



Standard Operating Procedure - Endorsed By

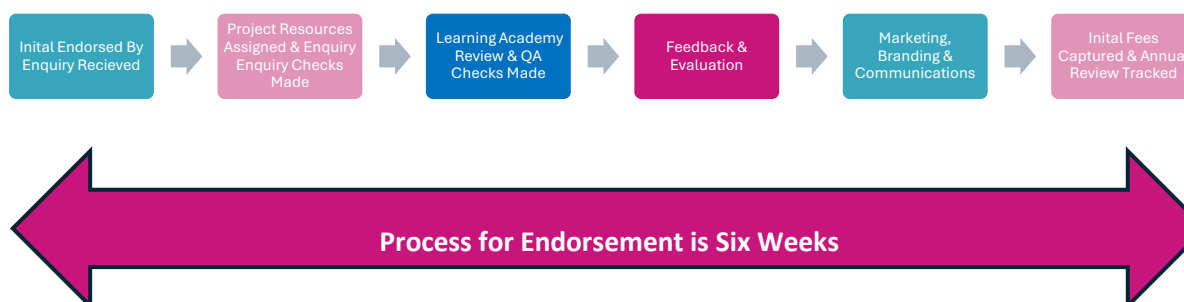
Introduction

This document sets out the Standard Operating Procedure at the Institute of Employability Professionals (IEP) for the endorsement of courses delivered by external organisations. It provides a clear, structured process to ensure that all requirements are applied consistently and in accordance with established standards. The procedure includes the validation of course content and delivery methods, the identification and management of any potential conflicts of interest with existing IEP approved provision, and the assessment of alignment with the values, principles, and professional standards upheld by the IEP.

Process Start to Finish

This visual conveys the complete six-week lifecycle from receipt of an enquiry through to operational, quality, and communications activities. It will ensure if followed correctly all stages will be captured correctly, key stakeholder inclusion and accountability through to completion.

1. The Endorsed By request is received and formally logged.
2. Project resources are assigned, and initial enquiry checks are completed to validate the course.
3. The Learning Academy undertakes a full review and conducts all required quality assurance checks of the course content & supporting documentation.
4. Feedback and evaluation are provided to the enquiring organisation.
5. The marketing, branding, and communications team is notified to prepare for the product launch.
6. All fees are recorded, and the annual review process is scheduled and monitored.

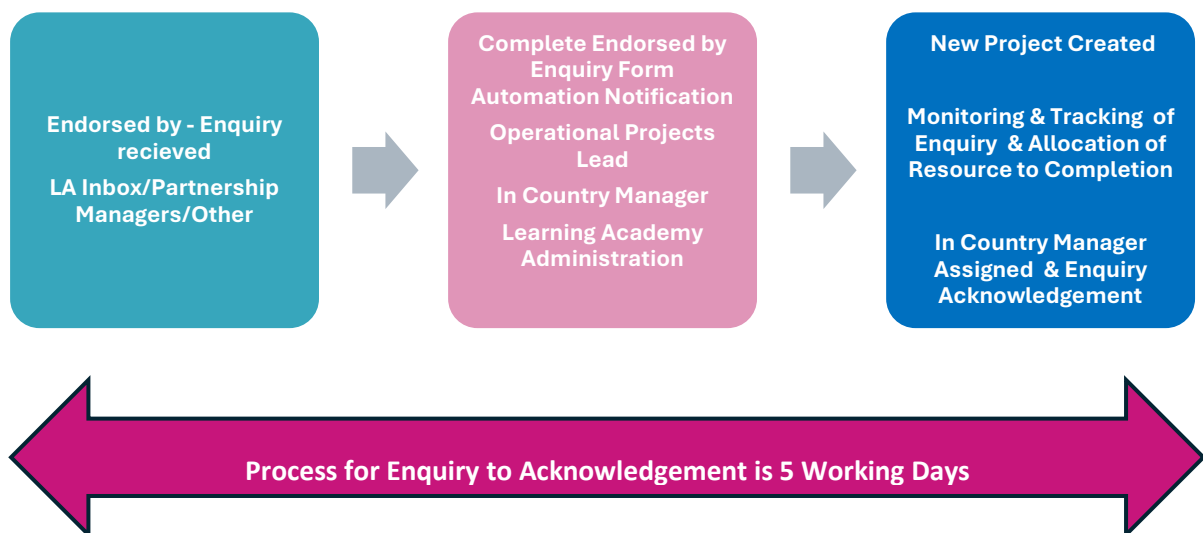




Endorsed By Request Received

This stage outlines how endorsement enquiries are received, recorded, and allocated for progression through the endorsement process.

1. Endorsement enquiries enter the process through the Learning Academy inbox, Partnership Managers, or other internal channels.
2. The Endorsed By Enquiry Form is completed, and automated notifications are issued to key internal stakeholders, including the Operational Projects Lead, Country Manager, and Learning Academy Administration.
3. A new project is created to track progress, and an in-country manager is assigned to the enquiry, who will then acknowledge receipt of the enquiry organisation within five working days.
4. Key Internal Stakeholders are to be kept informed and updated throughout the entire process.

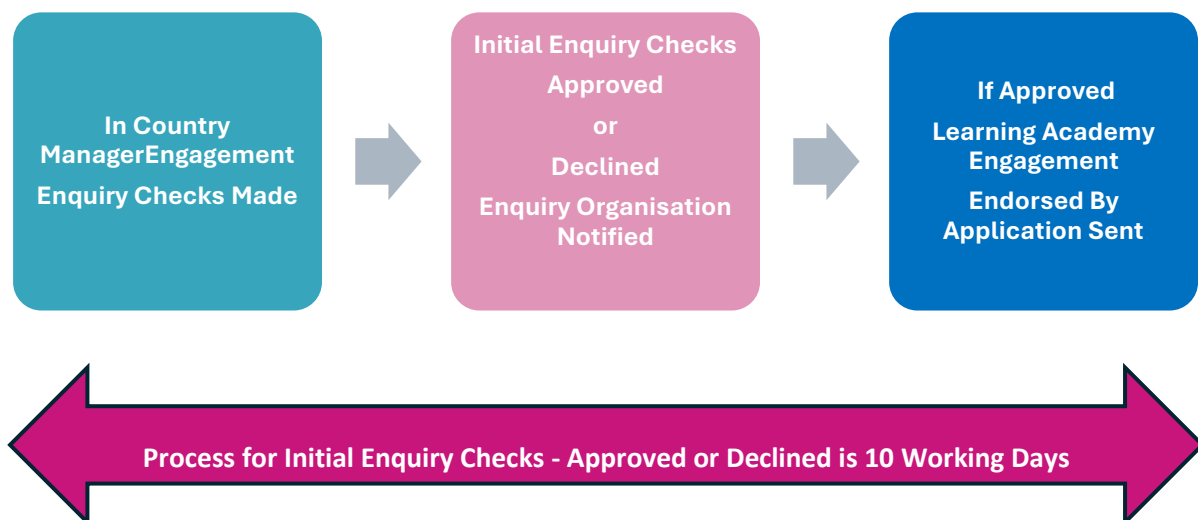




In Country Manager Enquiry Checks

The Initial Enquiry Checks stage involves a structured assessment carried out by the In Country Manager.

1. Initial engagement with the organisation to review the enquiry details. A Microsoft teams meeting will be arranged.
2. The in-country manager will make enquiry checks to determine whether the organisation meets the basic criteria for progressing in the endorsement process, including:
3. Validity of course/courses
4. Conflict of interest with IEP courses
5. Alignment of IEP Values & Standards
6. The decision outcome is issued to the Enquiry Organisation, as either approved or declined. If approved the Endorsed By Application is sent to the Enquiry Organisation.
7. The In-country manager will notify and share all information with Tracy Jory (E Learning, Projects & Assessment Consultant).

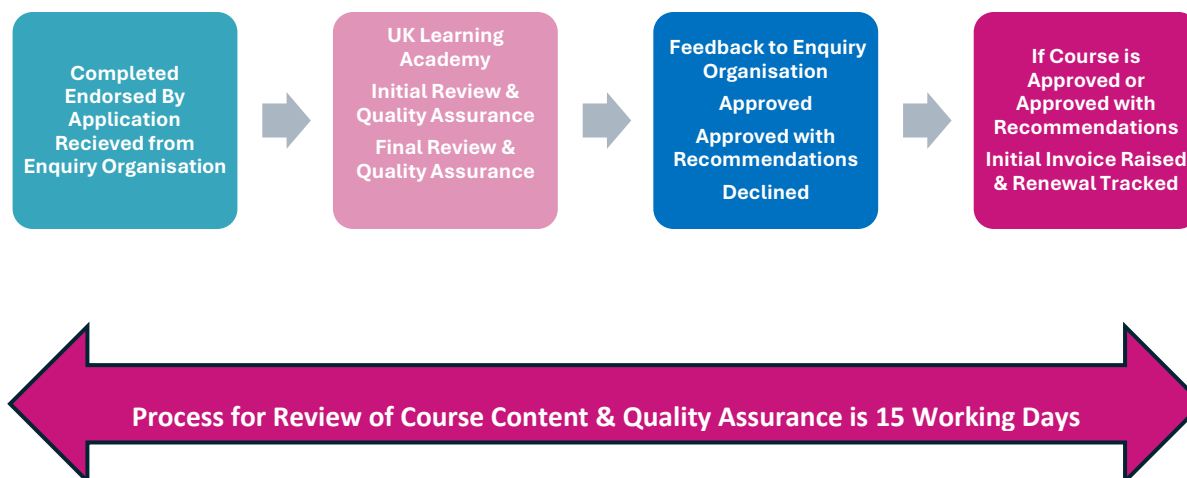




Review of Course Content, Quality Assurance, Feedback & Evaluation

This step allows 15 working days for the Learning Academy to undertake the full content review, quality checks, and feedback.

1. Once the enquiry organisation has completed the Endorsed By Application Pack and returned, the review will begin.
2. Tracy Jory will conduct the initial review & quality assurance checks on all content & supporting documentation. Whilst completing the Reviewer Feedback and Evaluation Template.
3. Shelley Nelson will then conduct a final review and quality assurance check of all course content and supporting documentation. As well as the Reviewer Feedback and Evaluation Template.
4. Tracy Jory will then send the Reviewer Feedback and Evaluation Template completed document to both the Enquiry Application Organisation and the in-country manager.
5. Initial Invoice is raised by the Learning Academy Team and Annual Review Tracked for Renewal.
6. The in-country manager will notify the Marketing, Communications & Branding team.

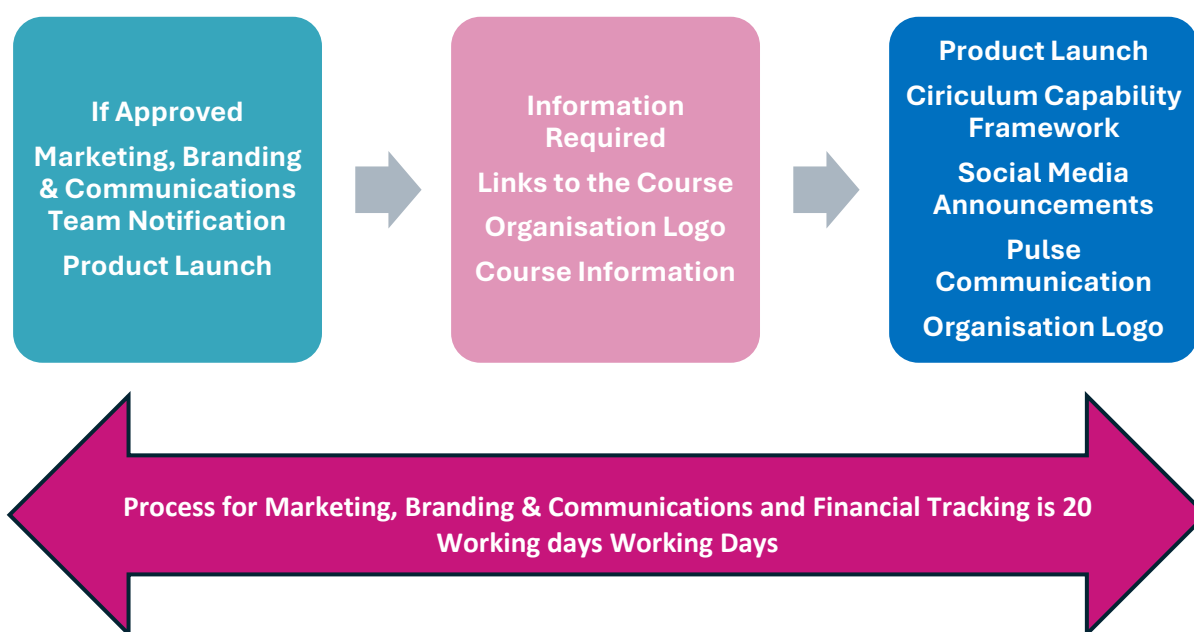




Marketing, Branding & Communications

Once a course is Approved or Approved with Recommendations by the Learning Academy, details will be sent to the IEP Marketing Team in preparation for product launch and inclusion in the IEP offer.

1. Marketing, branding, and communications teams are notified, with full detailed requirements of the course and the enquiry organisation.
2. The information required to effectively market the course will include but not be limited to are links to the course, logo of the enquiry organisation and course information.
3. Activities include updates to the Curriculum Capability Framework, social media announcements and pulse communications.





Appendices

In Country Managers

In Country Managers	
Country	Manager
United Kingdom	Carly Parker & Riza Aparici
Australia	Karen Ridgeway
Gulf Regions	Renee Smale
Canada	Audrey Sequeira
Sweden	David Blomgren

Useful Links

Title	Link
Endorsed By Enquiry Form	https://app.smartsheet.eu/b/form/93f1a59fc55b4b628a0b661e0bdae653
IEP Endorsed By Application Pack	https://app.smartsheet.eu/sheets/jrXCX4GfCgWPg2xWWJhHJww4gRMpV3XWhXGHX8Q1
Endorsed By Reviewer Feedback & Evaluation Template	https://app.smartsheet.eu/sheets/jrXCX4GfCgWPg2xWWJhHJww4gRMpV3XWhXGHX8Q1
IEP Endorsed By Renewal	In Progress

IEP003 Standard Operating Procedure (SOP) – Endorsed By



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