Quality Framework

Our Quality Framework sets out our requirements for Provider Approval. As part of any submission for Provider Approval, we will review your compliance with these criteria. More information can be found in our **'Guide to Provider Approval'.**

Quality Framework	
1. The Organisation and Leadership	1.1 Roles and responsibilities for the administration, training delivery, assessment and IQA are clearly defined
	1.2 There are effective communications in place between all staff involved in the administration, training delivery, assessment and IQA
	1.3 Staff involved in the training delivery, assessment and IQA have appropriate knowledge, skills and experience; enough time is given for meaningful CPD
2. Policies and Processes	2.1 Policies, procedures and risk assessments are in place to support compliance with relevant regulation and legislation related to Health & Safety at Work, HSE Guidance and Approved Codes of Practice, Equality Act 2010 and Data Protection Act 2018
	2.2 Other supporting policies and processes are in place for: Safeguarding Invigilation Whistleblowing Complaints and Appeals Conflict of Interest
	2.3 Appropriate indemnity and public liability insurances are in place
3. Training and Assessment Delivery	3.1 Adequate resources and resource planning is in place to support the requirements of individual training programmes and assessments; including facilities, equipment, headcount, administration, support materials, trainers, assessors & IQA
	3.2 Consistent and comparable training and assessment delivery is in place across different trainers, assessors, training programmes and locations

	3.3 Support and training delivery materials are appropriate for the subject matter and formally reviewed alongside training and assessment materials on an appropriate and regular basis
4. Quality Assurance	4.1 IQA processes and documentation support reliable and consistent learning and assessment outcomes
	4.2 Processes are in place to inform us of any planned changes in training materials or assessment, prior to any change taking place
	4.3 Identity and security checks are in place that are appropriate to minimise the potential for identity theft or fraud
5. Communications and Feedback	5.1 Feedback is gained from individuals and customers (if relevant) to inform training and assessment reviews
	5.2 The effectiveness of training delivery and assessments are monitored and evaluated

Our policies below set our approach in some key quality assurance areas:

- Appeals and Enquiries About Results
- Complaints Policy
- Conflict of Interest Policy
- Malpractice and Maladministration
- Reasonable Adjustments and Special Considerations
- Recognition of Prior Learning (RPL) Policy
- Risk Management Policy
- Sanctions
- Whistleblowing

Find Out More

If you have any queries or questions relating to our Quality Framework or policies, please contact:

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