

## Internal Quality Assurance Policy

### Our Objectives

We believe it is our commitment to the quality of our service that produces results for our clients. We aim to exceed customer expectations, wherever possible.

This policy also specifically outlines our procedures for ensuring consistency in assessing assignments for ILM endorsed programmes and qualifications.

We do this by...

- Having clearly documented procedures and controls, to ensure consistency
- Meeting all necessary legal and regulatory requirements
- Looking for ways to continually improve our business performance and service delivery

### Training and Coaching Delivery

All new learning and development consultants are observed in a training capacity or required to co train with one of our existing trainers to ensure they meet our high standards of training delivery.

They are also issued with comprehensive contracts and agreements outlining our relationship with them and their responsibilities in delivering our commitment to our clients. Each job description and person spec is accompanied by measures of performance.

Established associates are observed at least once a year at training events or meetings to ensure standards are maintained. We also use evaluation forms to monitor the effectiveness of training delivery.

We hold feedback discussions after each project is completed and hold annual one to one reviews with each staff member to discuss performance and plan for the coming year.

We also hold team meetings twice a year to share ideas, experience knowledge and best practice and encourage trainers to attend relevant industry conferences and workshops such as those run by the ILM.

### Administrative Support

We have an experienced support team who have clear procedures and templates for producing high quality learning materials in a consistent way.

We use service level agreements which are discussed and agreed with each client for each piece of work delivered. This covers procedures such as...

- ☑ ensuring materials are at the venue a minimum of 3 days before the event
- ☑ responding to email questions within 72 hours of receipt

### **ILM Assignment Briefs**

Assignments are clearly linked to the programme content.

Learners are given a brief which clearly outlines how marks will be allocated and what the pass mark is.

### **Assessment**

The assessor will mark each assignment and allocate an overall mark to each delegate.

The programme director will second mark a sample of assignments in line with C&G/ILM sampling procedures, in order to internally verify marking.

If there is a discrepancy between the 1st and 2nd assessment, the programme director and assessor will meet to review the marking to qualify and agree the final result and come to an agreement on the final mark.

All marks will be recorded on our Learner information form (an excel spreadsheet including dates of assignments submitted, marks given, pass/fail recorded) to provide a clear audit trail. This is signed off by the programme director and final assessment decisions are released following the awarding body verification process.

At the end of the project, any information held on learners' assessments (marks, feedback) by our trainers and assessors will be emailed to our Support Manager to be held on our secure server. The trainer/assessor will be required to delete the information from their devices (see also our Data Protection Policy and IT Security Policy).

A review meeting will be held between the trainer/assessor and programme director at the end of each programme to review the assessment procedure and identify any changes that need to be made.

### **Appeals and Complaints Procedures**

If a learner wishes to appeal against their mark they will be asked to put their appeal in writing and send it to the assessor to resolve the query informally. If the learner remains dissatisfied they should refer to the appeals policy (see also our Complaints Policy and Appeals Policy).

Any concerns about any other aspect of our service should be raised with our Support Manager in the first instance as outlined in our complaints policy.

### **Communicating the Policy**

We ensure that all learners and specifically those enrolling on an ILM programme with us have access to a copy of this policy and the accompanying Appeals and Complaints Policy (usually

as part of their induction). We also ensure that all our associate trainers and support staff have a copy of this policy when they first join our team.

**Reviewing the Policy**

This policy will be monitored and reviewed annually.