



<b>DOCUMENT</b>	Quality Assurance Policy
<b>VERSION</b>	V2026LM 26
<b>PAGE</b>	1 OF 6



**POLICY & PROCEDURES**

**QUALITY ASSURANCE**

<b>REFERENCE</b>	PPQAV2026LM 26
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<b>DOCUMENT</b>	Quality Assurance Policy
<b>VERSION</b>	V2026LM 26
<b>PAGE</b>	2 OF 6

## 1. PURPOSE

Crosby Training is committed to delivering high-quality training, assessment, and support that meets the needs of learners, employers, awarding organisations, and funders.

This policy explains how quality is monitored, assured, and improved across all provision. It supports a culture of continuous improvement, consistency, and accountability. Openness and fairness in the appeals process.

## 2. SCOPE

This policy applies to all staff, associates, subcontractors, trainers, assessors, internal quality assurers (IQAs), managers, and learners involved in any programme delivered by Crosby Training. It covers accredited, non-accredited, funded, commercial, classroom-based, blended, online, and workplace learning. All learners enrolled in qualifications delivered by Crosby Training.

## 3. QUALITY PRINCIPLES

Crosby Training will:

- Put learner experience, achievement, and safety at the centre of delivery
- Maintain valid, reliable, and fair assessment practice
- Use evidence to evaluate performance and drive improvement
- Ensure staff are competent, supported, and developed
- Meet contractual, regulatory, and awarding-body requirements



<b>DOCUMENT</b>	Quality Assurance Policy
<b>VERSION</b>	V2026LM 26
<b>PAGE</b>	3 OF 6

## 4. ROLES & RESPONSIBILITIES

**Senior Leadership:** Approve this policy, set quality priorities, review performance, and ensure resources for QA activity.

**Managers:** Implement quality processes, monitor actions, and ensure standards are met.

**Trainers, Assessors and Support Staff:** Follow procedures, maintain accurate records, and respond to feedback and improvement actions.

**Internal Quality Assurers (IQAs):** Conduct sampling, standardisation, feedback, and verification of assessment decisions.

**Learners:** Participate in QA activities such as surveys, feedback, and reviews.

## 5. QUALITY ASSURANCE METHODS

Quality assurance will include a planned mix of developmental and compliance activities, including:

- Observation of teaching, learning, and assessment at least once a year
- Sampling of learner work, portfolios, and assessment decisions
- File audits and compliance checks
- Learner progress reviews
- Learner, employer, and staff feedback
- Standardisation meetings
- Progress and outcomes monitoring
- Safeguarding, attendance, and retention reviews
- Review of complaints, incidents, and appeals



<b>DOCUMENT</b>	Quality Assurance Policy
<b>VERSION</b>	V2026LM 26
<b>PAGE</b>	4 OF 6

## **6. INTERNAL QUALITY ASSURANCE**

IQA activity will be planned, documented, and risk-based. Increased sampling and monitoring will be applied to new staff, programmes, qualifications, or areas of concern. IQA activity will ensure that assessment evidence is valid, sufficient, authentic, and current, and that assessment decisions are consistent across staff and delivery sites. Feedback will be recorded, actioned, and followed up.

## **7. STANDARDISATION**

Regular standardisation meetings will promote consistency in delivery, assessment, and judgement. These meetings will share best practice, review assessment issues, update staff on qualification changes, and agree common approaches. Minutes, actions, and decisions will be tracked to completion.

## **8. LEARNER VOICE**

Learner feedback is essential. Crosby Training will collect feedback through induction, progress reviews, surveys, exit feedback, complaints, and informal discussions. Feedback will be analysed alongside performance data to identify strengths, gaps, and areas for improvement.

## **9. STAFF COMPETENCE & DEVELOPMENT**

All staff receive induction, role-specific training, supervision, and ongoing professional development. QA activity identifying a skills gap will trigger a development plan with clear timescales and review dates. Occupational competence, teaching practice, and assessment practice are reviewed regularly.



<b>DOCUMENT</b>	Quality Assurance Policy
<b>VERSION</b>	V2026LM 26
<b>PAGE</b>	5 OF 6

## 10. PERFORMANCE MONITORING

Crosby Training monitors quality through key indicators, including:

- Retention
- Attendance and punctuality
- Achievement and pass rates
- Timely completion of reviews and assessments
- Learner satisfaction
- Employer satisfaction
- Progression outcomes
- Compliance and audit results

Data is reviewed regularly by managers and senior leaders; trends or underperformance trigger action.

## 11. COMPLAINTS, CONCERNS, APPEALS

All complaints, appeals, and quality concerns will be logged, investigated, and responded to within defined timescales. Themes are reviewed to identify lessons learned and prevent recurrence. Confidentiality is maintained where appropriate.

Where complaints involve learners with SEND, reasonable adjustments will be made to ensure participation in the QA or appeals process, including supported communication, additional time, or alternative formats.



<b>DOCUMENT</b>	Quality Assurance Policy
<b>VERSION</b>	V2026LM 26
<b>PAGE</b>	6 OF 6

## **12. EQUALITY, DIVERSITY & INCLUSION**

QA activity will ensure provision is accessible, fair, and inclusive. Crosby Training monitors experience and outcomes of different learner groups and takes action where gaps or barriers are identified, including adjustments for learners with SEND.

## **13. CONTINUOUS IMPROVEMENT**

A quality improvement plan records actions, owners, deadlines, and success measures. Findings from observations, sampling, feedback, audits, external visits, and performance data drive improvement. Actions are monitored until completed and embedded.

## **14. RECORDS & CONFIDENTIALITY**

QA records are accurate, secure, and retained in line with legal, contractual, and organisational requirements. Access is restricted to authorised staff. Records include sampling plans, observation records, feedback, reports, action plans, and meeting minutes.

*This policy is reviewed annually, or sooner if legislation, funding rules, awarding-body requirements, or organisational practice change. Reviews consider learner feedback, audit findings, outcomes, staff feedback, and external quality reports.*