



## Quality Assurance Strategy / Policy / Procedures

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### Aims:

- To ensure that there are mechanisms for our delivery performance to be assessed
- To ensure that employer and learner feedback is captured and acted upon
- To ensure that there is a process for the continuous improvement of the training delivered
- To ensure that under-performance of delivery is identified and acted upon

## **1. Introduction**

1.1 Dragon Football Academy is committed to maintaining the highest standard of training delivery for our clients.

1.2 To do this, we will strive to support all client employers, learners, assessors, and IQAs and work to ensure that a process of continuous improvement is embedded in the work we do.

## **2. External Performance Assessments (EPA)**

2.1 We will work with external quality assurance organisations to ensure that our standards of performance are maintained at a high level.

2.2 In doing this, the Quality Manager will ensure that up to date internal performance data is made accessible to any external assessor and is delivered to them, at a time of the external assessor's choosing, in a comprehensible format.

2.3 'Internal performance data' includes, but is not limited to:

- (a) Learner registrations and completions
- (b) Company organisation chart, CVs, staff responsibilities, records of professional development and qualifications
- (c) Records of team meetings and actions arising from those meetings
- (d) All assessment and internal quality assurance sampling plans and reports, which may include assessor feedback, actions and completions, and minutes of standardisation meetings
- (e) Internal policies and procedures
- (f) Learner portfolios, including records of appeals against assessments or IQA decisions
- (g) Requests for certification and withdrawals and achievement trails for learners
- (h) Written records of EPA visits and outcomes arising from those visits.

2.4 Prior to the EPA visit, the Quality Manager will ensure that:

- (a) any actions from previous EPA visits are completed and provide a written report regarding outcomes
- (b) sample assessor and IQA signatures are collected
- (c) the external body's visit is diarised and planned. This will include informing assessors and the IQA as to the visit and inform them as to whether an interview or observation will be expected to be undertaken and what the

external assessor will be seeking to understand. It will also include assisting the assessors in ensuring learners are made available for interview if required. Furthermore, the Quality Manager will book facilities, car parking, meeting rooms and organise refreshments for the external assessor.

2.5 Following the EPA visit, the Quality Manager will:

- (a) Obtain a copy of the EPA report for distribution to the Leadership Team to share learning
- (b) Ensure that the EPA report is saved electronically on the central database and made available to all staff within the organisation
- (c) Prepare a schedule for completion of any identified actions and share these with the IQA, assessors and relevant members of staff.
- (d) Will allocate action owners and ensure close out within agreed timeframes
  - a. The Leadership Team will take consideration of the EPA report and outcomes captured from this may inform the development of learning strategies and campaigns going forward. Any amendments agreed and incorporated into the learning strategies will be notified to the Quality Manager who will ensure that these amendments become subject to assessment.
  - b. The Leadership Team will ensure that at Leadership meetings, Business Unit Leads will be informed as to outcomes and promote the sharing of best practice and knowledge throughout the business.

#### **(e) Internal Quality Assurance**

- a. The Quality Manager is responsible for all quality assurance within the company and oversee the work of the internal Quality Assurers.
- b. They ensure that the company works within the Quality Assurance Framework and complies with the Qualifications and Credit Framework (QCF).

#### **(f) Quality Manager**

##### Inductions

- a. The Quality Manager is responsible for the induction of newly-appointed Internal Quality Assurers and assessors. The Quality Manager will use a checklist to ensure a standardised approach.
- b. The induction is used to ensure that all staff are made aware of our expectations for high standards in training, are qualified to undertake their role according to the skills' sector, comply with the QCF processes, adhere to current awarding body guidance, and, where they are not qualified, are working toward a relevant teaching qualification.

- c. Should inductees not have a valid Training, Assessment and Quality Assurance (TAQA) qualification, the Quality Manager will agree a date by which they will be certified.
- d. Inductions enable the Quality Manager to set out the Quality Assurance process to new inductees.
- e. The Quality Manager enables a Training Needs' Analysis of the Internal Quality Assurance Manager, Assurers and assessors. They ensure these analyses are supported by the provision of training or sign-posting and review training needs on an annual basis at 1-2-1 meetings.
- f. The Quality Manager has responsibility for ensuring that all staff have the necessary qualifications to comply with current legislation.

#### Standardisation meetings

- 2.6 The Quality Manager will chair standardisation meetings on a regular basis. These will be attended by all assessors / tutors and IQAs across all courses offered by Dragon Football Academy.
- 2.7 The overall objective of standardisation meetings will be to ensure that assessments of learners are conducted to consistently, high standards. The meetings will be scheduled following monthly reviews of the assessments conducted by the IQAs. The Quality Manager will assess to determine emerging trends and issues and these will be considered at the standardisation meetings for discussion and campaigns and best practice activities proposed and run to ensure that lessons are learnt.
- 2.8 Any proposed changes to the training cycle which arise as a result of the identification of trends or issues will be communicated to the Leadership Team. The changes will be incorporated into the training cycle and subject to the assessment process.
- 2.9 An agenda will be sent to all participants before the meeting and in good time to consider the agenda items so that they have the opportunity to offer input at the meeting. The meeting will include, but not be limited to, the following agenda items:
  - Reading of previous minutes
  - IQA feeds back any IQA findings based on sampling, for example on evidence used or on assessment judgements
  - Discuss agreed approach to QCF qualification
  - Share good practice
  - Discuss problem criteria
  - Any actions agreed
  - Minutes taken

2.10 Standardisation meetings will also include a discussion regarding standardisation activities. These should cover all assessment methods and levels. This involves the following:

- Planned activity with a clear aim
- Activity using varied material
- Agreed outcome and rationale recorded on pro-forma
- Actions and by whom agreed

2.11 Any agreed changes will be sampled by the IQA and discussed at future standardisation meetings.

### Training

2.12 The quality director will ensure, with the administrative, that employee records provide up to date information regarding qualification and certification to perform work.

2.13 Where qualifications are due for renewal the employee will be informed with adequate time so that they are in a position to source an appropriate course of study and complete that before the qualification lapses.

2.14 Should the qualification, it is the responsibility of the employee to notify the quality director and alternative work arrangements will be implemented on a strict time table where applicable. If alternative arrangements are not available the employee will be placed on garden leave and they will be required to undertake the omitted qualification within an agreed timetable.

## 3. Internal Quality Assurers

3.1 The Internal Quality Assurers will have overall responsibility for assessing the performance of the assessors. They will be guided by standards outlined in the IQA qualification. They will attend group IQA meetings, chaired by the Quality Manager.

3.2 The Quality Manager will assigned the IQA to manage a cohort of assessors. They will make contact with the assessors within their cohort, by email, phone or in person, on a monthly basis.

3.3 Working with the Quality Manager, they will ensure that the assessors are notified as to any required guidelines, for instance, in relation to special assessments for learners, certificates or qualifications to complete their work. They will ensure that appropriate use is being made of any guidelines in the execution of the assessor's work and support the assessor so that the assessor meets agreed standards.

3.4 Following observations of the assessors, they will conduct 360 degree reviews of the performance of the assessor. They will provide feedback to the assessor and capture comments from the assessor regarding the learning portfolio and learning journey and record these within the assessor visit report.

3.5 This report will also include any changes to assessment practice or recommendations proposed to the assessor to improve delivery. The Assurer will ensure that this report is communicated to the assessor via email within agreed timescales.

#### Sampling

3.6 The Internal Quality Assurers will undertake a sampling exercise of the assessors' portfolios at interim and summative stages during the learning cycle.

3.7 The assurers can sample across all units within a qualification, to assess the differentiation between the levels, evidence types, completed learning outcomes, assessment plans and reviews. Where concerns are raised, an action plan will be agreed between the Assurer and the assessor and expected outcomes agreed within a timeframe.

3.8 Interim sampling can take place without notice to the assessor and ensures that emerging issues are captured and mitigated.

3.9 Summative stage sampling is scheduled and includes an evaluation, via a 1-2-1 discussion and review of the portfolio, as to how the assessor reached their decision. These will be recorded on a supervision record and uploaded onto the central database.

#### Record keeping

3.10 The Internal Quality Assurer will ensure the safe and confidential storage of all assessment records.

3.11 They will also ensure that the administrative team receive completed assessor visit records, learner interview records, IQA sampling reports and an overview of any **quality assurance**.

#### Verification

3.12 The Internal Quality Assurer will

- (a) observe every assessor within a 12-month period
- (b) undertake quality assurance of the completed learner portfolios
- (c) undertake workplace visits
- (d) act as 'mentor' for unqualified Assurers and assessors (see paragraph 7.2 below).

## 4. Assessors

4.1 Assessors are categorised according to Red, Amber or Green. This categorisation provides guidance as to sampling, as set out in the following chart:

Assessor	Category	% of sampling conducted by internal quality assurers
New Assessor	Red	50% of portfolio* *The Internal Quality Assurer will conduct a full sample of the first unit of the new assessors work upon completion.
Experienced Assessor, new to the award	Amber* *An 'Amber' Assessor can be moved to Red if there are recurrent issues identified during the sampling process.	40% of portfolio
Experienced Assessor, proven competence in assessing to the award	Green	30% of portfolio

Table 1: Assessor categorisation under the RAG system.

4.2 Where an assessor is not currently certified but are working towards their TAQA Teaching qualification, they will be assigned an experienced assessor or Internal Quality Assurer 'mentor' by the Quality Manager. The mentor will observe the assessor's work.

4.3 The assessor 'mentor' will record good practice, training and development needs of the new assessor and ensure that these outputs are captured electronically within the central database.

## 5. Continuing Professional Development

5.1 All staff will be required to complete a Continuing Professional Development log. This will include recording attendance at awarding body standardisation days and occupational competency days. This log will be electronically uploaded onto the central database.

## 6. Employers and Learners

6.1 The company strives to ensure that learner and client employer feedback is captured and acted upon to inform the continuous improvement of our service.

### Employers

6.2 A Business Development Officer will meet with the employer client at a Training Development Meeting [see Employer Engagement Policy] and set out the quality assurance procedure for the training with the client.

6.3 The Business Development Officer will conduct ongoing review meetings with client representatives for the duration of the learning cycle. These will

incorporate 360 degree reviews of performance and will be conducted in an open manner in which feedback from the employer will be encouraged.

6.4 Employer feedback will be captured and will form part of the monthly assessment review that is conducted by the Business Development Manager when reviewing the workload of the Business Development Team.

6.5 The Business Development Manager will ensure that feedback is distributed at Business Development team meetings, and also communicate feedback at Leadership Team meetings. This feedback will be used, where appropriate to inform the development of our overall business strategy.

### **Learners**

6.6 Prior to starting training, the Business Development Officer will meet with the learner to undertake a Training Needs Analysis assessment. At this meeting the BDO will give the learner an evaluation form. This contains information about the quality of training to be expected.

During the learning cycle, the learner and their performance will be monitored by the internal quality assurer. The assessor will inform the learner that feedback to the

1.1 assessor or the internal quality assurer is encouraged where the learner considers there to be issues and concerns with delivery.

1.2 Should issues and concerns be raised by the learner, the assessor will report this to the internal quality assurer and the Quality Manager will capture this information for review and action. The learner will be informed as to actions taken and outputs.

1.3 At the end of their learner journey the learner will be issued a learning completion evaluation form and encouraged to give feedback as to their training. The outcomes from this form will be used by the Assessor in a 360 degree review of the delivery of the training.

1.4 Issues and concerns raised by the learner will be captured by the assessor, communicated to the Quality Manager, recorded in the central database and discussed at Leadership Team meetings. These will inform the development of learning strategies.

### **Invigilators**

All staff involved in the administration and/or assessment of qualifications will have undergone relevant training to their role,

1.1 All new invigilators will be observed during their first test session and annually thereafter to ensure assessment regulations are being followed.

1.2 Existing invigilators will be observed conducting an assessment at least once a year.

1.3 Information from the awarding body is disseminated to all members of staff involved in the delivery of qualifications.