

Internal Quality Assurance Strategy

Introduction

C.S. Todd & Associates Ltd (CSTA) is a recognised training centre for the awarding body SCQF which is recognised and regulated by FireQual. CSTA is committed to maintaining a robust system of internal quality assurance and moderation and seeks continually to improve standards.

CSTA adopt a quality management system (QMS) that complies in full with BS EN ISO 9001. Our QMS is mature and well developed over many years and is based on continuous improvement. The practice is third-party certificated to BS EN ISO 9001 by a UKAS-accredited certification body (ISOQAR).

Aim of the Strategy

The aim of CSTA's Internal Quality Assurance Strategy is to ensure the quality and consistency of delivery and assessments across all qualifications which the Centre offers and to train and support trainers so that they have the skills, knowledge and resources in order to deliver this.

Key Roles and Responsibilities

The role of the Internal Quality Assessor (IQA) is at the heart of our internal quality assurance and is central to establishing and maintaining CSTA's internal and external confidence.

The main elements of the Internal Verifiers (IQA) role is to:

1. Manage the quality of delivery:

- Ensuring that resources, including personnel, are effectively planned and managed
- Ensuring that course assessors apply consistent assessment practices in line with the awarding body criteria
- Providing a link between the delivery and the centre and the Awarding Body, partners and other regulatory bodies
- Evidencing sampling and assessor observations
- Using learner feedback to evaluate the quality and effectiveness of the accredited centre
- Ensuring that appropriate policies and procedures are in place for appeals and complaints

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2. Verification of Assessments including:

- Ensuring consistency and reliability in assessment decisions
- Monitoring the quality of assessment
- Attending course delivery at any point with no advance notice required
- Identifying any problems or trends
- Identifying any development needs of assessors
- Providing a link between assessment and delivery
- Observing each newly appointed assessor at the earliest opportunity

3. Developing and supporting trainers and assessors through guiding, supporting and sourcing continual professional development for all training and assessor staff. Specific arrangements need to be made when:

- Trainers and/or assessors are new to CSTA
- CSTA have been advised following quality assurance audits.

CSTA also have a key role to ensure that a robust internal quality and assurance system is delivered consistently and will be responsible for:

- Continuous review of training and development needs for all staff working within the internal quality assurance system so that they have the suitable qualifications and experience to undertake their roles
- Training all delivery and assessment staff so that they understand and work to the CSTA Internal Quality Assurance Strategy, including the relevant sampling plans, and ensure that staff work within the required guidance
- Ensuring delivery and assessment staff have the time to complete their responsibilities effectively
- Providing all staff with opportunities for further development
- Ensuring all staff are provided with the suitable resources and support to enable them to fulfil their roles
- Undertaking annual personal development plan as part of annual appraisals with each trainer

IQA Processes – Training Centre

Internal Quality Assurance Processes will ensure consistency of delivery and assessment across all trainers and programmes, CSTA will conduct:

- Observations of on-course programme delivery
- Observation of assessments
- Sampling of assessment evidence
- Learner interviews where appropriate
- IQA meetings and standardisation activities

Staff Development processes will ensure that new trainers and assessors are provided with suitable induction training. New tutors and assessors will be provided with an induction covering CSTA's:

- Values and code of conduct
- Learning programme for the qualification they will be delivering
- Orientation to ensure understanding of the qualification specification and the learning criteria
- Recognised centre policies & procedures
- Assessment processes & practices
- Internal Quality Assurance Strategy

New trainers will be assessed in terms of their needs following completion of their training and before delivering in their own right as Course Trainer.

The following will be considered as additional support for all assessors where this is deemed necessary to improve skills / confidence levels:

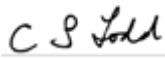
- Observe a minimum of two assessments before fulfilling the role of assessor
- Be supported by an existing assessor to complete two cohorts of desk-based assessment before fulfilling the role of assessor

All new assessors will be subject to specific support from the Director of Specialist Training on each course they deliver. This support will be gradually reduced using a risk-based approach based on performance and the recommendations from internal quality assurance observations and action plans.

Monitoring of the Strategy

The IQA Strategy will be reviewed annually, so that a risk assessment can be made based on actual evidence. CSTA has quality assurance systems in place to ensure that all delivery and assessment is fair and consistent to all students and personnel involved. These systems meet the centre, awarding body and national requirements. The IQA Strategy has been written to promote and maintain quality, consistency and fairness throughout the delivery, assessment and internal quality assurance activities.

Date: 01.06.2024

Signature: 

Name: Colin Todd

Position: Managing Director