

## Quality Assurance Policy

The primary purpose of quality assurance is enhancement of the quality of the learning experience and the continuous improvement of standards associated with that learning.

### Principles

All staff are expected to take personal responsibility for their own professional quality and standards in all of their activities.

Staff will exercise this responsibility within a supportive environment where expectations and standards are clearly defined and monitored. Continuous improvement and innovation are encouraged, development and training opportunities are provided, feedback is actively sought from clients and duplication of effort is strenuously avoided.

Promote consistency.

Is underpinned by the concepts of equality and fairness.

All policies and procedures will be well documented and readily accessible to staff, candidates and any other relevant parties.

Interactive Business Ltd will rigorously and continuously monitor the effectiveness of its quality assurance procedures to assure that they are operating in accordance with good practice. These include:

- Production of written policies and procedures that clearly define how key activities are carried out within the organisation
- Regular checks that policies and procedures are being adhered to by all members of staff
- Management reviews of all policies and procedures on an annual basis to ensure they remain fit for purpose
- Quality assurance procedures are in place to ensure the Standard of learning and teaching practice is continuously monitored and improved.
- Learner views are actively sought on the standard of training they receive at key stages throughout their development. These are evaluated and improvements made where necessary. Employers are also involved in the development and delivery of training programmes. We seek their views on the standard of the training that we provide for learners. These are evaluated and improvements made where necessary
- We ensure that all assessment and verification activities conform to QCF/NQF and Awarding Body requirements and are in accordance with our documented procedures
- We benchmark our performance against available national data, SFA, EFA and Ofsted good practice guides and other available data.
- We constantly analyse the performance of learners, monitor trends and take action to ensure that retention achievement and success levels increase yearly

We are committed to 'achieving excellence'.