

QUALITY ASSURANCE POLICY

The purpose of this policy is to give a clear explanation of how the quality assurance of Construction and Engineering qualifications at all levels will take place.

The centre IQA along with the Curriculum Academy Director will facilitate Awarding Body monitoring visits; carry out actions highlighted through monitoring visits and pass on necessary information to trainers and QA team through standardisation meetings.

Qualifications will be quality assured as documented in the Qualifications and Credit Framework Requirements for Approved Centres paragraph 40. The quality assurance of Diplomas will aim at monitoring facilities, resources and training as well as the Synoptic Test monitoring.

All staff involved will be suitably trained and registered to deliver and carry out quality assurance of the qualifications. This will be monitored by the IQA and records kept in the centre Staff and Centre files.

Communication

Standardisation meetings will occur quarterly, and at any other occasions where it is deemed necessary. As well as Standardisation meetings, the IQA will feedback to Trainers through IQA and EQA reports which will follow any internal quality events and also external quality visits. Action points and good practice can be discussed at this point. The IQA will also meet with the trainers on a weekly basis to provide opportunity for discussion and update on learner progress.

Equal Opportunities

The IQA will monitor how Trainers adhere to the Centre's Equal Opportunities policy by speaking to Assessors and Learners about their procedures and experiences. The IQA can also refer to the centres statistical information in relation to certification rates, ethnicity, disability and gender.

For the purposes of Quality Assurance and ease of auditing, we have in place, three areas which will be regarded as the "main" stages of Quality Assurance of Diplomas. These areas are highlighted below and accompanied by an explanation of what each area covers:

Induction

To monitor the Induction process the IQA will check that the learner has:

- Been registered
- Been given a clear outline of the course
- Received and signed a copy of the Appeals Procedure
- Received the centre Equal Opportunities policy
- Access to adequate facilities in which to work which include a workshop, classroom and welfare facilities
- Access to appropriate PPE

The IQA will check that the trainer has:

- A comprehensive Scheme of Work and Lesson Plans which relate to the Standards
- The required qualifications and is occupationally competent to deliver the Diploma
- A system in-place to safely secure exams and question papers

Interim

For the Interim process, the IQA will:

- Look at lesson plans and Schemes of Work
- Observe the trainer delivering lessons (Practical and Theory) and ensure they are related to the standards, learning is taking place and the trainers know their learners.
- Ensure that Exams and Tests are correctly administered and invigilated
- Look at Portfolios to ensure documentation is correctly completed and up-to-date
- Interview Candidates
- Check candidate tracking

1st Term: Monitoring the teaching, learning & assessment, the IQA will:

- Carry out a learning walk – soft touch approach to establish if the trainers have got to know their learners, sufficient resources and facilities. The findings are then fed back using the standard Train4All learning walk through paperwork.

2nd Term: Monitoring the teaching, learning & assessment, the IQA will:

- Carry out formal session observations in a practical or theoretical setting as per the standard Train4All Lesson Observation document, this will be graded as per OFSTED standard practice, all staff full time or part time, qualified or newly appointed will be graded. External partners such as: SWATPro, will also carry out a minimum of one formal teaching observation in this period.

3rd Term: Monitoring the teaching, learning & assessment, the IQA will:

- Re-visit any areas that may cause a concern over the trainers ability to teach & assess, as a mandatory requirement, any member of staff receiving a grade 4 will automatically receive a secondary teaching observation in term 3. Prior to summer leave all of the teaching team will have a final 1:1 of the academic calendar, the outcome of which will form part of their appraisal conducted in October.

Summative

When monitoring the summative process the IQA will:

- Ensure that Exams and Tests are correctly administered and invigilated
- Observe synoptical testing
- Interview candidates
- Look at Portfolios to ensure documentation is correctly completed and up-to-date
- Check tracking of candidates

NVQ evidence

NVQ evidence is stored via the electronic portal City and Guilds Learning Assistant (LA). If the learner is unable to access an online portfolio then a paper version will be used. This will be in a standard, easy to follow format.

As this type of evidence is learner lead, the IQA will monitor LA evidence on a monthly basis (or more regular if any cause for concern). Assessors accepting units as complete will trigger an email to the

IQA who will sample that unit within 10 working days or sooner if requested. Any evidence that is not accepted will be referred back to the assessor with constructive feedback.

SAR and QIP

The Self-Assessment Report (SAR) and Quality Improvement Plan (QIP) will be produced on an annual basis by the Contracts Co-Ordinator and Head of Centre, with input from the Senior Management Team, Quality and Curriculum, Operations, learners and employers and will be compiled and finalised in August of each year to ensure that Training meets the company's Objectives for High Level Training.

The content of the SAR is taken from the previous year's line management 1:1's, appraisals, standardisations, team meetings, learner and employer feedback and satisfaction surveys, lesson observations, EQA reports and CPD events. It also reflects changes to national and local policy and will reflect and meet, Ofsted's Common Inspection Framework.

Regularity of Monitoring/Observation of Practice

The IQA will look at all three stages (Induction, Interim and Summative) for each Trainer throughout the year. This Quality Assurance will cover a range of Learner's. This will give the IQA a good indication of the Trainers competence to deliver qualification to the required standard. This regularity will be reviewed periodically. For info on planned QA see year planner and sampling plans.

To see how this Strategy will be implemented see Sampling Plans kept in Qualification specific Folders. In addition, the IQA will monitor closely the documentation and procedures used to ensure the quality of the process and check for anomalies which may be occurring. Audit checks of all funding and assessment paperwork is audited at start, mid-point and end of programme to ensure all quality standards are maintained.

Continuous improvement of training

Underperformance of training will be identified via the following processes

- Observation of practice and floor walks
- IQA processes and procedures as stated above
- Monitoring of learner progress
- Via learner and employer surveys

When underperformance is identified the relevant staff member(s) attend a meeting with the Quality Manager and/or the Operations Manager to discuss the issues. A plan of action is agreed e.g. staff training or mentoring, or an improvement in systems or procedures is undertaken and further meetings are held to monitor progress. 1-1 meetings and the appraisal process will also be used as appropriate to monitor performance. If issues are not resolved then the disciplinary process may be used.

Feedback from lead providers employers, and apprentices

- Feedback from lead providers is actioned immediately, issued to relevant person responsible for that area and is given high priority.
- Feedback is gained by Start Mid and End Surveys of Learners and annual survey for employers. Feedback from employer and learner is also gained via the 8 weekly review with learner and employer that is conducted by the Vocational Skills Tutor

Train4all will respond to feedback as follows;

- Online surveys – surveys are analysed and the results are available to our learners and employers via our funding provider and ESFA website.

- Feedback on reviews – the employer and learner receive feedback from the Vocational Skills Tutor and they both then can give feedback verbally which is recorded on the form. The Contracts Manager will analyse all feedback given and communicates this to the relevant tutor or manager and where required action is taken. The issues or suggestions raised are investigated and the outcome is fed back to the employer or learner.
- Feedback given via IQA interviews – feedback received from learners regarding their training is to be recorded and communicated to the relevant tutor and/or manager for action.

This policy will be reviewed in line with changes in Awarding Body direction and monitored by the IQA and Academy Curriculum Director.

Signed:	
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