



# Quality Assurance Policy

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## **Aims**

The company takes pride in the quality of our courses and regulated qualifications. To do this we must have a thorough method of verifying both the quality of our assessments and the delivery of our courses. This policy aims to establish the mechanisms for this quality assurance and is monitored by the Quality Assurance Officer.

All staff and centres involved in the delivery of our courses in any form should be aware of this policy and work to its aims. This should be in conjunction with the Quality Assurance Procedure.

## **Quality Assurance Officer**

The Quality Assurance Officer reports directly to the Training Manager.

In undertaking the Quality Assurance activities, they complete a Monitoring Log of all activities, which includes any actions that need to be undertaken as a result, in addition to the Verification of Achievement Record when verifying assessments.

## **The Internal Verifier**

The Internal Verifier for the company verifies the assessments undertaken by our own or centre assessors.

## **Storage of Assessments**

All assessments for both regulated and non-regulated courses are submitted and stored digitally on the company's OneDrive in accordance with the Data Protection Policy.

## **Pre-course Verification**

Assessments for both regulated and non-regulated training delivered by the company are developed with standardised assessment information and marking criteria to enable consistency amongst our assessors. Information about the assessment process for all courses is shared at the start and signposts people to both the Reasonable Adjustments and Special Consideration policies.

The company support Reasonable Adjustments for Assessments due to factors like disability, personal circumstances or external forces. The Trainer will work with the Learner to identify the need as part of the delivery of the course. They liaise with the Quality Assurance Officer to ensure that the assessment remains fair and valid. For further details, please refer to the Reasonable Adjustments for Assessment Policy and Procedure.

During the assessment process, there is a clear procedure in place to enable assessors to be able to give individual feedback to Learners.

## **Internal Verification of Assessments**

Assessors use the Marking Descriptors to assign marks to Learners for each of the assessment points. These are cross-referenced to the Unit criteria in the case of regulated qualifications. Assessments for qualifications are verified by our Quality Assurance Manager at the following ratios:

- Fewer than 20 units – 100% of units from a cohort.
- 20-39 units - 20% of units from a cohort.
- Runs with greater than 40 units – 10% of units from a cohort.
- New assessors - 100% of the first two cohorts.

Assessment for other courses offered by the company are internally verified based on a random selection of 10% of learners.

## **Standardisation and Moderation of Assessments**

On a rotation basis, assessors will joint assess assignments (normally via video or phone link) to ensure that assessors are confident in their ability to uniformly assess Learners. They are paired by the Internal Verifier and the assessors complete the Verification of Achievement Record jointly, noting any discrepancies.

Annual monitoring events between internal trainers and the Internal Verifier are undertaken to ensure consistency across the assessors. Centres that undertake assessments are expected to attend these. There may be occasions that this is facilitated by the use of internet-based webcam software.

The Mentoring School assessors and verifiers will attend any awarding body standardisation events.

## **Quality Assurance of Centre Assessments**

In most cases assessment of regulated qualifications is undertaken centrally by The Mentoring School. In exceptional cases some centres are authorised to carry out assessments, but under the Quality Assurance procedures of The Mentoring School outlined in this document and also the Quality Assurance Procedures.

The Mentoring School Quality Assurance staff will provide evidence of this to any awarding bodies for review as part of the annual quality compliance and external verification/moderation activities.

## **Monitoring of Training Delivery**

The Quality Assurance Officer will establish a schedule for observing the delivery of courses by the company and centres. It is expected that this will be between every 1 to 3 years, depending on factors, such as number of courses offered, quality of learner feedback and number of trainers.

There may be occasions, for example where data suggests it is necessary, or if a complaint is made, that a trainer is additionally observed by the Quality Assurance Officer or the Centre Trainer Lead. Centres pay a fee for these.

## Centre Conformance

As part of the centre recruitment process, the company checks the relevant policies of centres prior to their approval as a centre.

The Quality Assurance Officer randomly checks the Centre policies and procedures on the Centre website and by contacting their general enquiry line.

## Reasonable Adjustments and Special Considerations

The Quality Assurance Officer will randomly check samples of decisions made on a quarterly basis.

## Centre/Assessor/Trainer rating

Most of the time centres, assessors and trainers are rated green and these timescales apply. However, there may be times, for example in the event of a less than excellent observation that centres, assessors or trainers are rated amber or red by the Quality Assurance Officer (with input from the Internal Verifier as appropriate).

In this event:

- **Amber rating** – implies that increased monitoring or additional training is happening with the expectation that standards will improve in 3 months (or 3 courses, whichever is longer). This will require conformance with a written action plan provided by the Quality Assurance Officer or Internal Verifier. Assuming improvement is made they will then return to Green rating. These are reported to the Governing Body by the Quality Assurance Officer.
- **Red rating** – implies that immediate actions are required to avoid sanctions or termination of contract or roll. Improvement is required in 2-4 weeks or the next course, whichever is longer. Assuming improvement is made they will then return to Amber rating to ensure the improvement is embedded. These are reported to the Awarding Body and the Governing Body by the Quality Assurance Officer.

Monitoring is reported to the Governing Body via the reports. In the event improvement is not made, then the Quality Assurance Officer will liaise with the Training Manager to decide on appropriate action. The Training Manager will liaise/inform the Awarding Body and/or Governing Body as required.

## Programme Review

It is an expectation that each of our courses and qualifications are regularly reviewed. The Programme Review Evidence Proforma is used to collate evidence and feedback relating to the course/qualification by the Quality Assurance Officer. In the case of a Regulated Qualification the review is fed back to the Awarding Body in accordance with their policies, for other courses the Quality Assurance Officer leads the review. Refer to the Programme Review Procedure.

This Procedure may also be instigated on an *ad hoc* basis by very minor feedback (e.g. small wording changes) or major feedback (e.g. there is a risk that this will affect multiple learners).

## **Review**

This policy will be reviewed biannually.

April 2024