

Quality Assurance Policy

Aim:

- To ensure that our learners are at the centre of all our activities.
- To ensure we offer an effective and high quality education
- To develop the principles of lifelong learning and independent study.
- To ensure that there are centre level checks in place to maintain the standard of quality delivery and assessment upon which the centre gained approval to deliver Highfield and IQ qualifications.

In order to do this, the centre will, under the supervision of Andrew Pennie, our Quality Nominee:

- Westcountry Training Solutions will ensure there is an internal process in place to monitor the delivery of taught programmes, in order to confirm that there is consistency and that the quality meets the Highfield and IQ standard.
- Westcountry Training Solutions provide and implement a Registration and Certification Policy, which describes the centre procedures to ensure that:
 - Individual learners are registered to the correct programme within agreed timescales
 - Valid learner certificates are claimed within agreed timescales
 - There is a secure, accurate and accessible audit trail, which allows individual learner registration and certification claims to be tracked to the certificate issued for the learner
- Provide and implement an Assessment Policy, which describes the centre procedures to ensure that:
 - Assessment methodology is valid, reliable and does not advantage or disadvantage any group of learners or individuals
 - There is accurate and detailed recording of assessment decisions.
 - The assessment procedure is open, fair and free from bias, and meets the Highfield and IQ standard.
- Provide and implement an Internal Verification Policy, which describes the centre procedures to ensure that:
 - There is an Internal Verifier for each programme subject area
 - Internal verification is valid, reliable and covers all assessors and programme activities
 - There is accurate and detailed recording of internal verification decisions

- The internal verification procedure is open, fair and free from bias, and meets the Highfield and IQ standard
- Provide and implement an Appeals Policy, which describes the centre procedures that:
 - Enables learners to enquire, question or appeal against an assessment decision.
 - Attempts to reach agreement between the learner and the assessor at the earliest opportunity
 - Standardises and records any appeal
 - Facilitates a learner's ultimate right of appeal to the awarding body, where appropriate.
 - Protects the interests of all learners and the integrity of the qualification.
 - Is open, fair and free from bias, and meets the Highfield and IQ standard
- Provide and implement an Assessment Malpractice Policy, which describes the centre procedures that:
 - Identifies and minimises the risk of malpractice by staff or learners.
 - Responds to any incident of alleged malpractice promptly and objectively.
 - Standardises and records any investigation of malpractice
 - Ensures that malpractice procedure is open, fair and free from bias, and meets the Highfield and IQ standard
 - Imposes appropriate penalties and/or sanctions on learners or staff where incidents (or attempted incidents) of malpractice are proven.
 - Protects the integrity of the centre and Highfield and IQ qualifications.
- Ensure there is an internal mechanism to audit all quality assurance procedures, identify areas for improvement and provide feedback of audit outcomes.

This policy will be reviewed every 12 months by Keith Penney

Approved: July 2017