YOUR LOGO

Quality Assurance Policy

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Author(s)

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Revision History

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| **Version** | **Revision Date** | **Revised By** | **Summary of Changes** |
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# Quality Assurance Policy

## General policy statement

* 1. NLPQ uses the Ofqual-based verification process for quality assurance of the qualifications awarded.
  2. The purpose of quality assurance within NLPQ and its Centres is to:
     1. ensure that assessment decisions and processes are sound, fairly operated, in line with relevant regulations, and effectively documented
     2. assure and maintain professional standards
     3. ensure that qualifications are only awarded where learners have fully completed the required assessment criteria for their qualification programme.
     4. inform the meaningful completion of annual self-assessment reports and subsequent actions to maintaining high standards and meet regulatory requirements.
     5. To ensure that the level of demand of an assessment (the degree of challenge that an assessment presents for the learner) is consistent across all options where there is a choice of assessment methods.
     6. To ensure that all qualifications are valid, reliable, comparable, manageable and minimise bias.

## Responsibility

* 1. It is the responsibility of [RESPONSIBLE CENTRE PERSON TITLE] to ensure that this policy is implemented and observed.
  2. [RESPONSIBLE CENTRE PERSON TITLE] is responsible for ensuring that reports of monitoring activity (including annual visits) prepared by EQAs are reviewed to ensure the criteria set out in 1(b) are met.
  3. The [RESPONSIBLE CENTRE PERSON TITLE] prepares a [TIME INTERVAL – E.G. QUARTERLY, ETC.] report to the [CENTRE/COMPANY NAME DIRECTORS AND/OR PRINCIPLES] detailing (inter alia)
     1. Monitoring activity undertaken
     2. Findings
     3. Recommendations
  4. [CENTRE/COMPANY NAME DIRECTORS AND/OR PRINCIPLES] will agree what (if any) action is required as a result of the [RESPONSIBLE CENTRE PERSON TITLE] Report.

## External Quality Assessors (EQAs)

* 1. NLPQ exercises this policy through a team of EQAs, appointed and approved by NLPQ.
  2. All EQAs will be appropriately occupationally competent and hold external quality assurance qualifications, such as D35, V2, EQA, or be working towards the Level 4 EQA Award or Certificate.
  3. The role of the NLPQ EQA is to ensure that:
     1. NLPQ assessment criteria and quality assurance requirements are applied consistently across all centres, Internal Quality Assurers (“IQAs”), Assessors and assessment locations
     2. assessment decisions are valid, and properly documented
     3. to “sign-off” learners for certification when it has been demonstrated that they have fully met all of the requirements of the qualification for which they are registered
     4. centre action points agreed with NLPQ are implemented by the deadline set
     5. centre assessment and internal quality assurance systems and processes are robust, and appropriate records are kept to audit trail the activity and decisions made

## Centre Requirements

* 1. A prerequisite for approval as an NLPQ Centre is that the centre must have an established framework to assure the quality of the assessment standards for the qualifications for which they are approved to evaluate the achievement of learning outcomes.
  2. This framework must include an annual self-assessment by completing the appropriate NLPQ system form. This reports against the NLPQ Approval criteria (which are drawn from Ofqual requirements for awarding organisations).
  3. This framework must include an internal quality assurance process that:
     1. establishes procedures to develop a common interpretation of qualification requirements, via a Standardisation process
     2. provides appropriate staff development and training for those involved in assessment and internal verification
     3. monitors and supports the work of staff involved in course delivery and assessment activities
     4. samples regularly the assessment decisions made by all assessors across all aspects of assessment in order to monitor and ensure consistency in the interpretation and application of quality standards and assessment requirements. This should also include direct observation of assessor practice where learner skills are being assessed.
     5. maintains up-to-date records of internal quality assurance and sampling activity and makes these available for inspection by NLPQ upon request.
     6. Ensures that any action required by NLPQ or its EQA representatives to maintain the required standard and quality of course delivery, assessment or quality assurance is implemented by the deadline or timescale set.
  4. Centre staff (the Qualification Delivery Team) must be appropriately occupationally competent and approved by NLPQ . Their personal qualifications and certificates must be uploaded to the NLPQ system before approval can be given.
  5. Within each Centre, it is expected that all IQAs will be appropriately occupationally competent and approved by NLPQ . Their personal qualifications and certificates must be uploaded to the NLPQ system before approval can be given.
  6. The NLPQ Centre Handbook provides full details and guidance for centre operations, to ensure these requirements are met.

## Review

This policy is reviewed annually by the [RESPONSIBLE CENTRE PERSON TITLE]