

## Quality Assurance Policy

### 1. Policy Statement

Internal Quality Assurance (IQA) is the process of ensuring that training delivery and assessment practice is monitored in order to ensure that they meet or exceed national standards.

At Immerse Medical Training LTD we operate a robust internal quality assurance system, to maintain the consistency and accuracy of assessments and ensure continual development of our working practices, resources, processes and procedures.

This supports our aim to encourage and enable knowledge gathering and realise achievement through quality delivery.

We regularly monitor our Training Centre; our Internal Quality Assurance Team ensures that frequent reviews of training delivery takes place in the centre and Internal Quality Assurance is carried out on an ongoing basis to ensure consistent assessment standards are maintained following the awarding body guidelines, all learner portfolios are included in the Internal Quality Assessment routines.

## Quality Assurance Policy

### 2. Purpose

- To meet and exceed the requirements placed upon us by:
  - The Awarding Bodies
  - Learners
  - Employment Partners
  - To support all employees to have excellent working practices, through provision of formative training, supervision, mentoring, observation and sampling processes.
  
- To support and develop assessors/trainers in their working practices by affording them the opportunity to receive critically supportive comment.
- To provide a continuous check on the consistency and quality of delivery and the consistency, quality and fairness of marking, grading and overall assessment of learner evidence.



- To assure that the most effective training/teaching techniques are utilised.
- To ensure provision of secure, hospitable, inspiring and engaging sessions for learners.
- To ensure that valid, consistent assessment decisions are reached, and external requirements are fully met.
- To develop and maintain internal and external associations based on quality, belief and integrity.
- And so, to encourage and uphold quality in all that we do.

## Quality Assurance Policy

### 3. Scope

#### **All employees and candidates/learners**

Internal Quality Assurance of any work practices, documents and evidence that impact on the delivery, examination and assessment of qualifications and training supplied by Immerse Medical Training LTD.

## Quality Assurance Policy

### 4 Roles and Responsibilities

#### **4.1 Centre Manager**

Centre Manager is responsible for ensuring that:

- The quality requirements of the awarding bodies and partners are met in the delivery and assessment of qualifications.
- IQA policies and procedures are sufficient, regularly reviewed and known, understood and implemented by all.
- All employees involved in the processes of delivery of services are appropriately trained and qualified through provision of rigorous recruitment processes, induction training and continual development.
- All employees involved in IQA processes are appropriately trained and qualified through provision of rigorous recruitment processes, induction training and continual development.
- IQAs regularly monitor/review training delivery and ensure that Internal Quality Assurance is carried out on an ongoing basis to ensure consistent assessment standards are maintained.

#### 4.2 Inducting employees

Employees involved in induction of candidates/learners are responsible for ensuring:

- Checks of the identity of the candidate/learner are undertaken.
- All paperwork is fully and accurately completed.
- That candidates/learners are inducted into their chosen programme in a way that meets their needs.
- That Information, advice and guidance is up to date, accurate and is sufficient for the learner to make informed choice.

#### 4.3 Assessors/Trainers

- Assessors/trainers are responsible for ensuring that:
  - The candidates/learners are fully supported throughout the term of their qualification.
  - They are providing the person with prompt, accurate, formative and summative feedback.
  - They demonstrate anti-discriminatory practice and equal opportunities at all times
  - They observe learners' performance through formative assessment and/or in simulated situations, and/or conduct other forms of assessment in accordance with the qualification and unit standards and requirements of the RQF and the awarding body.
  - Appropriate, accurate and verifiable records are maintained.

#### 4.4 Internal Quality Assurers

Internal Quality assurers are responsible for ensuring that:

- They lead, advise and support the assessors/trainers allocated to them, through:
  - Ensuring adherence to the principles of assessment and guidance provided by the centre.
  - Provision of guidance on the interpretation and application of assessment criteria are correctly and consistently applied.
  - Observation and supply of formative feedback is provided on working practices.
- They support Immerse Medical Training LTD to meet its goals by:
  - Undertaking an active role in raising issues of good practice in assessment.



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- Ensuring that equal opportunities and anti-discriminatory practices are upheld in the assessment process.
- Liaising with other IQAs and the External Quality Assurer to implement the requirements of the assessment system.
- Ensuring that all Learners' achievement records and Centre documentation are completed in accordance with requirements.
- Attending regular IQA meetings.
- Completing supportive action plans for trainers/assessors to raise standards.

## Quality Assurance Policy

### 5 Policy Implementation - Procedures

The IQA policy must be applied to every programme with work that is internally assessed, and which contributes to the final assessment outcome of a candidate/learner.

Trainers/assessors and Internal Quality Assurers will be given sufficient time, resources and authority to perform their roles and responsibilities effectively. Dependant on the range of qualifications being delivered, the needs of the individual learners and fluctuating business needs.

#### 5.1 Quality Assurance Activity

The IQA will as a minimum:

- Undertake Quality Assurance activity in line with the current risk rating of each individual trainer/assessor.

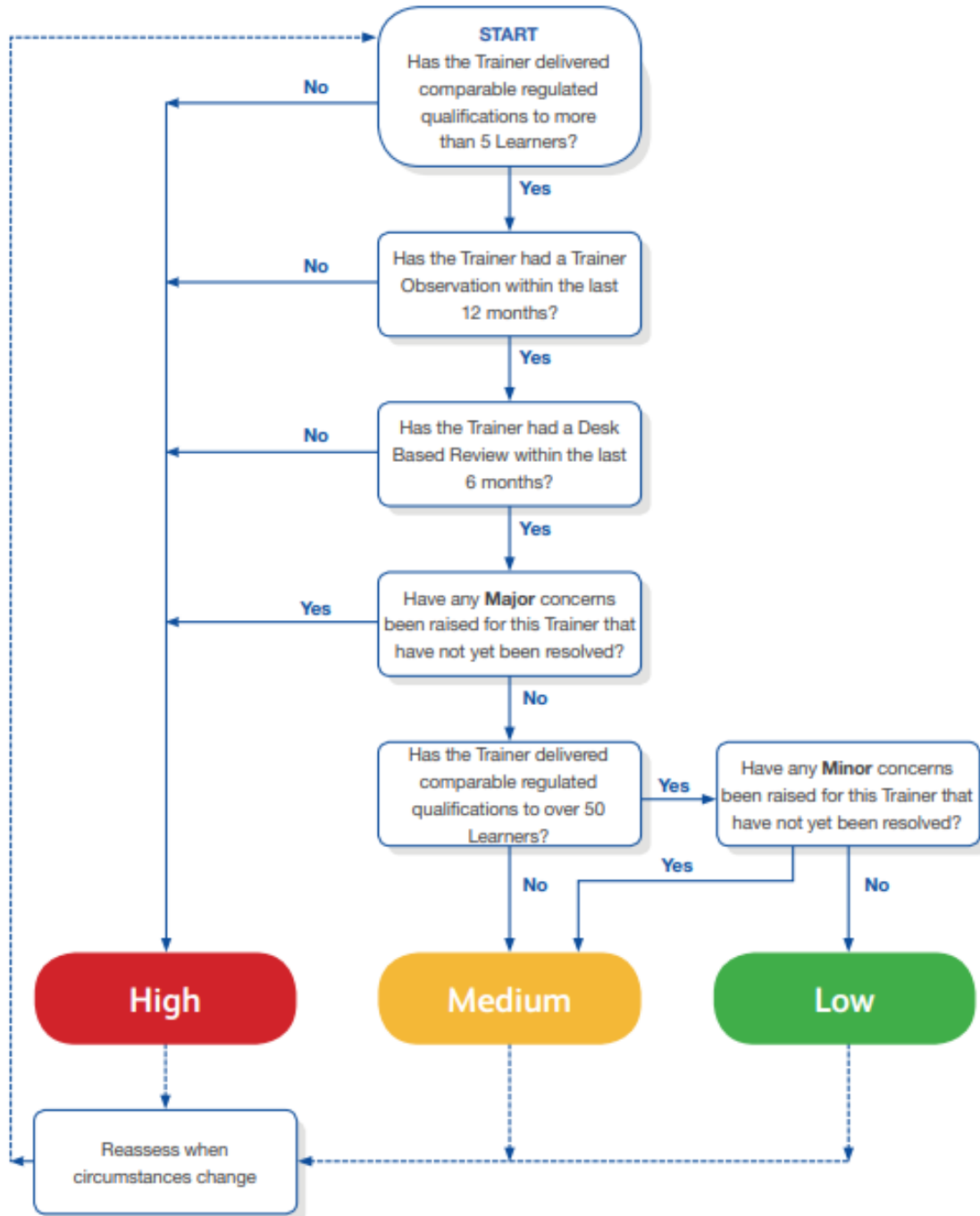
The table below identifies the criteria and associated risk ratings for each of the trainer/assessor risk rating categories.

| Risk rating | Criteria   |
|-------------|--|
| High        | <p>Assign a high risk rating to a Trainer if <b>one</b> of these apply:</p> <ul style="list-style-type: none"> <li>• Trainer has little or no experience in delivering regulated first aid qualifications, eg less than 6 Learners</li> <li>• Trainer has not had a trainer observation for an extended period, eg more than 12 months since their last trainer observation)</li> <li>• Trainer has not had a desk based review for an extended period, eg over 6 months since their last desk based review</li> <li>• Major concerns raised in an action plan have not been resolved</li> </ul> <p>Note: Major concerns might be errors that bring into question the honesty of the Trainer and <b>are</b> likely to result in a malpractice/maladministration and/or incorrect assessment decisions</p>  |
| Medium      | <p>Assign a medium risk rating to a Trainer if <b>one</b> of these apply:</p> <ul style="list-style-type: none"> <li>• Trainer has moderate experience in delivering regulated first aid qualifications, eg 6 to 50 Learners</li> <li>• Minor concerns raised in action plans have not been resolved</li> </ul> <p>Note: Minor concerns such as errors that do <b>not</b> bring the integrity of the Trainer into question and are <b>not</b> likely to result in the incorrect award/failure of the qualification.</p> <ul style="list-style-type: none"> <li>• There were major concerns within the last 6 months that have been resolved</li> </ul> <p>Note: Major concerns might be errors that bring into question the honesty of the Trainer and <b>are</b> likely to result in a malpractice/maladministration and/or incorrect assessment decisions.</p> |
| Low         | <p>Assign a low risk rating to a Trainer if <b>all</b> these apply:</p> <ul style="list-style-type: none"> <li>• Trainer has significant experience of delivering regulated first aid qualifications, eg more than 50 Learners</li> <li>• Trainer has had a satisfactory trainer observation within the last 12 months</li> <li>• Trainer has had a satisfactory desk based review within the last 6 months</li> <li>• No major concerns were raised within the last 6 months</li> </ul> <p>Note: Major concerns might be errors that bring into question the honesty of the Trainer and <b>are</b> likely to result in a malpractice/maladministration and/or incorrect assessment decisions</p>  |

These risk ratings will be regularly reviewed and updated on the basis of Quality Assurance activity.



## Trainer Risk Rating Flowchart



**Minor** concerns could be considered to be errors that **do not** bring the ability of the Trainer into question and are **not** likely to result in the incorrect award/failure of the qualification.

**Major** concerns could be considered to be incorrect assessment decisions that **are** likely to result in the incorrect award/failure of the qualification, a significant or deliberate breach in the security of confidential assessment materials, maladministration or malpractice.



*The following table reflects the minimum quality assurance activity required dependant on the trainer/assessor's current risk rating.*

| Rating  | Desk based review required: | Trainer observation required: |
|---------|-----------------------------|-------------------------------|
| High    | Next course delivered       | Next course delivered         |
| Medium* | Every 3 months              | Every 6 months                |
|         | Every 150 Learners          | Every 300 Learners            |
| Low*    | Every 6 months              | Every 12 months               |
|         | Every 300 Learners          | Every 600 Learners            |

*\*IQA activity should be undertaken before either of the two triggers are reached.*



Signed:

Date: 14/09/21

Review of this version due by: 14/09/22

## Reviews

| Date       | Approved – no changes        | Approved – with amendments   |
|------------|------------------------------|------------------------------|
| 04/09/18   | M.Hyland – Managing Director | N/A                          |
| 30/10/19   | N/A                          | M.Hyland – Managing Director |
| 21/10/20   | N/A                          | M.Hyland – Managing Director |
| 14/09/2021 | N/A                          | M.Hyland – Managing Director |
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|            |                              |                              |