

# Quality Assurance Policy

Effective Date: 01/08/2020

Review Date: 15/08/2024

Policy Reviewed by: John Parker

## Introduction

Creative Alliance is dedicated to providing a high-quality learning experience for all learners. Our commitment to excellence is reflected in our approach to quality assurance, which is central to our operations and aligned with the standards set by Awarding Bodies, Ofqual, and other relevant entities.

## Objectives

To achieve our quality assurance goals, Creative Alliance will:

- **Identify and Develop Key Processes:** Establish and enhance organisational procedures to support quality assurance.
- **Learner-Centric Approach:** Ensure that learners are at the heart of all activities, fostering a supportive and effective learning environment.
- **Staff Ownership and Commitment:** Encourage all staff members to take ownership of and commit to delivering quality services.
- **High-Quality Assessment and Training:** Maintain and continuously improve the quality of assessment and training provision.

## Quality Assurance Procedures

Under the supervision of Helen Dixon (Quality Manager) and John Parker (Operations Director), Creative Alliance will implement the following measures:

1. **Monitoring Programme Delivery**
  - Implement an internal process to monitor the delivery of all programmes, ensuring consistency and adherence to Awarding Body standards.
  - Maintain policies that describe centre procedures to:
    - Register individual learners on the correct programmes within agreed timescales.
    - Ensure valid learner certificates are claimed within agreed timescales.
    - Establish a secure, accurate, and accessible audit trail to track learner registration and certification claims to the issued certificates.
2. **Assessment Policy**
  - Ensure assessment methodology is valid, reliable, and fair, without advantaging or disadvantaging any group of learners or individuals.
  - Ensure accurate and detailed recording of assessment decisions.

LG01-LG02, Zellig, Gibb Street,  
Digbeth, Birmingham, B9 4AT

0121 753 0049

[info@creativealliance.org.uk](mailto:info@creativealliance.org.uk)  
[www.creativealliance.org.uk](http://www.creativealliance.org.uk)

- Ensure that assessment procedures are open, fair, and free from bias, meeting the requirements of Awarding Bodies, lead bodies, and Ofqual.

### 3. Internal Verification Strategy

- Ensure there is an accredited Lead Verifier for each programme subject area.
- Ensure internal verification is valid, reliable, and covers all assessors and programme activities.
- Ensure accurate and detailed recording of internal verification decisions.
- Ensure that the internal verification procedure is open, fair, and free from bias, meeting Awarding Body standards.

### 4. Appeals Policy

- Provide procedures that allow learners to enquire, question, or appeal against an assessment decision.
- Facilitate early resolution of disagreements between the learner and the assessor.
- Standardise and record all appeals.
- Ensure learners' right to appeal to the Awarding Body, when appropriate.
- Protect the interests of all learners and the integrity of the qualification.
- Ensure the appeals procedure is open, fair, and free from bias, meeting Awarding Body standards.

### 5. Assessment Malpractice Policy

- Identify and minimise the risk of malpractice by staff or learners.
- Respond promptly and objectively to any alleged incidents of malpractice.
- Standardise and record any malpractice investigations.
- Ensure the malpractice procedure is open, fair, and free from bias, meeting Awarding Body standards.
- Impose appropriate penalties on learners or staff where malpractice is proven.
- Protect the integrity of the centre and Awarding Body qualifications.

### Additional Commitments

- **Active Involvement in Quality:** Encourage all staff to take an active role in maintaining and improving quality provision and services.
- **Internal Observations:** Conduct regular internal observations of teaching and learning to ensure high standards are maintained.
- **Staff Appraisals:** Carry out annual staff appraisals to assess performance and identify areas for development.
- **Self-Assessment Reports:** Produce annual Self-Assessment Reports and Development Plans to guide continuous improvement.
- **Ethos and Good Practice:** Ensure all staff understand and demonstrate the Creative Alliance ethos, share good practices, and participate in ongoing staff development.

### Review

This policy will be reviewed annually by Noel Dunne (Company Director), John Parker (Operations Director), and Helen Dixon (Quality Manager)