



QUEEN ETHELBURGA'S TRAINING ACADEMY

INTERNAL QUALITY ASSURANCE POLICY

1. Introduction

1.1 This policy applies to any Queen Ethelburga's staff member or visiting instructor involved in the planning, delivery, assessment or evaluation of training courses and/or qualifications provided by QE Training Academy and for any employee, learner or training delegate participating in such training.

2. Aims

2.1. The aims of this policy are to ensure that QE Training Academy:

- provides an extensive range of high quality training, education and development opportunities to enable everyone to pursue their professional aspirations and potential.
- implements an Internal Quality Assurance (IQA) system that monitors and evaluates the quality of teaching and learning and the consistency and accuracy of assessment, to ensure all QE Training Academy activities are delivered by qualified and enthusiastic practitioners to maximise participant enjoyment and learning.
- ensures the IQA system meets the quality assurance requirements of the relevant awarding body for each externally accredited or approved training courses.

3. Responsibilities

- 3.1. The Head of QE Training Academy is ultimately responsible for ensuring the aims of this policy are met for optimal learner outcomes, with day-to-day responsibility for implementing it lying with any Queen Ethelburga's staff member or visiting instructor delivering training on the academy's behalf.
- 3.2. QE Training Academy staff specifically take responsibility for:

- 3.2.1. **Training Provision** – provide a plethora of training, education and development opportunities that meet the diverse interests, needs and aspirations and upskill our workforce and wider community, providing bespoke support and suitable levels of challenge to develop talent, ensuring everyone can thrive.
- 3.2.2. **Communication** - ensure timely communication with learners throughout their learning journey. For example, providing comprehensive joining instructions, including details of the assessment procedures and any pre-requisite requirements (such as pre-course eLearning, signing a Training Agreement etc) to ensure no learner is disadvantaged or misinformed prior to training commencing, and post-training, provide results, certificates and feedback ideally within two weeks of completion.
- 3.2.3. **Instructor Experience and Qualification** – continuously review staffing levels to meet demand, ensuring any Queen Ethelburga's staff member or visiting instructor involved in the planning, delivery, assessment or evaluation of training courses/qualifications provided by QE Training Academy, is appropriately experienced, qualified and appraised, with all checks/evidence recorded centrally.
- 3.2.4. **Teaching and Learning** – with the support of a Senior Lead Practitioner from the Queen Ethelburga's Teaching and Learning Team, promote reflective practice and implement a continuous, audited and supportive learning walk and observation programme amongst the Queen Ethelburga's staff and visiting instructors involved in the planning, delivery, assessment or evaluation of training, to enhance the standardisation of training delivery and quality of teaching, learning and assessment practices.
- 3.2.5. **Training Venue** – provide dedicated, contemporary, and people-focused training environments to deliver stimulating training opportunities, ensuring as per each qualification specification, all venues are safe, clean and fit for purpose with a sufficient number of instructors available.
- 1.1.1. **Training Resources** - ensure training course manuals, resources and qualification specifications are the current version and make any necessary updates as and when they are received from the awarding body.
- 1.1.2. **Administration**– ensure any awarding organisation policies, procedures and guidance are followed and the necessary QE Training Academy policies and procedures are in place and adhered to, including but not limited to Health and Safety, Equality, Diversity and Inclusion (including Access to Assessment), Malpractice and Maladministration, Safeguarding, Data Protection and Privacy Notice.
- 1.1.3. **Qualification and Learner Registration** – be the point of contact for all accredited courses/qualifications registered by QE Training Academy and ensure the timely registration of all courses/qualifications/learners in line with the awarding bodies procedures.
- 1.1.4. **Data Protection** - retain training course, visiting instructor and learner documentation as required by the awarding body, or Queen Ethelburga's retention policy and in line with General Data Protection Regulation 2016, The Data Protection Act 2018 and UK General Data Protection Regulation 2021.
- 1.1.5. **Raising Concerns** - manage any conflicts of interests within QE Training Academy and raise to the relevant awarding body, reporting any concerns relating to malpractice or maladministration to the Head of QE Training Academy, Head of Regulation and to the awarding body.

4. Monitoring and Review

This policy and its implementation will be reviewed annually or after any external quality assurance visit which raises action points for the QE Training Academy.

Version Control Table

Version Number	Purpose/Change	Author	Date