

New Product Development Information

1. Stage 1 - Initial Customer/Centre Enquiry e.g. An idea for new qualification

1.1 The idea at the initial enquiry stage is to provide as much information to the enquirer as possible, whilst also understanding what is being asked for, taking into account resources requirements, in-house expertise, financial implications and potential growth.

1.2 Considerations/Questions at this stage:

- What is the subject Matter/sector area?
- Who is the intended market? Is there support from the sector?
- Where is the expertise coming from, Centre/organisation/ITC First?
- Timescales?
- Expected volume of learners?
- How much work has been done so far?
- Does the requested course/qualification already exist?

1.3 Explain options: Externally Regulated vs. ITC In-house regulation

a) In-house – Flexible, develop incrementally, maintain IP, bespoke ITC admin documents, standard assessment and moderation apply, ITC Certification. Financial cost via registration fees.

b) External – Ofqual and/or SQA Accreditation, documented process for every stage, specific admin to be completed, QD1 system, assessment and moderation processes designed and set, once on RQF content and systems set for a period of time (normally 5 years). Financial cost associated which can be charged up-front or via registration fees.

1.4 If it is clear that the qualification being requested for development sits outwith ITC First's typical expertise and/or sector the enquirer will need to supply expertise or pay for ITC to employ a suitable person with appropriate knowledge and expertise (S-System). If the qualification request appears to be ill-thought through or something which ITC does not want to be involved in (due to conflicts of interest, risky sector, etc.) then ITC First should refer the Centre to carry out further research and/or development and perhaps re-engage when more detail is known. Alternatively, ITC may direct the enquirer to an AO which specialises in the specific sector.

2. Stage 2 – Qualification/Course is to be developed

2.1 Defining the job

At this stage it is expected that the Centre/organisation/business will provide ITC First with a specification of what exactly is being requested, the content and intended outcomes. The specification must be as detailed as possible to allow for ITC First to be able to determine resource requirements and potential costs. On occasion the Centre/organisation/business may approach ITC First to assist in developing a new qualification product from inception/concept, at which point an agreement must be made with costs outlined, over and above the C9 Centre Agreement for existing Centres.

2.2 Formal agreement (*ITC General Service Agreement - Engagement Agreement*)

In order to ensure clarity, transparency and roles in the development of a new qualification product an agreement must be made between the Centre/organisation/business and ITC First. This serves not only to protect the interests of ITC First but also the client.

2.3 Allocation of resources

Developing a new qualification product will require various resources including, but not limited to:

- Staff (time)
- Office equipment/consumables
- Expenses - travel, subsistence
- Office Overheads

2.4 Resourcing to be considered by the Policy Committee upon receipt of business case (for externally regulated qualifications) or discussion/consideration of qualification product being put forward. The policy committee have the final say on the progression/development of a new qualification product.

2.5 Estimate of ITC Costs

The following is to be used as a guide when quoting for a bespoke qualification product. All quotes to be considered on their own merits following the receipt of a job specification

Table 1 - Externally Regulated Qualifications

Task/Activity	Guide Cost/Fee (exclusive of VAT)
per Unit	£600
per Qualification	£3000
Upload to Qualifications Framework	£300
Additional Staff Time	£600/day
Expenses	var
Registration Fees* (suggested)	1 unit - £10 - 50 2-5 Unit - £20 - 80 5+ Unit - £80+
<i>* Registration fees to be calculated based on estimated admin resource and moderation requirements.</i>	

Table 2 - In-house ITC First Qualifications

Task/Activity	Guide Cost/Fee (exclusive of VAT)
per Unit	£600
per Qualification	£3000
Additional Staff Time	£600/day
Expenses	var
Registration Fees* (suggested)	1 unit - £10 - 50 2-5 Unit - £20 - 80 5+ Unit - £80+
<i>* Registration fees to be calculated based on estimated admin resource and moderation requirements.</i>	

3. Stage 3 – Pilot OR ITC In-house qualification

3.1 In-house

ITC and/or the Centre will have developed the course/qualification content. Standard course admin documents will be used. All course documents will normally be forwarded to ITC upon course completion, at which point ITC will quality assure and award certificates to successful learners.

3.2 Pilot for Externally Regulated Qualifications

To be carried out as per Qualification Development documents and guidance.
See QD1

4. Stage 4 – Active Qualification Period

ITC Standard Qualification Systems to be followed – See QD1 Document.