



Quality assurance policy

World Class Training is an innovative training organisation. We provide training to a range of organisations and individuals thus leading to a range of qualifications and training courses. These can either be our World Class Training certified qualifications that meet all relevant criteria set out by the Health and Safety Executive or courses through our Recognised Awarding Organisation- Qualifications Network Ltd (QNUK).

At *World Class Training* we are committed to providing high quality training and qualifications that meet all best practice standards and relevant regulations, ensuring the courses and qualifications we offer are fit for purpose.

Our Values

World Class Training processes and policies are built upon by the following core values:

- **Student centred learning** – Our main concern and commitment is to our learners, ensuring that they are provided with high quality, compliant training and access to assessment
- **Transparency** – being open and transparent in everything that we do including, but not limited to, our pricing structures, entry requirements and service standards
- **Compliance** – Ensuring we are fully compliant with all relevant legislation and regulations, as well as with the requirements laid down by our recognised awarding organisation in respect of the delivery of their qualifications
- **Supportive** – providing the support required by our learners and our staff to ensure that they can reach their full potential in respect of the training and qualifications we offer

Responsibilities

There are a number of standard titles and terms used in the delivery of regulated qualifications. Below are the main areas of responsibility for each entity or job title:

Title	Responsibility(ties)
Awarding Organisation	An organisation recognised by one or more of the UK’s qualifications regulators; e.g. The Office of Qualifications and Examinations (Ofqual) in England; The Council for the Curriculum, Examinations and Assessments (CCEA) in Northern Ireland; Qualifications Wales; and The Scottish Qualifications Authority (SQA). In the case of the regulated qualifications offered by <i>World Class Training</i> the Awarding Organisation is QNUK. They must ensure that the qualifications they award are fit for purpose, valid and reliable and that all assessment decisions made are in line with the relevant regulations, regardless of whether they are made by a Centre or by themselves.
Centre	World Class Training is an organisation approved by the Awarding Organisation (QNUK) to deliver their regulated qualifications. <i>World Class Training</i> is a Centre of QNUK. We must ensure we

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	have suitably qualified staff to deliver the qualifications we offer and that these are delivered in line with the requirements of the Awarding Organisation (QNUK). We must also understand that learners are not disadvantaged by any of their actions or that of their staff or other learners.
Learner	They must ensure that they are aware of and comply to any specific requirements for the completion of a qualification or assessment. They are open and honest with the Centre regarding any issues which could either breach one of those requirements or which could result in their having special educational needs which need to be addressed by the Centre (WCT) and the Awarding Organisation (QNUK).
Trainer/Tutor/Teacher	The individual(s) who deliver the content of the qualification or training course to ensure that Learners are able to fulfil their educational goals.
Head of Centre	Usually the owner/director/manager of the Centre. They are responsible for ensuring that their staff are suitably trained and that any information, requests, requirements or guidance received from the Awarding Organisation is cascaded to Trainers, IQAs, Admin Staff and Learners, as appropriate, to maintain compliance.
Assessor	The individual who checks the assessment materials completed by a learner against the mark scheme provided by QNUK and determines the preliminary result for the Learner
Invigilator	An individual who is trained to supervise Learners taking an examination under usual examination conditions but does not make any assessment decisions.
Internal Quality Assurer (IQA)	An employee of <i>World Class Training</i> (direct or freelance) who checks the assessment decisions of the Assessor and the quality of the delivery of the qualification content by the Trainer/Tutor/Teacher on a risk based approach, ensuring that all Assessors and Trainers/Tutors/Teachers are reviewed at least annually.
Moderator	An employee (direct or freelance) of the Awarding Organisation who checks the assessment decision made by the Assessor prior to any results/certificates being issued by the Awarding Organisation
External Quality Assurer (EQA)	An employee (direct or freelance) of the Awarding Organisation who reviews the work undertaken by the IQA and will also conduct independent reviews of the quality of the delivery of the qualification content by the Trainer/Tutor/Teacher and the assessment decisions of the Assessor either in person or remotely. They will also check <i>World Class Training</i> is adhering to the other requirements of the Awarding Organisation by way of desk-based or in-person audit visits.

Resources



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World Class Training will ensure that adequate resources are maintained in order to conduct training and deliver assessments under the required conditions, this includes having suitably qualified staff for the qualifications they offer, as well as having the technical and other physical resources to ensure compliance with all requirements, legislation and regulation.

Risk Assessment and Quality Assurance

World Class Training ensures all their qualifications offered to our Learners are of a high standard. Regular quality assurance checks are conducted and as such the following activities are undertaken, including:

- Checking of files (electronic and physical) to ensure that they are maintained accurately and securely
- IQA observations of training/teaching staff delivering the qualification content to Learners
- IQA observations of Assessors undertaking assessments and/or checking their assessment decisions against the Awarding Organisation's mark scheme
- Review of feedback provided by Learners, both negative and positive, and taking action where necessary
- Ensuring that all complaints are dealt with in accordance with our Complaints Policy and that any lessons learned from that are integrated into our day-to-day processes and procedures
- Ensuring that all potential issues of malpractice and maladministration are investigated and managed in line with our Malpractice and Maladministration Policy, including reporting such issues to the Awarding Organisation where appropriate
- Ensuring that we cooperate with any investigations launched by the Awarding Organisation or a qualifications regulator
- Ensuring we keep up to date with any changes or improvements made by the Awarding Organisation or to general best business practice in the sectors in which we operate
- Ensuring that our staff are trained and receive updates to any processes and procedures as they come about
- Ensuring that our quality assurance activities are risk-based, according to the qualification and the staff and learners who are involved (see below)

All quality assurance activity is undertaken on a 'risk based' approach. This means that *World Class Training* will look at various elements of the qualification, including staff and what it might be used for by Learners and stakeholders. Where necessary, *World Class Training* will request additional guidance and information from the Awarding Organisation in order to determine the most accurate risk rating for a qualification. Some points that will be taken into consideration include, but are not limited to:

- Whether the qualification is 'licence-linked' – i.e. is it required for an individual to undertake a specific role or employment
- Whether the Trainer/Tutor/Teacher is experienced and is well known to *World Class Training*. Whether the Assessor is fully qualified and experienced and is well known to *World Class Training*.



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- Whether there has been any feedback on the Trainer/Tutor/Teacher or Assessor either from Learners or from an IQA, Moderator or EQA
- Whether there are any potential conflicts of interest in either the delivery or quality assurance activity undertaken, particularly in respect of the assessment
- When the trainer/tutor/teacher and/or Assessor was last the subject of quality assurance activity and what form that activity took (e.g. observation by an IQA, desk-based checks, etc.)
- The volume of courses delivered/assessed by the staff member(s) during the year

Quality assurance activities will then be scheduled according to the risk rating applied to the qualification and the staff member(s) involved with those qualifications and/or staff deemed to be a higher risk subject to increased quality assurance activities.

All staff will be the subject of some quality assurance activity at least annually for each of the qualifications they deliver and/or assess, with an IQA observation taking place at least biennially for the lowest risk.

Policy Sign Off and Review

This policy will be reviewed at least annually and more often if the policies and processes of *World Class Training* or QNUK are changed, or any of the relevant regulations affecting this policy are changed.

This policy was signed off as follows:

Name:	Belinda J Elms	Position	Director
Date:	27.1.2021	Date of next review:	27.1.2022