

Internal Quality Assurance Policy

Overview

Who the policy affects

This policy is for members and representatives of Dewi Development Ltd who are providing training and/or assessment, along with customers attending training sessions with Dewi Development Ltd.

Purpose

Dewi Development is committed to providing a high standard of training delivery and assessment. Dewi Development carries out internal quality assurance, as well as working to Nuco Training Quality Assurance, to ensure customers receive a continued high standard learning experience.

Scope

The policy includes all people representing the organisation from director to employee, temporary staff, sessional staff, agency staff, contractors and volunteers who are part of delivering Dewi Development training services. All employees are included whether full time, part time, office based or home working.

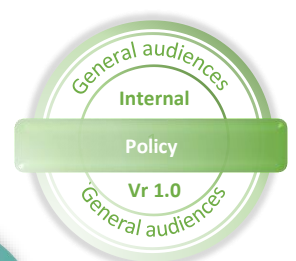
The policy includes all customers of Dewi Development who access the training services.

The policy does not form part of the terms and conditions of employment with Dewi Development Ltd.

Effective Date

This policy applies from 15 October 2019.

The company holds the right to update the policy at any time.



Policy

1. Quality Assurance Aims

- 1.1. To ensure a high standard delivery of learning to its customers.
- 1.2. To ensure a consistent standard of delivery across the company.
- 1.3. To ensure delivery meets and exceeds the requirements of the awarding and regulatory bodies.
- 1.4. To ensure fair, transparent and consistent assessment of all learners.
- 1.5. To ensure fair and transparent expectation for trainers and assessors working for Dewi Development.

2. Trainer and Assessors

- 2.1. Trainers or assessors will hold as a minimum the following qualifications:
 - 2.1.1. Level 3 Certificate in Education and Training
 - 2.1.2. Knowledge of the topic being delivered
- 2.2. Trainers and assessors delivering accredited courses will also have:
 - 2.2.1. the relevant qualification in the topic
 - 2.2.2. an instructor's qualification in the topic
- 2.3. Trainers delivering their first course in a topic will be supported by an experience trainer.
- 2.4. Trainers who are newly qualified in Education and Training will be supported by an experience trainer, until they deemed sufficiently experienced to deliver individually.

3. Internal Quality Assessors

- 3.1. Internal Quality Assessors will hold the following qualifications as a minimum
 - 3.1.1. Level 3 Certificate in Education and Training
 - 3.1.2. FAA First Aid Assessors and Internal Quality Assurance CPD Training (or equivalent)
 - 3.1.3. Knowledge of the topic being quality monitored
- 3.2. Internal quality monitoring will require the assessor to have full knowledge of Dewi Development policies.
- 3.3. The quality monitoring by an external quality monitor does not require the individual to have full knowledge of Dewi Developments policies, but an understanding of general training policies.

4. Accredited Training

- 4.1. The qualifications required to deliver accredited courses are defined by Nuco Training and the awarding body FAA. These are detailed in Nuco Training's Assessment Principles for First Aid Qualifications and FAA's Operational Manual. Dewi Development works as a minimum to these standards for accredited training.
- 4.2. Accredited courses will be delivered in line with the policies of Dewi Development and the training centre Nuco Training. Where there are policies from both companies, Dewi Development policy is to be followed. Dewi Development policies have been developed in conjunction Nuco Training policies.

- 4.3. The policies from Nuco Training which must be adhere to when delivering accredited training, include:
 - 4.3.1. Nuco Training Registration Process
 - 4.3.2. Enquiries, Complaints and Appeals Policy
 - 4.3.3. Equal Opportunities Policy
 - 4.3.4. Data Protection Policy
 - 4.3.5. Maladministration and Malpractice Policy
 - 4.3.6. FAA Reasonable Adjustment and Special Consideration Policy
 - 4.3.7. Conflict of Interest Policy
 - 4.3.8. Procedures on the delivery and assessment of Nuco Training courses
 - 4.3.9. Internal Quality Assurance Policy
- 4.4. Nuco Training require all records are kept for 3 years and 6 months. Dewi Development will keep all records in-line with its Data Retention Schedule, which is greater.
- 4.5. Nuco Training or the awarding body FAA can request access to any accredited course records at any time for audit or as part of an investigation.

5. Trainer Standardisation

- 5.1. Dewi Development will develop standardised resources for its range of courses and provide to the trainers to deliver a consistent product to its customers.
- 5.2. Dewi Development will make available updates and recommendations on further reading for the training team.
- 5.3. Dewi Development expects the training team to maintain their Continual Professional Development and to record all CPD activity.
- 5.4. Dewi Development expects the training team to renew their qualifications in line with the qualification renewal requirements.
- 5.5. Trainers will be quality monitored on a yearly basis.
- 5.6. Trainers for accredited courses will have access to Nuco Training standardised resources for delivery and assessment.
- 5.7. Trainers for accredited courses will be provided by Nuco Training with accurate and up to date information from relevant Regulatory and Protocol setting Bodies in a prompt time frame. Such Bodies will include FAA, HSE, Resuscitation Council UK, etc.

6. Paperwork sampling

- 6.1. Training paperwork will be reviewed before it is processed and any concerns will be highlighted to the trainer.
- 6.2. The management team will randomly sample sets of paperwork each year to ensure standards are being maintained.
- 6.3. Nuco Training may request to sample paperwork from an accredited course, as part of their quality assurance process.

7. Annual Quality Monitoring

- 7.1. As part of the quality monitoring, a quality monitor will review a trainers use of paperwork through a course.

- 7.2. Trainers and assessors will receive prompt, accurate and constructive verbal feedback on the day and will be followed up with written feedback. The written feedback will be provided on the day, except in exceptional circumstances.
- 7.3. A trainer who is not monitored on a yearly basis, is not permitted to train until they are quality monitored delivering a session.

8. Concerns with training delivery

- 8.1. Concerns with training delivery can be received through comments on evaluation forms, through review sites, phone calls, quality monitoring or through complaints.
- 8.2. All concerns will be followed up to ensure learners are receiving the best experience and to ensure Dewi Development is continually developing from feedback.
- 8.3. Concerns highlighting issues with a trainer's delivery will lead to any of the following actions:
 - 8.3.1. Review of paperwork
 - 8.3.2. Discussion regarding concerns raised
 - 8.3.3. Notified quality monitoring
 - 8.3.4. Un-notified quality monitoring
- 8.4. Where there are concerns with delivery by the trainer, actions will be taken to protect the learners experience. The action will depend on the severity of the concern. The following actions could be applied:
 - 8.4.1. Minor concerns will lead to a discussion with line manager and an action plan defined with a set time frame to achieve. If the action plan is not achieved, further action may be taken.
 - 8.4.2. Minor concerns with delivery will lead to an experienced trainer being assigned with an action plan to work with the trainer to develop their delivery skills. On completion, the trainer will be randomly quality monitored to ensure the standards are being maintained.
 - 8.4.3. Minor concerns with a tutor topic knowledge will lead to an action plan to carry out Continual Professional Development or re-take their qualification. During this time, the trainer will not be able to deliver the topic. On completion of the CPD, the trainer will be quality monitored to ensure knowledge is being applied.
 - 8.4.4. Major concerns with a tutor's topic knowledge will lead to them being removed from delivering that topic permanently.
 - 8.4.5. Major concerns with a tutor's delivery methods and interactions with students will lead to their permanent removal from delivering for Dewi Development.
- 8.5. Where concerns are with accredited courses, Dewi Development reserves the right to contact Nuco Training with the outcome of a concern and request Nuco Training remove them from their trainer list per topic or for all topics.
- 8.6. Where concerns are with accredited courses, Nuco Training has the right to request Dewi Development remove a trainer from delivering one or all of their qualifications in line with their Internal Quality Assurance policy.

9. Records

- 9.1. Dewi Development will keep records of training to maintain a record of people who have achieved a qualification and to notify them when a qualification should be renewed. The information will also be used to develop future courses.
- 9.2. Dewi Development will dispose of records as per the Data Retention Schedule.

10. Review

- 10.1. The policy will be reviewed:
 - 10.1.1. on a yearly base
 - 10.1.2. where Nuco Training or FAA update their Quality Assurance policies
 - 10.1.3. where a concern identifies the policy needs updating.
- 10.2. The policy will be monitored on its ability to audit the paperwork and training delivery.

Compliance

A staff member may find themselves facing disciplinary action or in extreme cases, disqualify in line with laws of the country, if they are found not to be:

- following the policies of Dewi Development
- following the policies of the awarding body FAA
- maintaining training and assessment standards

Definitions

Term	Definition
Nuco Training	The Training Centre who Dewi Development registers accredited courses. They act as Training Centre registered with the Awarding Body FAA (First Aid Awards).
FAA	First Aid Awards is the awarding body registered with Ofqual, who issue the certificates for accredited courses delivered by Dewi Development through the registered training centre Nuco Training.

Document Information

Document Control

Document Confidentiality	General Audiences
Confidentiality Classification	Internal
Document Owner	Company Director
Approved By	David Husband
Approval Date	15/10/2019
First Published	15/10/2019
Review Date	15/10/2020
Related documents	Data Retention Schedule
Status	Published

Version

Version	Author	Date	Summary Changes
0.1	David Husband	15/10/2019	
1.0	David Husband	15/10/2019	Approval

Authors

Author	Company	Job Title	Department
David Husband	Dewi Development	Director	Management

Retention

Retention date	N/A
Retention details	Document is appropriate until replaced.

Disposal

Disposal classification	Not controlled
Disposal details	Document does not contain commercially sensitive information. Paper copies should be recycled.