



## Internal Quality Assurance Policy & Procedures

### Statement

1. Amplio Training is committed to implementing a robust Internal Quality Assurance system to ensure that all training delivered by ourselves and by our approved Trainer/Assessors meets the highest possible standards and those set by our Regulatory Bodies. Our aims are:
  - To meet and exceed the requirements of our Regulatory Bodies.
  - To ensure that any person delivering training through Amplio Training provide effective delivery that meets Learners needs and expectations.
  - To ensure all Trainer/Assessors provide fair, accurate and consistent assessment decisions.
  - To ensure required documentation and audit trails are maintained.
  - To ensure all personnel involved in the delivery and assessment of Amplio courses hold the appropriate qualifications and experience.
  - To provide clear and transparent information to Amplio team members and approved Trainer/Assessors on quality assurance requirements.
  - To state clear, fair and appropriate sanctions.
  
2. Roles and Responsibilities
  - Amplio Training will provide a fair but rigorous quality assurance procedure for all aspects of the delivery and assessment of Amplio Training courses.
  - Amplio Training will also provide the appropriate assistance and access to people, records and premises when requested by any appropriate Regulatory Body.
  - Amplio Training will review all policies annually to ensure they work in the best interests of Learners, approved Trainer/Assessors, our Regulatory Bodies and Amplio Training.
  - Internal Quality Assurers (IQA); Amplio Training will ensure that it appoints suitably qualified personnel to conduct its internal quality assurance procedures.
  - Amplio IQA's will act in a fair manner and adhere to the procedures contained within this policy.
  - Amplio IQA's will provide Amplio approved Trainer/Assessors with prompt, accurate and constructive feedback for all quality assurance procedures carried out.
  - Amplio Approved Trainer/Assessors; Amplio Training expects all Trainer/Assessors to adhere to all policies and procedures issued by Amplio Training.
  - The policies and procedures include but are not limited to the following:
    - Health & Safety
    - Enquiries, Complaints and Appeals
    - Equality & Diversity
    - Maladministration and Malpractice
    - Internal Quality Assurance

### INTERNAL QUALITY ASSURANCE POLICY & PROCESS

All Trainer/Assessors and Internal Quality Assurance persons must be suitably qualified before undertaking the role. Amplio Training adheres to the delivery, assessment and quality

assurance requirements set out by the relevant regulatory and qualification body. Internal Quality Assurance Policy Approved Trainer/Assessors must maintain accurate records for all courses delivered through Amplio Training for a minimum of three years, adhering to all requirements for the completion of the paperwork. Approved Trainer/Assessors must also provide fair and consistent assessment decisions which are based on the assessment guidance issued by Amplio Training. Access to all relevant records must be granted upon request by Amplio Training or by any of our Regulatory Bodies as well as cooperation with any quality assurance processes or investigations.

### 3. STANDARDISATION

Amplio Training will provide all approved Trainer/Assessors with access to standardised resources for the delivery and assessment of Amplio Training courses. Amplio Training will also provide accurate and up to date information from relevant Regulatory and Protocol setting Bodies in a prompt time frame. Such Bodies will include FAA, HSE, Resuscitation Council UK, etc. Amplio Training requires all approved First Aid Trainer/Assessors to requalify themselves every three years. Trainer/Assessors are monitored annually by suitably qualified personnel with constructive feedback issued.

### 4. PAPERWORK SAMPLING

Paperwork is requested when a newly qualified/transferred Trainer/Assessor registers their first regulated course results. An initial internal quality assurance check is then carried out. Amplio Training also carries out audits on established Trainer/Assessors sampling between qualifications and Trainer/Assessors. The full range of qualifications offered by Amplio Training is covered by the sampling with courses chosen at random.

### 5. QUALITY ASSURANCE PROCESS

The following points show the process the IQA will follow to identify, obtain, examine and complete the quality assurance check for a course paperwork pack.

- IQA identifies courses through the Sampling Plan as outlined under point 4.
- IQA requests relevant course paperwork from the Trainer/Assessor.
- Course paperwork examined and report form signed off by IQA.
- Compliant Non-Compliant
- IQA determines the extent of non-compliance and refers to the Centre Manager if relevant.
- IQA or Centre Manager contacts the Trainer/Assessor outlining issues. Such issues may also be raised in standardisation meetings.
- Course paperwork will be retained with a copy of the IQA report (All records to be scanned to secure server). A copy of the report will be sent to the Trainer/Assessor.
- Issues resolved by the IQA/Centre Manager
- Periodic checks by IQA

Once the course paperwork has been received the IQA will examine the course paperwork to ensure that it meets the standards set by our Regulatory Bodies. Please see APPENDIX 1 to view the detailed process that is followed for qualifications offered.

## 6. RECORD KEEPING

Amplio Training will keep all course records, records of all complaints and appeals and records of any investigations for a minimum of three years. Amplio Training also requires all Trainer/Assessors to keep all course records (i.e paperwork/complaint and appeals) for a minimum of three years.

## 7. ANNUAL MONITORING

All approved Trainer/Assessors who deliver regulated qualifications are required to be monitored annually. All persons acting as a 'monitor' must meet the requirements that are laid out in the Skills Trainer/Assessors will not be permitted to teach any regulated qualification should they fail to submit a valid monitoring report for the previous calendar year. Should this situation occur the Trainer/Assessor will be required to be monitored on their very next course or will be required to issue non-regulated certificates to their Learners.

## 8. SANCTIONS

Amplio Training holds the right to issue any of the following sanctions in any instance where the requirements of any policy or procedure are not met. When any sanction is issued Amplio Training will act in the best interest of Learners and ensure that any valid claims for certification are met. Amplio Training will hold detailed records of all investigations and sanctions issued and provide approved Trainer/Assessors with reasoning for their application. The following sanctions can be applied:

- Action Plan For minor incidents Amplio Training may issue a written action plan to correct any failures. This may include minor problems with the paperwork or general activity.
- Removal of direct access through Amplio Training. If warranted Amplio Training can remove direct access to certificate claims through Amplio Training meaning all paperwork would be required to be sent to Amplio Training for auditing before the issuing of any certificates. Please be aware that additional charges are made for this procedure.
- Removal of authority to deliver one or more Amplio Training courses; Amplio Training holds the right to restrict a qualification or group of qualifications from an approved Trainer/Assessor if required.
- Trainer/Assessor de-registration; Amplio Training holds the right to de-register an approved Trainer/Assessor in any instance of malpractice or repeated cases of maladministration/ failure to meet required policies and procedures.

## APPENDIX 1

### COURSE REGISTER AND ASSESSMENT RESULTS

- Has the correct paperwork been used for the qualification and is it up to date?
- All course information entered on the register i.e. Trainer/Assessor name, course reference?
- Register signed and dated by the Trainer/Assessor?
- All learners entered?
- Learner ID column completed by the Trainer/Assessor?
- All assessment results entered for all Learners, both practical and workbook assessments?
- Overall qualification result entered for each Learner – pass/fail? Trainer/Assessor declaration signed and dated?
- Personal details completed by the Learner?
- All Learning Outcomes/Assessment Criteria ticked/initialled by the Learner?
- The Instructor Section fully completed by the Trainer/Assessor?

### PRACTICAL ASSESSMENT RECORD

- Trainer/Assessor entered assessment date/s and signed?
- All Learner names entered?
- All elements of each scenario fully completed for every Learner?
- Any retraining/reassessment or professional discussion documented in the workbook?

### LEARNER WORKBOOK

- Learner registration and course details completed?
- Any reasonable adjustments requested/made?
- All reasonable adjustments logged by the Trainer/Assessor?
- Trainer/Assessor marked all assessment criteria?
- Assessment Criteria marked correctly following the relevant guidance?
- Any professional discussion held and recorded?
- Any retraining/reassessment recorded from the practical assessments?
- Any information to follow up from the Trainer/Assessor feedback?
- Any Learners referred? Passed to the Centre Manager? Learner declarations fully completed?

### COURSE EVALUATION

- Learner evaluation comments, noting any points of concern or dissatisfaction; This may focus examination on other documents.
- Has the Trainer/Assessor signed the form as acknowledgement of the feedback?

- This may focus examination on other documents.
- Have any issues been addressed?
- Has the Trainer/Assessor signed the form as acknowledgement of the feedback?
- Inform Trainer/Assessor where examination is good or where only minor weaknesses found. Where major issues are discovered (suggesting maladministration or malpractice), the paperwork should be referred to the Centre Manager for further investigation and action.
- Any trends or weaknesses identified with regard to assessments should be discussed in standardisation meetings.

## ASSESSMENTS

- Any trends or weaknesses identified regarding the assessments?
- Trainer/Assessor marking accurate and consistent?
- Any issues to refer to the next standardisation meeting?
- Clearly marked by the Trainer?
  - Papers must not be marked by the Learners. Correctly marked? Has questioning been indicated if appropriate?
  - On multi-choice questions only one answer indicated?
  - For questions requiring more than one answer, have all parts been correctly answered?
  - Have the Learner scores been correctly entered and signed and dated by the Trainer/Assessor?
  - Have any failures been correctly addressed and recorded?
- Assessment Scenarios
  - Have all the scenarios been ticked/initialled by the Trainer/Assessor to confirm competence?
  - As this is an integral part of the assessment process the paperwork must not be completed by the Learners.
- Assessment Summary
  - Have the Learner results been correctly transferred to the Summary?
  - Are there any trends in incorrect answers? Has the Summary been signed and dated by the Trainer/Assessor?

## COMPLAINTS AND APPEALS

- Any complaints or appeals received from this course? Referred to the Centre Manager?

## OVERALL

- Any issues to discuss with the Trainer/Assessor? Any issues to refer to the Centre Manager?