ELITE TOP GUARDS

Security | Training

Quality Manual

This first edition of ELITE TOP GUARDS Ltd Manual has been produced to ensure a framework for the delivery of all programmes. The manual has been written with the assistance of subject matter experts to ensure quality is embedded into all programmes across the business.

At the Centre of our quality systems and processes is the learner and we will ensure the highest quality of training and/or assessment and will adopt. Where appropriate, modern learning technologies to ensure we produce the right people, the right skills, at the right time, to meet learner and employer needs.

We must plan our delivery of programmes, and to maximise the achievement of learners we should be positive and receptive to changes and modern learning techniques, backed up by a systematic and continuous approach to quality assurance. For this to be truly effective we must submit our internal processes and management systems to a regime of auditing and review to ensure that they remain fit for purpose and continue to provide the learner with the best learning experience we can provide.

The Director has prime responsibility for maintaining the standard of our programme(s) delivery. However, all members of ELITE TOP GUARDS Ltd have a part to play in ensuring our systems accurately reflect what we do and all members of staff are expected to focus on quality with enthusiasm and determination.

We will only fully achieve this vision by placing our learners first. Working together we must maintain communications across the whole organisation, seeking continuous development and avoiding unnecessary waste. To do this we must continually seek to develop and improve the training/assessment service we deliver to our learners, and I recommend this manual as a key part of that process.

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Record of Amendments

Number	Amendment	Date	Signature

Any amendments to this policy will be detailed here and signed off by the centre manager.

Quality Manual Comment Sheet

Any comments or suggested amendments to the Quality Manual are to be sent to ELITE TOP GUARDS Ltd, Director, using the format below:

To: Director, ELITE TOP GUARDS Ltd
From:
Address:

Telephone:
Mobile:
Email:

Area of concern:

Suggested Amendments:

Management of the Quality Manual

Scope

Definition – This quality manual specifies the quality standard to be applied when implementing the requirements of the awarding organisations approved centre requirements

Purpose – The purpose of the quality manual is to provide a compliant quality system in accordance with the needs of awarding organisations and other regulatory bodies

Awarding Organisations – Communication with awarding organisations is to be conducted by the Director. ELITE TOP GUARDS Ltd are accredited to deliver qualifications by the following awarding bodies:

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Organisation of ELITE TOP GUARDS Ltd

Operational Support - Internal Verifiers are responsible for individual programmes as allocated by the Director. Vocational assessors and trainers are allocated to particular programmes and cohorts of learners by the Director.

Authority – The Director of ELITE TOP GUARDS Ltd

Is responsible for all programmes and they provide managerial control of internal verification and assessor/trainer activities. The quality manual has been endorsed by the Director of Training centre Ltd (Raheem Khan) to ensure standardisation of individual programmes across the business, in accordance with the Awarding Organisations guidance.

Review of the Quality Manual - The quality manual is produced by the Internal Quality Assurance Team and Director and is authorised by the Director. The Director is empowered to review the content of the Quality Manual. Proposed changes are to be submitted using the comments sheet.

Commitment - Implementation of the Quality Manual requires Internal Verifiers to ensure that they implement the quality manual fully across all programmes and establish effective communication both internally and externally. They must ensure that all staff/ allocated assessors understand and comply with the quality manual, promote innovation, learning, review and development, carry out reviews of the implementation of the quality manual, reporting any findings to the Director and delegate responsibility and authority to the level at which work is carried out.

Control of Sampling Plans – Sampling Plans are records, which demonstrate effective operation of the Quality Manual. The sampling records are held by internal verifiers for each programme either in paper format or in electronic systems. Master copies of these documents are contained within this manual. The documents within this Quality Manual are the only ones authorised to be used by Internal Verifiers of ELITE TOP GUARDS Ltd.

Malpractice Policy – ELITE TOP GUARDS Ltd must report any malpractice suspected after learner registration to the awarding organisation. If the awarding organisation

suspects malpractice or maladministration is evident in a centre or a partner organisation then they will suspend the centre from making claims for certification. The key factor will be to determine whether there are reasonable grounds to doubt the integrity of the assessment process.

Complaints Procedure and Learner Declaration – ELITE TOP GUARDS Ltd complaints procedure and learner declaration can be found within the assessment strategy and individual learner portfolios. All learners are to sign these documents at the beginning of their learning programmes. The Information, Advice and Guidance Policy can be found at Annex B1, this should be signed and kept by the learner.

Evidence Checking Arrangements for Trainee Assessors – The Federation of Awarding Bodies additional requirements for qualifications that use the title NVQ or BTEC within the QCF dated September 2009 stipulate "All assessment decisions made by a trainee assessor must be checked by a qualified assessor or an assessor recognised by an awarding organisation. To comply with this requirement, ELITE TOP GUARDS Ltd trainee assessors will request a counter signature from a qualified assessor after each learner visit or assessment of evidence. The qualified assessor will check and sign all assessed evidence to confirm Validity, Authenticity, Currency, Reliability and Sufficiency (VARCS). Trainee assessors will be allocated a qualified assessor by the Director or the Internal Verifier responsible for programme. All trainee assessors must have a plan overseen by the centre to achieve the assessor award within an agreed timescale.

Organisational chart to follow -

Quality Policy

Scope – The mission and vision statements are:

- **Mission Statement –** To be recognised as one of the finest providers of training and development programs in the country. Our aspiration is to be the best in class and provider of choice. We aim to optimise human potential, increase happiness and maximise the engagement of people by providing superior

training and assessment solutions for understanding, acquiring, developing and retaining talent within our client organisations and our learners.

- **Vision Statement –** ELITE TOP GUARDS Ltd aspires to be best in class and provider of choice, talent has no limits. We aim to optimise human potential, increase happiness and maximise the engagement of people by providing superior training and assessment solutions for understanding, acquiring, developing and retaining talent within organisations.

The quality policy aims to ensure that ELITE TOP GUARDS Ltd meets the learners and employers needs in terms of quality, responsiveness and value for money.

Throughout all programmes, personnel will adopt the following quality principles:

- Focus on meeting the learner and customer requirements at all times
- Take pride in their own work performance in order to achieve the highest quality standards in the most effective and efficient manner
- Be continuously aware of quality and cost factors to reduce and eliminate waste and inefficiency in assessment/training practices and methods of operation
- Contribute fully to the continuing development of ELITE TOP GUARDS Ltd strive for the highest level of quality, and foster a teamwork culture throughout to improve business efficiency
- Actively participate in education, training and problem solving initiatives in the pursuit of a continuous professional improvement of quality

Ultimately, quality will only be achieved through the competence, resourcefulness and commitment of skilled, knowledgeable and professional staff dedicated to achieving excellence.

Internal Verification and IQA Policy

This policy applies to the Internal Verification of the suite of qualifications offered by ELITE TOP GUARDS Ltd to ensure that assessment practices meet the requirements of the awarding organisation and the relevant National Occupational Standards for assessment and verification. ELITE TOP GUARDS Ltd delivers the following types of qualifications:

- Work Based Learning Qualification

- BTEC Qualification
- Bespoke Training Programmes

Responsibility and Accountability for Quality Assurance

ELITE TOP GUARDS Ltd retains the services of Internal Verifiers. It is the responsibility of the Director to ensure that responsible and qualified individuals are responsible for auditing the quality of assessment and training and monitoring of the implementation of the Internal Verification and quality assurance strategies contained within this document. This ensures that the organisation complies with the awarding organisation guidelines.

The Director is responsible for ensuring that assessors and verifiers are managed in accordance with the assessment and verification requirements of each of particular programme as outlined in the IV strategies found at Annex A.

The director will ensure that internal verifiers for whom they have responsibility do not verify their own assessments, by identifying an alternative verifier from within the organisation to carry out internal verification. The Internal Verifiers are responsible for informing the Director of any potential threat to programme integrity.

The Director will request random samples from each programme being delivered which have been subject to the IQA process. This review of the IQA procedure is designed to standardise the decision making process. Feedback reports will be provided to IVs.

QA Procedures – The Director and IVs are responsible for the liaison with awarding organisations for guidance, centre visits or queries. IVs are to address any concerns to the director for further action. Notice of meetings with Standards Verifiers (SVs) will be given to Assessor/Trainers/IVs for their participation dependant on the programme.

SVs from the relevant occupational sectors visit on one/two occasions per year. The aims of these meetings are to discuss:

- Industry Updates and interpretation of standards
- Recognition of Prior Learning Provision (RPL)
- SV updates and feedback

- Matters for guidance or clarification, including changes to systems and procedures.
- Staff development and training needs as well as update of Continuous Professional Development (CPD) records.
- Monitoring of equal opportunities
- Monitoring of equality and diversity
- Health and Safety Issues
- The appeals procedure
- Marginal evidence giving cause for concern

The Focus of SV Visits can be found in the BTEC Quality Assurance Handbook, IVs should expect the following activities to be seen:

- Confirming the qualifications and ability of assessors/trainers both occupationally and professionally
- The sampling of assessment decisions (this is not just the evidence, but how the decision has been made upon the evidence judged)
- The sampling and internal verification of assessment decisions made by the IV
- Provision to the centre of up to date advice in line with regulatory requirements

Training and Supporting Assessors

The Director is responsible for the training and support of new assessors/trainers, or those working towards an approved assessor/trainer qualification. They will induct each new assessor/trainer into all aspects of the assessment process regardless of their experience or qualification. This will include a TNA (Annex 1), ensuring competence of the assessor before they are allocated to a programme. They will also identify any development areas for further action and monitoring of the assessor.
IVs are responsible for the assessors/trainers once they are working on programmes. IVs must ensure that assessors/trainers are supported and assessment practices are maintained and monitored in addition to meeting approved criteria set by the awarding organisation.

Scheduling Assessor Activity

It is a requirement of the awarding organisation and good practice to plan assessor activity 12 months in advance. This allows assessor development to be managed and

to ensure that ELITE TOP GUARDS Ltd cater for and support the identified requirements of the assessors/trainers.

Internal Verifier Time Management

The IV responsible for QA and management of programme delivery. This means making sure that procedures are in place to allow assessment to be carried out consistently and to a high standard, and that assessors have the necessary skills and support they need. Change is required to move IVs away from just portfolio checking, to the areas of QA that make a difference to overall quality. Programme management is all encompassing and includes the information required to populate a tracking system with up to date information on learner progress.

Continuing Professional Development (CPD) – CPD is at the heart of effective practice in the assessment/training and verification. ELITE TOP GUARDS Ltd have a responsibility to ensure that all personnel involved in training or assessment conduct a record of their own CPD activities. In conducting CPD, assessors, trainers and IVs will be able to better reflect on their own performance which in turn will enhance the QA processes. CPD activities are the responsibility of the owner and are an integral document for supporting performance appraisals. All personnel involved in the delivery of training programmes must keep an up to date copy of their CPD record. A minimum of 30 hours CPD is required annually. Examples of CPD activity are:

- Reading of website information and updates from awarding bodies and sector skills councils
- ELITE TOP GUARDS Ltd CPD days – organised centrally
- Employment in the relevant sector
- Attendance at structured learning courses
- Informal learning
- Membership of professional bodies

This list is not exhaustive and can be added to if you feel the activity you may have completed is relevant to your work as a professional assessor/verifier.

Reflecting on Practice – ELITE TOP GUARDS Ltd encourages trainers to reflect on what they do which encourages them to develop the skills of looking at their practice and using their reflections as basis to identify their own development needs. In addition

the IV must incorporate this practice into their Observations of Teaching and Learning (OTL) and agree developments.

Monitoring Training – IVs will monitor the assessment decisions made in accordance with the relevant assessment strategy for that programme. They are responsible for observing practices, sampling assessment decisions, quality checks and employer/learner interviews. They will also ensure that all learners are being treated fairly and equally at all times.

Sampling will cover the following areas of assessment practice:

- The Initial stage of assessment of the learners programme
- Interim stages throughout the programme
- After assessment of performance against the standards has taken place to ensure consistency in completion

The results of sampling will allow IVs to grade trainers/assessors on their performance as guidance for drawing up the next period sampling plan. A sampling plan is contained within each assessment strategy. The grading of assessors is and IV function and one which is likely to fluctuate dependant on current assessor/trainer performance on a particular programme. The grading will allow an assessor to be monitored effectively in accordance with the programme sampling strategy:

- Red – trainee assessor/working towards, frequent actions identified on sampling/unsafe decisions identified by the SV.
- Amber – qualified assessor/low case load, new to company or newly qualified, few actions identified on sampling, not meeting assessment targets.
- Green – Experienced, qualified assessor, rare actions identified on sampling.

Internal Standardisation Activities and Meetings – The Director will distribute dates for standardisation which should take place 4 times per year. IVs are empowered to conduct further standardisation meetings if required in support of different programmes. Internal Verification will comprise live activities as well as meetings. The results will be used to standardise practice and will include:

- Observations of Teaching and Learning
- Asking assessors/trainers to cover particular topics at meetings
- Attendance at external events
- Involving assessors/trainers in the self-assessment process
- Interviews with Employers

- Interviews with learners
- A mentoring system for pairing inexperienced and experienced trainers/assessors.

Standardisation meetings will aim to:

- Share best practice
- Improve team performance
- Develop Skills
- Compare results of OTLs
- Give feedback to new trainers/assessors
- Review assessment decisions to ensure consistency
- Standardise the use of assessment methods

Data Requirements

Following a request for data to assist the awarding organisation, investigate a complaint or to clarify a learner's performance, ELITE TOP GUARDS Ltd will record, archive and make available on request the following documentation:

- Lists of all learners registered for each qualification
    - Learner Name
    - Date of birth
    - Contact details
    - Assessor/Trainer name
    - IV Name
    - Date of Registration to the awarding organisation
- Learner assessment records
    - Who assessed what and when (assessment plans)
    - The assessment decisions (feedback)
    - Assessment methods
    - The location of supporting evidence (portfolio etc.)
- Records of IV activities
    - Who verified what and when
    - Details of the sample selected and its rationale
    - IV standardisation meetings

- Assessor support meetings
- Assessor/Trainer/IV competencies
- Records of Observations of Teaching and Learning

ELITE TOP GUARDS Ltd must retain these records for a minimum of 3 years.

Sampling Strategy – ELITE TOP GUARDS

References:

1. Joint Awarding Body guidance On Internal Verification
2. Regulatory Arrangements for the QCF (August 2008)
3. Federation of Awarding Bodies additional requirements for Qualifications that use the title NVQ within the QCF (September 2009)
4. Awarding Organisation Learner and Centre Guidance
5. Sector Skills Council Assessment Strategies
6. Additional requirements for Qualifications that use the title NVQ within the QCF

Introduction:

ELITE TOP GUARDS Ltd is a company with a fresh approach to learning. This document has been written in accordance with guidance surrounding the implementation of the QCF. Further information can be found from the Federation of Awarding Bodies website.

In order to ensure ELITE TOP GUARDS Ltd complies with the above references, it is important to produce a Sampling Strategy, which will detail the sampling requirements of programme delivery at level 2 &3. This strategy is produced in support of the quality manual in order to establish a common approach to assessment and training and outline verification decisions across operational areas. Strategic responsibilities for programme delivery are outlined in the quality manual.

Design:

The design of the Sampling Strategy provides a simple framework for the award ensuring consistent and reliable assessment/verification decisions are being made and to monitor the quality of those decisions and identify any trends and development issues.

Roles and Responsibilities:

In addition to the roles and responsibilities laid out in the Internal Verification policy, the following responsibilities are to be conducted within the sampling strategy:

Director/Programme Manager

Responsible for the quality driven approach which underpins all programme delivery. The Programme manager is responsible for:

- Auditing the quality of assessment/verification activities and monitoring implementation of the strategy
- Ensuring the company complies with all regulatory requirements (outlined in references 1-6) for the delivery of programmes
- Maintaining and monitoring arrangements for the awarding organisation to ensure that Quality Review and Development (QRD) criteria are met
- CVs copies of certificates and CPD records of Internal Verifiers are held to ensure they are suitably qualified to verify the sector

Internal Verifiers (IVs)

The key roles of the IV are:

- To support the training/assessment team
- To verify portfolios using formative and summative verification
- Monitor assessment and learning practices through the observation of planning, conducting and judging of the training process and the giving of feedback, both oral and written
- Sampling is to be a planned activity which drives the qualification programme and monitors the learner performance, therefore sampling plans are to be produced by IVs and retained for external audit
- Internal Verification should occur throughout the whole process and not just at the end. It is not the best use of resources to verify every single assessment, therefore the sampling regime will account for assessor ability and programme requirements
- Ensuring assessors are trained, competent and qualified
- CVs, copies of certificates, CPD logs are held to ensure trainers/assessors are suitably qualified to assess and train in the sector.

Sampling Strategy against Assessor/Trainer

IVs will monitor the assessment decisions of all of the assessors/trainers by observing practice and sampling assessment decisions. They will also ensure that learners are being treated fairly in accordance with the company equality and diversity policy and ensure that learners have equal and fair access to training/assessment at all times.

Each assessor's decisions will be sampled on an on-going risk-rated basis to standardise practice. This will cover:

- The initial stages of assessment of the learners programme
- Interim stages throughout the programme
- After OTLs have taken place, ensuring consistency of delivery.

The Federation of Awarding Bodies additional requirements state that:

"All assessment decisions made by a trainee assessor must be checked by a qualified assessor or an assessor recognised by an awarding organisation"

To comply with this ELITE TOP GUARDS Ltd will request a "counter signature" from a qualified assessor/trainer after each learning visit. This will ensure that the evidence is checked and confirm VACRS.

Monitoring Trainer/Assessor Performance

The results of sampling will allow IVs to grade trainers/assessors on their performance as guidance for drawing up the next period sampling plan. A sampling plan is contained within each assessment strategy. The grading of assessors is and IV function and one which is likely to fluctuate dependant on current assessor/trainer performance on a particular programme. The grading will allow an assessor to be monitored effectively in accordance with the programme sampling strategy:

- Red – trainee assessor/working towards, frequent actions identified on sampling/unsafe decisions identified by the SV.
- Amber – qualified assessor/low case load, new to company or newly qualified, few actions identified on sampling, not meeting assessment targets.
- Green – Experienced, qualified assessor, rare actions identified on sampling.

IVs may wish to consider if other factors may affect assessment risk:

Monitoring – success rates, numbers of missed visits, numbers of early leavers
Compliance – Reviews completed timely, learner start rejections, quality of paperwork

Quality – Number of deferred qualifications, Quality of IV observations, and employer and learner feedback

Identification of risk is critical to the quality of which enshrines the ELITE TOP GUARDS CENTRE approach to learning. All trainers/assessors are to be risk rated in accordance with the specification of the qualification to be delivered. Risk ratings should fluctuate and reflect assessor performance/competence on a particular programme.

Each assessor should be given copies of the sampling reports and given the opportunity to respond to the feedback given.

Learners and Employers should be interviewed after each IV observation and further telephone interviews can be conducted if there are issues raised that give cause for concern.

Sampling Rationale

A rationale for sampling is a method used to explain reasons for sampling and for conducting quality assurance in a certain way. Sampling should focus on assessor performance which will allow for grading according to ability, caseloads and experience.

Sampling will be completed under the following risk ratings:

- Red – 100% of assessor/trainer's cohort, 80% of units at interim and summative stages. Assessor observation conducted monthly.
- Amber – 60% of assessor/trainer's cohort, 30% of units at interim and summative stages and a 3 monthly observation. The remainder of the cohort will be quality checked
- Green – 40% of an assessor/trainer's cohort, 20% of all units at interim and summative stages and a minimum of one observation annually. The remainder of the cohort will be quality checked

Although the above cohort ratios are to be adhered to, the IV must ensure that the all units have been covered by the each assessor over the length of the programme.

Learner Declaration

Summative internal verification prior to presentation to the SV will be conducted. To ensure the needs of the awarding organisation are met, the following items are included:

- A list of assessment decisions
- A declaration signed by the assessor/trainer and learner.

Internal Standardisation Activities and Meetings

Internal verification will comprise of live activities as well as meetings. The results of these will be used to standardise practice and will include:

- Observations of Teaching and Learning
- Asking assessors/trainers to cover an assessment topic at meetings to contribute towards the team's CPD and aid consistency of practice
- Involving assessors/trainers in the self-assessment process
- Interviews with employers
- Interviews with learners
- A buddy system for pairing inexperienced and experienced trainers/assessors
- Peer observations

The IV will hold standardisation meetings every 3 months focussed on the requirements of the programme. Meetings will aim to:

- Share good practice
- Improve team performance
- Develop Skills
- Compare results of OTLs and standardise practice
- Give feedback on progress of new trainers/assessors
- Review assessment decisions of assessors to ensure consistency
- Standardise the use of different methods
- Standardise practice across the programme

Documentation

The IV will ensure that they keep up to date records of IV activity in accordance with the quality manual requirements. The IV will keep electronic copies of all records and make copies available for centre records. Information will include:

- IV sampling strategy
- IV summary of sampling – to be completed after each IV activity

Conclusion

The sampling strategy is a key part of the quality manual and is to be rigidly enforced. It is important therefore that all individuals contribute openly to the process. It will provide an on-going source of guidance and improve the assessment/training experience of learners. ELITE TOP GUARDS Ltd is committed to delivering a quality programme to the benefit of learners and employers throughout the life of their programme.

All templates in the following Annex have examples of how they should be completed. Each Internal Verifier will be provided with blank templates required by the programme. All example text is in red.

ELITE TOP GUARDS Ltd - Sampling Plan

Sampling Strategy - Programme Name

Qualification: Award/Certificate/Diploma/BTEC
Level: 2/3
Assessor Name:
Assessor Risk Band: Red
Mentor:
Further Comments: New to the company and working towards TAQA

Key:
Product: Examination of product evidence
Practice: Observation of assessment practice
C & E I: Learner and Employer Interview
Quality Check: Assessment audit trail
Peer Observation: observation by an experienced assessor/trainer

Assessment Location	Learner Name	Registration Number	IV Date		Verification activity	Report Ref
			Planned	Actual		
Bradford	Phil Jones	12345	Jan-20	Jan-20	Product	12345
Bradford	John Rhodes	12345	Jan-20	Jan- 20		12346
Bradford	Ian Smith	12345	Jan-20	Jan-20	Observation of Teaching and Learning	12347
Bradford	Amir Sohail	12345	Jan-20	Jan-20	Learner Interview	12348

ELITE TOP GUARDS Ltd - Sampling Method

Assessor Name: _____	(RED,AMBER,GREEN)	
Qualification:_____	Internal Verifier:_____	

		UNITS									EVIDENCE TYPE								
CAT	LEARNER NAME	1	2	3	4	5	6	7	8	9	OBS	WP	OQ	WQ	WT	P/GD	SIM	DATE	SIGN
I	John Smith	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y					Y	04/01/20	
S	Ray Carl		Y	Y	Y		?	Y	Y									04/01/20	
S	Amir Sohail	Y	Y	Y	Y		?	Y	Y	Y								04/01/20	
I	Jenny Adams		?	Y	Y	Y		Y	Y	Y	Y	Y					Y	04/01/20	

KEY

I	INTERIM	METHODS OF EVIDENCE							
S	SUMMATIVE	OBS	OBSERVATION	OQ	ORAL QUESTIONS	WT	WITNESS TESTIMONY	SIM	SIMULATION
?	ISSUE WITH UNIT	WP	WORK PRODUCTS	WQ	WRITTEN QUESTIONS	P/GD	PROF/GUIDED DISCUSSION		

ELITE TOP GUARDS Ltd - Sampling Method

Assessor Name: _____	Risk Rating: (RED,AMBER,GREEN)	
Qualification:_____	Internal Verifier:_____	

Dates of Activity

Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
OBS	OBS SM	OBS IND	OBS SPD	OBS SM	OBS	OBS IND	OBS SM	OBS L & E I	OBS	OBS SM	OBS

KEY

OBS	OBSERVATION	L&EI	LEARNER & EMPLOYER INTERVIEWS
SM	STANDARDISATION MEETING	IND	WORKING IN THE INDUSTRY
CPD	ASSESSOR DEVELOPMENT	RED	PLANNED
PEER	PEER OBSERVATION	BLUE	COMPLETE