in place and have been provided for all coaches which detailed a significant amount of current professional development.

3.5 - Effective communication has not changed since the previous review with the centre having an innovative method of disseminating information through recorded videos. The centre has a tracking system which records when the staff have attended or watched the information recording, an updated copy has been provided today. This is a very robust system to ensure all staff are updated and familiar with changes. The centre continues to have a discussion platform where feedback from sessions is posted and discussed.

3.6 - The self-assessment form confirms no changes has been made, as previously outlined the centre has an organisational chart in place with the updated chart provided today, teams' documentation provides a clear outline of the staff roles and their responsibilities including new assessors. The centre has a shared area for all coaches to access all assessment and qualification materials.

3.7 - The Centre has confirmed that no changes have been made since their last AMR review, marketing of the qualifications is completed through the website. The centre utilises social media platforms and offer taster sessions prior to enrolment. NCFE is appropriately accredited for the awarding of the qualification which is clearly advertised on their webpage.

3.8/3.9 - The centre has confirmed that the process for recruitment and registration of learners along with enrolment and

induction has been updated with the process being made clearer for learners by mapping out an extended enrolment pathway providing videos and clearer documentation for new learner. The centre has provided previously their Terms and Conditions which are comprehensive and continue to outline the expectations for the learner and the provision from the centre. It provides the right to cancellation and the process which would be undertaken should the centre be unable to deliver. This also provides details regarding data protection. The registration form is detailed and captures a learner declaration of additional needs which can be supported. The centre has a Learner Handbook which includes policies and the Student Code of Conduct – the updated copy has been provided today. The centre has an impressive and detailed learner journey document which includes a welcome video, an overview of online learning, essential learning requirement, guidelines for onboarding and meeting their coach and a comprehensive and detailed curriculum overview and a guide to the planned programme of delivery. This is a very professional, comprehensively detailed and beautiful document which provides increased clarity to the learner.

3.10 – The centre confirmed that no changes have been made to the transfer of credits, recording of exemptions and recognition of prior learning (RPL) process. The centre use a comprehensive RPL process to map the achievement of previous qualifications and experience to the higher-level qualifications. This includes a conversion application form. The process is further embedded into the Assessment Process Policy.

3.12 – The centre has confirmed that there have been no changes since the previous AMR review. A clear programme of study is in place which has been demonstrated through a curriculum overview of content per session and detailed slides of each workshop. The learner journey document also provides further information and a clear and transparent process from enrolment to certification.

3.11/3.13/3.14 – Changes to the processes have been made since the previous AMR as recorded on the self-assessment form. The centre has made processes securer for case studies with these now not shared via email. Case studies are now uploaded to the portal, and supervisor feedback recorded on the portal removing the need for documents to be exchanged via email. The centre utilises the learner progress tracking sheets and learner achievement sheets which provide a comprehensive overview of attainment to date. The learner support sheets track learners who have required additional support to achieve. Learner evidence continues to be uploaded to an online platform which supports the efficiency of marking and IQA and ensures evidence is stored securely. The centre is aware that learner evidence should be archived for three years following certification and can be called for review during this time.

3.8/3.16/3.17 – The processes for learner registration, certification and withdrawal of learners and qualifications remains unchanged. A step-by-step guide to registration, withdrawal and certification is in place which is clear and ensures learner registrations are accurate and are correctly certificated.

3.18 – The centre confirmed no changes had been made and that learner feedback is sought daily following completion of a session with a strict timeframe for uploading, further feedback is also sought at the end of delivery. Examples of daily and final feedback have been provided previously which include a detailed evaluation of the qualification through a range of questions which consider delivery, content, benefits and suggested improvements. The centre confirmed that responses continue to be collated and evaluated, with more recent emphasis on this to capture common themes. The evaluations then support with ongoing quality improvement of the centre.

3.19 – It was confirmed through the self-assessment form that processes are still in place to notify NCFE of any changes that would affect the ability to maintain delivery or assessment of qualification(s). The Head of Centre confirmed this was still his responsibility.

3.20 – It was confirmed no changes had been made to the process for ensuring customised qualifications are fit for purpose. The centre continues to uphold their professionalism in delivering a qualification which fully meets NCFE requirements.



Section 4: Action Plan for Centre

Management Systems and Administration

Action:	There are no actions required for this section
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Section 5: Action for Quality Reviewer or Head Office

Action For	Action Required	By when
Quality Reviewer		
Head Office		

Section 6: Additional Information Sheet

Any additional comments regarding the review

Many Thanks Shelley and Stephanie for their support in this review, ensuring that the self-assessment form was completed in a timely manner and providing any updated documentation. An MS Teams meeting took place to discuss the criterion and provide feedback.

The centre have maintained their low risk status with the next AMR planned for 12 February 2026

NCFE Policies and Procedures are available to support you here:

<https://www.ncfe.org.uk/qualifications/mandatory-policies-fees/>

In preparation for your EQA review, here is information to the EQA Sampling Strategy on our website and How to Prepare for all review types:

<https://www.ncfe.org.uk/qualifications/preparing-for-eqa/>

<https://www.ncfe.org.uk/media/pnldxlat/external-quality-assurance-sampling-strategy.pdf>

NCFE's service messages area. This area is regularly updated with the latest information about our products, qualifications, processes and more. <https://www.ncfe.org.uk/customer-and-learner-support/service-messages/>

Survey - how to improve customer engagement.

You'll receive an engagement survey following your review which will be sent to your Programme Contact. Can the Programme Contact, if different from the contact facilitating today's review, please forward this survey on to them. We really appreciate you taking the time to feedback.

Appendix A

List of products centre is approved to deliver with active registrations within the last 2 years

QA Group	Product Number	Product Name	Product Contact and email address	Number of Registrations	Number of Certifications	Date of Last Registration	Date of Last Certification
Customised Qualifications	CQ11646	Level 4 Diploma in Cognitive Behavioural Hypnotherapy	Mark Davis mindeaseltd@gmail.com	187	152	7 February 2025	2 February 2025
Customised Qualifications	CQ11647	Level 5 Higher Diploma in Cognitive Behavioural Hypnotherapy	Mark Davis mindeaseltd@gmail.com	155	119	2 February 2025	12 February 2025