Alex D&D Training Quality Assurance policy

Scope of the policy

This policy is provided for AlexD&D training staff members who are delivering, assessing and internally quality assuring the qualifications

Location of the policy

This policy is available for all AlexD&D training staff members and exam board's employees to access.

Communication of the policy

It is important that staff involved in the management, delivery, assessment and internal quality assurance of an awarding body qualifications, are fully aware of the contents of the policy.

Review of the policy

AlexD&D training will review the policy annually and revise it as and when required in response to changes in practices, actions required by the exam board or changes in legislation. Our review will ensure that procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

Internal quality assurance is a key part of AlexD&D training internal systems. Internal quality assurance at AlexD&D training is concerned with being accurate, consistent and ensuring all learners have access to quality assessments that are fair and are of a high quality, which results in achievements.

Statement of Principles

AlexD&D training will ensure all assessment and internal quality assurance activities conform to the qualification specification and the awarding body's standards. We will ensure that all evidence is valid, authentic, reliable, current and sufficient.

To ensure Alex D&D complies with the scheme rules we will seek to meet the requirements of the awarding body Quality Assurance.

AlexD&D training will employ only occupational competent, registered and approved trainer by the awarding body. We will conduct sufficient due diligence of our staff to ensure that they are fit and proper persons to deliver the courses.

Alex D&D Training will carry out initial assessment and induction for all trainers and all delegates wishing to attend a Course prior to the commencement to the course. The delegates must have the

physical ability; communication skills; literacy, numeracy skills; and the required experience and skills to ensure they are competent to attend and complete the course.

For delegates taking a refresher course, Alex D&D Training will check the expiry date on the delegate's certificate to ensure they are eligible to sit the refresher. This will be done using CITB online card checker.

Alex D&D training will obtain and keep on file parental consent for anyone attending a course under the age of 18 years old.

Alex D&D training will identify any specific requirements that delegates may have prior to course commencement.

Course registration requirements

Alex D& D will register all courses with the exam board according to the specified requirement prior to commencement. This shall be done using their recommended channel.

Course delivery and completion

All Alex D&D trainers delivering the courses will have a form of photographic identification which will be made visible during delivery of all courses. Likewise, all delegates will be advised to bring with them a means of photographic identification during registration and induction. This will be checked and verified by Alex D&D staff and kept in file. Delegates without mean of identification will not be allowed to take the course.

To ensure the interaction between the delegates and the trainer is spread evenly and effectively, and to ensure the courses are delivered in accordance with the scheme rules, Alex D&D will comply with the exam board's requirements of the minimum and maximum number of delegates allowed on a course as defined in each course appendix.

Alex D& D Training will keep an attendance register for all the courses and comply with the awarding body's requirements regarding extenuating circumstances.

Alex D&D will ensure that only those delegates who have passed the original course or subsequent refresher and provided evidence to the Approved Training Organisation before attending the course, are eligible to attend a one or two-day refresher course.

Alex D&D Training will record on the initial notification form where we have used more than one trainer to deliver a course and this will accompany the course assessment reports.

Alex D&D Training will comply to the awarding body's requirements when conducting trainer review using a variety of methods which may include short answer tests, oral questions and answers with discussion, simulated practical exercises, role play and problem-solving activities. Our trainer(s) will

discuss all assessments with (individual) delegates and keep records containing details of any comments that have been raised.

Alex D& D will ensure that course certificates are only awarded to delegates who meets the exam board's criteria of attendance and achievement requirements as stated in scheme rules.

AlexD&D training will monitor the quality of the qualifications and courses we offer. We will consider the quality of delivery, assessment decisions and judgements made and highlight issues, emerging trends and the development needs for trainers.

Alex D&D will ensure that all exam papers are up to date and retained in a secure manner. At no point we will shared them with any third party. We will ensure that only successful delegates that have achieved the examination pass mark and any assessments/exercises will be awarded the certificate.

Alex D&D Training will comply and submit on request by the exam board all actual examination papers and answer grids used, along with the course assessment forms showing the delegates' achievements.

Alex D&D will return to the exam board all end of course assessment reports and supporting documentation within ten working days of the last day of the course. This will be emailed directly to them.

All course paperwork, including delegates personal details, course and examination details (including previous course dates if relevant) and grant information (if being claimed), must be filled out legibly and be complete. We will generate the course assessment report and complete as per the awarding body's requirements and duplicated for each delegate on the course.

End of course documentation retention

Alex D&D will retain the relevant coursework material for a minimum of 12 months from the date of their last Senior Quality Consultant visit.

Certification

Alex D&D Training will claim valid learner or delegates certificates within agreed time scale.

We will ensure that certificates claimed are timely and based on solely internally verified assessment records.

We will audit the certificates claimed to the awarding body and audit the certificate we receive from them to ensure accuracy and completeness. We will send certificates to the correct successful delegates and we will record and securely keep the assessment documents as stated above or longer for three years in the case of any disputes.

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Refresher course certification

Alex D &D Training will ensure that delegates attending the refresher courses have provided evidence of achieving the original full course. We will ensure that only delegates who still l hold a valid certificate relevant to the course for which they are attending are certificated. As failure to do so will result in the course being processed as attendance only and a certificate will not be issued.

Fraudulent copying of certificates

Alex D&D will report immediately any fraudulent claims or inaccuracies to the awarding body and will seek to remove the person if it is one of our staff from employment and take legal action against any other person or persons found to be involved in copying or producing false certificates.

Review frequency: Annual. Next review date is 30 November 2026
Lead Officer: Head of Quality Improvement
Senior Manager Responsible: Head of Centre