

Quality Assurance Policy

Creative Alliance is committed to providing a quality learning experience for all its learners.

We aim to do this by

- Identifying key processes and systems and developing effective organisational procedures
- Ensuring our learners are at the centre of all our activities
- Fostering ownership and commitment amongst staff
- Ensure we offer high quality, effective assessment / training provision

In order to do this, Creative Alliance will, under the supervisions of Helen Dixon Quality Manager & John Parker Operations Manager

- Ensure there is an internal process in place to monitor the delivery of all programmes, in order to confirm there is consistency and that quality meets all Awarding Body standards
- Provide and implement policies which describes the centre procedures to ensure that
 - Individual learners are registered to the correct programme within agreed timescales
 - Valid learner certificates are claimed within agreed timescales
 - There is a secure, accurate and accessible audit trail, which allows individual learner registration and certification claims to be tracked to the certificate issued for the learner
- Provide and implement an Assessment Policy, which describes the centre procedures to ensure that
 - Assessment methodology is valid, reliable and does not advantage or disadvantage any group of learners or individuals
 - There is accurate and detailed recording of assessment decisions.
 - The assessment procedure is open, fair and free from bias, and meets the Awarding Body, lead bodies and Ofqual requirements
- Provide and implement an Internal Verification Strategy, which describes the centre procedure to ensure that:
 - There is an accredited Lead Verifier for each programme subject area
 - Internal verification is valid, reliable and covers all assessors and programme activities
 - There is accurate and detailed recording of internal verification decisions
 - The internal verification procedure is open, fair and free from bias and meets Awarding Body standards.
- Provide and implement Appeals policy, which describes the centre procedures that:
 - Enables learners to enquire, question or appeal against an assessment decision
 - Attempts to reach agreement between the learner and the assessor at the earliest opportunity
 - Standardise and record any appeal
 - Facilitates a learners ultimate right to appeal to the awarding body, where appropriate
 - Protects the interests of all learners and the integrity of the qualification
 - Is open, fair and free from bias and meets the Awarding body standards
- Provide and implement an Assessment Malpractice Policy, which describes the centre procedures that:
 - Identifies and minimises the risk of malpractice by staff or learners
 - Responds to any incident of alleged malpractice promptly and objectively
 - Standardises and records any investigation of malpractice
 - Ensure that malpractice procedure is open, fair and free from bias and meets the awarding body standards

- Imposes appropriate penalties on learners or staff where incidents (or attempted incidents) of malpractice are proven
 - Protects the integrity of the centre and Awarding body qualification
- Ensure that everyone is actively involved in sharing ownership of quality provision and services
- Carry out internal observations of teaching and learning
- Carry out annual staff appraisals
- Produce annual Self assessment reports and development plans
- Ensure that all staff understand the Creative Alliance ethos
- Ensure all staff share good practice and participate in staff development.

This policy will be reviewed annually by Noel Dunne, John Parker and Helen Dixon

15 May 2019