

4 Minutes Training Ltd

Quality Assurance Policy

Title	Quality Assurance Policy
Document ID	4MPP/015
This Version	1.0
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Approval Date	10 July 2017
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1. Document Control and Version History

Version Number	Reason for Change	Date
1.0	Initial Release	28 May 2010

2. Definitions

Item	Definition
4 Minutes	4 Minutes Training Ltd
Booking	The act of Booking one or more individual places on a course and/or the act of Booking a course for a group of people
Awarding Organisation / Body	The Organisation that oversees 4 Minutes to ensure compliance with its policies and Procedures. It acts as an intermediary between 4 Minutes and Ofqual.
ICO	Information Commissioner's Office – Manages Data Protection in the UK
DPR	Data Protection Register
Staff	All staff working for 4 Minutes, either in a salaried, voluntary or Freelance capacity
Trainer or internal Assessor	A person that delivers the course and also assesses the learning during the course. Normally these roles are combined and a Trainer will be qualified as an Internal Assessor



3. Introduction

- 3.1. Quality Assurance is the process of building quality control measures into a system which will ensure a consistently high standard of performance across all the operations of 4 Minutes.
- 3.2. Standardisation is the condition in which a standard has been successfully established and maintained across all the operations of 4 Minutes. It maintains and makes operations consistent regardless of variables such as instructors and internal verifiers.
- 3.3. 4 Minutes will ensure all Training and Assessing materials used by 4 Minutes on its courses leading to certification by one of its Awarding Bodies is Standardised, (per Awarding Body) regardless of the Instructor (Internal Assessor) delivering the training.
- 3.4. Section 3.3 does not include 4 Minutes generated certification and any other events accredited by 4 Minutes such as informal or in-house events for special needs groups and children.
- 3.5. Internal Verification is the process of confirming that the Assessment decisions made by Trainers (Internal Assessors) associated with 4 Minutes are accurate, consistent and that the evidence for this process is properly produced and maintained.
- 3.6. 4 Minutes internally verifies that the Internal Assessment decisions made by those employed by 4 Minutes comply with the standards published by the Awarding Body and any official guide to the qualification.
- 3.7. 4 Minutes also uses the opportunity provided by the Internal Verification to verify that assessment evidence is collected fairly, consistently and efficiently and that administrative procedures are correctly followed.
- 3.8. Internal verification within 4 Minutes is overseen by the Centre Director.

4. Resources required

- 4.1. Trainers (aka Internal Assessors) will have the qualifications and experience to deliver (train and assess) the qualification that they are instructing.
- 4.2. All Trainers will be authorised by the relevant Awarding Body to deliver (teach and/or assess) the qualification in which they are delivering for and on behalf of 4 Minutes.
- 4.3. 4 Minutes will expect all Trainers to be appraised (teaching) and verified (assessment) an absolute minimum of once per year during an Awarding Body Accredited Course. The outcome of the appraisal will be recorded on the Awarding Body document. Staff for undertaking this appraisal will be authorised Awarding Body Verifiers.



- 4.4. 4 Minutes tutors and Internal Verifiers will attend an absolute minimum of one Standardisation or Continuous Professional Development (CPD) event per year in line with the relevant awarding body requirements.
- 4.5. All 4 Minutes training staff must have previous professional knowledge and/or experience within the course context that they are teaching.
- 4.6. All staff (trainers and administrative) are expected to take personal responsibility for their own professional quality and standards in all of their activities which include, but are not limited to, all requirements set down by:
- 4.6.1. The relevant Awarding Body/Organisation (the use of their resources)
 - 4.6.2. 4 Minutes (e.g. Policies and Procedures)
 - 4.6.3. Qualifications authorities (e.g. Ofqual/SQA/WG)
 - 4.6.4. Any other relevant body (e.g. The Health and Safety Executive)
- 4.7. This can include External Verification by the relevant Awarding Body for accreditation to deliver (teach and assess) specific courses.
- 4.8. 4 Minutes staff will support the Awarding Body and Regulatory Authority (Ofqual/SQA/WG) appointed persons on all arranged and unannounced inspections and verification visits to 4 Minutes premises and teaching locations and whilst delivering courses leading to Awarding Body certification.
- 4.9. The training (e.g. presentation slides) and assessing resources used by 4 Minutes (that lead to certification by one of our awarding bodies) will only be those authorised or produced by the relevant Awarding Body suitable for the specific course the trainer is delivering and/or assessing.
- 4.10. For delivery of Awarding Body courses and qualifications 'authorised resources' (4.9) means the resources that have been used and verified through the Awarding Body provided templates or documents in keeping with the principles of the Awarding Body training methods.
- 4.11. 4 Minutes understands that there could be a need to adapt the training and the training resources to meet the needs of individuals, groups or clients. This cannot however change the overriding principle of compliance with awarding body requirements or the academic regulators (Ofqual/SQA/WG) requirements.
- 4.12. 4 Minutes knows that each trainer and internal assessor may have their own methods and personal resources for delivery of training. 4 Minutes, as a training provider supports and encourages this as it allows for better contextualising, a more dynamic event for our clients and a more personal approach from our trainers. This must still meet the requirements of sections 4.9 - 4.11 as well as 4 Minutes' requirements on a per course basis.



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- 4.13. All candidates will be provided with a pre-course information sheet (4MPP/202) detailing key requirements when attending the course such as bringing photographic identification for verification.
- 4.14. All candidates will be provided with a candidate course registration form that will be subject to our Data Protection Policy.
- 4.15. All candidates will be supplied with a course evaluation form or they can request one from 4 Minutes

5. Method of Internal Quality Assurance

- 5.1. All Instructors (Internal Assessors) will be required to complete an 'Annual Internal Instructor Declaration Form' confirming information such as:
- 5.1.1. In date Qualifications and experience to deliver the appropriate course/event
 - 5.1.2. They have read Commitment to 4 Minutes Policies and Procedures
 - 5.1.3. They have read and agreed to the conflicts of Interests issues
 - 5.1.4. They commit to uphold requirements of the Awarding Body and Regulators
 - 5.1.5. They commit to maintaining good Health and Safety practice
 - 5.1.6. They commit to train and assess according to 4 Minutes', Awarding Body and the Regulators requirements and standards
- 5.2. All Instructors/Internal Assessors are required to complete a Post-Course Declaration Form including information such as:
- 5.2.1. Incident report forms
 - 5.2.2. Candidate dissatisfactions
 - 5.2.3. Trainer/assessor concerns
 - 5.2.4. Training and assessing requirements of 4 Minutes, Awarding Organisation and Regulator requirements and standards
- 5.3. Assessment methods require candidates to be continually assessed throughout the course. 4 Minutes training staff will ensure that evidence of appropriate decisions are recorded throughout the training day on the appropriate assessment documentation as per individual Awarding Body requirements.
- 5.4. 4 Minutes trainers will support assessment decisions with appropriate supporting comments on the assessment documentation for each candidate as per individual awarding body requirements.
- 5.5. Any final assessments (such as multiple choice question papers) will be carried out as per Awarding Body and Regulator requirements e.g. under formal exam conditions.
- 5.6. 4 Minutes Internal Verifier will review the evidence production, assessment decisions, and administration activity performed by the tutor (Internal Assessor) throughout the course.



- 5.7. Ideally the assessment decisions of the internal assessor and internal verifier should agree. The process is designed to identify differences in interpretation and maintain a common interpretation within 4 Minutes. Constructive analysis of the decisions made is to be encouraged.
- 5.8. Where assessment decisions differ, the tutor (Internal Assessor) and internal verifier will discuss decisions and interpretation of published assessment guidance documents. This discussion will be recorded. If further staff training is required this will be identified by 4 Minutes.
- 5.9. 4 Minutes may use its own or the relevant Awarding Organisation's documents available upon request from 4 Minutes to internally verify an Internal Assessor's assessment making decisions.
- 5.10. Internal Verification Documents will be stored securely by 4 Minutes within individuals or course files along with any other relevant information.
- 5.11. All post course administration will be checked and verified by a 4 Minutes Director or Appointed Person within 4 Minutes who will be fully aware of the standards expected of 4 Minutes and the Awarding Bodies

6. Other methods of Quality Assurance and Standardisation

- 1.1. The 4 Minutes Director that is the Centre Manager is the main point of contact for all essential communications.
- 1.2. 4 Minutes maintains an open dialogue with its Awarding Bodies, clients and staff.
- 1.3. Any updates from its Awarding Bodies and other Regulators will be implemented throughout 4 Minutes and communicated to staff through updates to Policies, Procedures and Employment Terms and Conditions.
- 1.4. As Policies and Procedures are updated, 4 Minutes will inform all relevant organisations including clients, staff and awarding bodies as required.
- 1.5. 4 Minutes also has a Customer Charter
- 1.6. 4 Minutes has access to ULN and SCN numbers and candidate databases.

7. Policy Review

- 7.1. This policy is to be implemented by all 4 Minutes' staff.
- 7.2. 4 Minutes will review all systems in place annually and/or as required
- 7.3. The 4 Minutes Director that is the Centre Manager is responsible for overseeing reviews of all policies, procedures, other internal systems and implementation any changes thereafter.



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7.4. Any systems found not to be functioning to the standards of 4 Minutes will be changed.

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