

Internal Quality Assurance Policy



May 2018

Review Date: May 2021

Internal Quality Assurance Policy

Introduction

in at the deep end Ltd as a company includes the Training Wave brand. Therefore, throughout all of our policies where we refer to in at the deep end it also applies to any bookings or courses undertaken within the Training Wave brand.

Commitment to internal quality assurance

The Internal Quality Assurance Policy requires commitment from everyone within the Company. Our Directors, are responsible for the implementation and effective operation of this policy and copies can be obtained from our Office via email upon request.

This policy will be taken into account during the design and development of all our processes and procedures. This should be read in conjunction with any relevant code of practice, QA Centre Quality Assurance Guidance or the relevant QA Trainer Risk Rating Guidance documents.

Our Responsibilities

As an approved Awarding Centre we will make sure:

- All trainers, assessors and internal quality assurers (IQAs) are familiar with this policy and all related documents
- All internal quality assurance activity will be completed in accordance with all relevant Awarding Organisation requirements
- Upon commencement of their employment, staff will be informed of the existence of this policy and the company's expectations of them under its terms
- All trainers, assessors and IQAs should have a working knowledge of internal quality assurance and all relevant assessment procedures
- All qualification suites will be allocated a sufficient number of internal quality assurers
- All qualification suites will have sufficient internal quality assurance activity carried out, including desk based reviews, trainer observations and action plans
- Standardised documentation, either provided by the Awarding Body's or internally by our Centre, will be used for recording the internal quality assurance process and subsequent activity
- As a Centre, we will encourage and enable our staff to attend standardisation meetings.

Our QA Processes

All of our courses will adhere to the minimum requirements of IQA as per the relevant Awarding Body (e.g. every PTTL course will be internally and externally verified), however, for courses where this is not a requirement the following will apply. Please note these are over and above any verifications that the Awarding Bodies may do (e.g. desktop samples):

First Aid Courses

- Where a trainer is **known** to In at the deep end and has delivered similar training elsewhere the first 10 courses **of each course type** (e.g. FAW and Paediatric are two different course types) will be Internally Verified. For the first two courses this will be physical verification where training is observed and paperwork checked. Should these, however, be satisfactory then the remaining eight will be paperwork checks only.
- Where a trainer is new to any qualification or course their first ten courses **of each qualification** will be physically internally verified.
- Following successful completion of the above 10 courses each trainer will be desktop verified **and** observed every 40 courses **of each course type** *or* at least once per annum—whichever is greatest. For clarification this means each trainer will have one desktop verification and one physical observation per 40 courses.

IQL / RLSS Courses

- All initial courses will be verified by Pauline Wright, NTA to ensure compliance with paperwork and satisfactory teaching.
- Upon completion of these each trainer will be observed delivering at least one wet and dry side session per annum and, if possible, presenting at least one group of candidates for assessment.
- At least one assessment will be verified per annum with special consideration to ensure that different assessors are verified each year.

Swimming Teacher Association Courses (via Safety Training Awards)

- All courses are moderated externally according to the STA External Quality assurance processes. However, should a course not be due an external verification another member of the In at the deep end team will monitor the course to ensure compliance with the necessary paperwork and suitability of venue etc.

The above verifications are a minimum and depending upon a perceived level of risk associated with each tutor (based upon their previous IV's and EV's from Awarding Bodies) it may be necessary to increase verifications as appropriate. It should also be noted that where new qualifications be introduced, or qualifications with major updates (e.g. the five yearly CPR updates) it may be necessary to increase verifications on all trainers to ensure compliance and understanding of the new protocols/procedures.

Monitoring and Review

We will monitor all of the feedback that we receive in relation to the issues affected by the Policy and will amend the policy as necessary.

The Policy will be updated with any amendments to existing legislation or new legislation.

In any event, all policies are reviewed annually although updates to versions etc. will only take place every three years should there be no other changes to the policy.

Document Owner and Approval

The Data Protection Officer (DPO) is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

A current version of this document is available to all members of staff on BaseCamp.

This policy was approved by the Company Directors on 2nd March 2018 and is issued on a version controlled basis under the signature of Managing Director.

Date	Version	Author/Contributor	Amendment Details
December 2016	1.00	Mark Mc Nichol	Implementation
December 2017	1.10	Mark Mc Nichol	Included ref. to Safety Training Awards
May 2018	1.20	Mark Mc Nichol	Addition of Training Wave branding