

Policy Scope

This policy is provided for CTC Training and Development Limited customers, including learners and staff members who are using or delivering the courses and qualifications that CTC Training and Development Limited offer.

Policy Review

CTC Training and Development Limited will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by the relevant awarding organisation or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

Internal quality assurance is a key part of CTC Training and Development Limited internal systems.

Internal quality assurance at CTC Training and Development Limited is concerned with being accurate, consistent and ensuring all learners have access to quality assessments that are fair and are of a high quality, which results in achievements.

Statement of Principle

CTC Training and Development Limited will ensure all assessment and internal quality assurance activities conform to the qualification specification and the relevant awarding organisation standards. We will ensure that all evidence is valid, authentic, reliable, current and sufficient.

CTC Training and Development Limited will produce a sampling plan detailing our internal quality assurance activities and monitor this on a regular basis. We will ensure that assessors meet on a regular

basis to share good practice and identify areas for improvement. These meetings will be documented and actions monitored.

We will hold regular standardisation and team meetings with assessors, tutors and IQA's. The findings of these will be used to inform annual appraisals, and training and development needs. They will also be used to update centre staff on any qualification or AO information.

CTC Training and Development Limited will monitor the quality of the qualifications and courses we offer. We will consider the quality of delivery, assessment decisions and judgements made and highlight issues, emerging trends and the development needs for assessors.

All assessment and sampling strategies will be agreed with relevant awarding organisation and we will ensure that internal quality assurance drives the assessment process. We will keep reliable, up to date and auditable records of all internal quality assurance activities. These will be made available to the relevant awarding organisations on request.

As part of CTC Training and Development Limited internal quality procedures, assessors and tutors will be observed as a minimum of 2 times per year. All observations will be documented and actions agreed and monitored. If tutors or assessors are inexperienced or new to a particular qualification, they will be observed a minimum of 4 times per year.

We will ensure that all assessors, tutors and internal verifiers who deliver and assess on the qualifications we offer are suitably qualified and experienced. All centre staff members will receive access to regular, continuous professional development (CPD).

Last review date: 01/10/2024

Next review due: 01/10/2025