

Quality Assurance Procedure

1. Purpose

To ensure the consistent design, delivery, evaluation, and continuous improvement of high-quality training, assessment, and learner support services at McAnderson Associates Limited. This policy aims to maintain compliance with awarding body standards, enhance learner satisfaction, and uphold the organization's reputation for excellence.

2. Scope

This procedure applies to all McAnderson Associates Limited staff, including full-time employees, part-time trainers, freelance contractors, administrative staff, invigilators, assessors, quality assurance personnel, and partners engaged in the design, delivery, or evaluation of training and assessments.

3. Policy Owner

McAnderson Associates Limited

Responsible for policy implementation, monitoring, reporting, and review.

4. Review Schedule

This policy is reviewed annually or when there are significant changes to awarding body requirements, industry standards, or internal procedures.

5. Policy Statement

McAnderson Associates Limited is committed to delivering excellence in digital skills training through a robust and proactive quality assurance (QA) framework. We aim to ensure that all training programs and assessments are relevant, inclusive, consistent, and aligned with both industry demands and learner needs.

Quality assurance is not a one-time event, but a continuous, organization-wide effort integrated into our culture, delivery models, assessment systems, and learner engagement processes.

6. Quality Assurance Objectives

- To design and deliver industry-relevant and learner-focused training.
- To meet or exceed regulatory and awarding body requirements.
- To ensure fairness, reliability, validity, and consistency in all assessments.
- To continually improve training delivery based on learner and stakeholder feedback.
- To support staff and freelancers through induction, training, and performance reviews.
- To maintain detailed records of quality assurance activities for internal tracking and external audits.

7. Responsibilities and Implementation

7.1 Program Design & Delivery

- All training programs must be clearly mapped to industry standards, learning outcomes, and certification requirements.

- Trainers must use approved instructional materials, lesson plans, and delivery tools (physical and online).
- Training delivery methods must accommodate diverse learning needs (e.g., self-paced, instructor-led, hybrid).

7.2 Staff Induction and Development

- All staff and contractors receive mandatory induction covering QA standards, assessment regulations, data security, safeguarding, and equal opportunities.
- Continuous professional development (CPD) is provided and encouraged through workshops, webinars, peer reviews, and mentoring.
- Trainers and assessors are observed, evaluated, and given feedback on a scheduled basis.

7.3 Assessment Quality and Integrity

- Assessments are developed and administered in line with awarding body requirements.
- Internal verification ensures consistency, fairness, and integrity of assessment outcomes.
- New assessors must have 100% of their assessment decisions verified until consistently meeting required standards.
- Experienced assessors are subject to ongoing verification (minimum 10% sampling across all modules).
- Borderline results are subject to additional review and double-marking when applicable.
- All verification outcomes are documented on both learner records and central QA logs.

7.4 Invigilation and Exam Supervision

- New invigilators are observed during their first exam session and annually thereafter.
- Existing invigilators are observed at least once every 12 months to ensure compliance.
- Any issues identified during observation are recorded and followed up with corrective actions or refresher training.

7.5 Data Management and Record Keeping

- Quality assurance data, including verification logs, staff training records, learner feedback, and compliance checks, are securely maintained in central systems.
- These records are subject to internal reviews and external audits.

7.6 Information Flow and Communication

- Updates from awarding bodies (e.g., BCS) are immediately shared with all relevant staff.
- Training and briefing sessions are conducted to clarify new requirements or changes to standards.

8. Monitoring and Evaluation

- Regular QA audits are conducted internally by the Quality Assurance Officer.
- Learner surveys, assessment feedback, and completion data are reviewed quarterly to identify areas of improvement.
- Findings from audits and feedback analysis are discussed during management review meetings and used to improve practices.

9. Commitment to Equality and Inclusion

This procedure is aligned with McAnderson's Equal Opportunities Policy to ensure all learners have equitable access to training and assessments. Reasonable adjustments are made for learners with special needs, and inclusive practices are encouraged across all programs.

10. Policy Approval

Approved by:

Akindayo Akindolani
Position: Founder & CEO
Date: 18th May 2025

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Next review due: 02/01/2026