

# Quality Assurance Policy

Growtrain Ltd

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## 1. Policy Statement

Growtrain Ltd is committed to delivering high-quality training, assessment, and learner support services that meet the requirements of awarding organisations, regulatory authorities, employers, and learners.

We aim to ensure that all learners receive a fair, consistent, inclusive, and supportive learning experience which enables them to achieve their full potential. Growtrain Ltd will maintain effective quality assurance systems to ensure continuous improvement and compliance with all applicable standards and regulations.

Growtrain Ltd will comply with:

- Awarding Organisation requirements including those of City & Guilds
  - Ofqual General Conditions of Recognition where applicable
  - Qualification specifications and assessment strategies
  - Current legislation relating to education, equality, safeguarding, health and safety, and data protection
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## 2. Purpose

The purpose of this policy is to:

- Ensure the consistent delivery of high-quality training and assessment
  - Maintain the integrity and credibility of qualifications delivered by Growtrain Ltd
  - Provide a framework for quality assurance and continuous improvement
  - Ensure fair and reliable assessment practices
  - Promote learner achievement, wellbeing, and satisfaction
  - Ensure compliance with awarding organisation and regulatory requirements
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## 3. Scope

This policy applies to:

- All Growtrain Ltd staff
  - Trainers
  - Assessors
  - Internal Quality Assurers (IQAs)
  - Learners
  - Contractors and associate trainers
  - All qualifications and accredited programmes delivered by Growtrain Ltd
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## **4. Roles and Responsibilities**

### **Directors and Management**

Growtrain Ltd management are responsible for:

- Maintaining effective quality assurance systems
- Ensuring compliance with awarding organisation requirements
- Providing sufficient resources, staffing, and facilities
- Monitoring quality performance and continuous improvement
- Reviewing policies and procedures annually

### **Trainers and Assessors**

Trainers and assessors are responsible for:

- Delivering training and assessment to required standards
- Maintaining occupational competence and CPD
- Following all policies and procedures
- Maintaining accurate learner records
- Supporting learners appropriately
- Participating in standardisation and quality assurance activities

### **Internal Quality Assurers (IQAs)**

IQAs are responsible for:

- Monitoring assessment decisions
- Conducting sampling activities
- Supporting assessor standardisation
- Providing feedback and action planning
- Maintaining IQA records
- Ensuring consistency and fairness of assessment

### **Learners**

Learners are responsible for:

- Participating fully in learning and assessment activities
  - Following centre rules and procedures
  - Completing work honestly and authentically
  - Raising concerns appropriately
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## **5. Learner Experience and Support**

Growtrain Ltd is committed to providing learners with a positive and inclusive learning experience.

We will:

- Deliver training in a safe, supportive, and inclusive environment
- Use appropriately qualified and experienced staff
- Provide suitable learning resources and equipment
- Use a variety of teaching methods to meet differing learner needs
- Monitor learner progress throughout programmes
- Provide constructive feedback and support
- Ensure learners are informed about qualification requirements, assessment methods, appeals procedures, and available support

Reasonable adjustments and special considerations will be implemented where appropriate in accordance with awarding organisation requirements.

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## **6. Equality, Diversity and Inclusion**

Growtrain Ltd promotes equality, diversity, and inclusion in all aspects of delivery.

We are committed to:

- Providing equal access to learning and assessment
- Preventing discrimination, harassment, and victimisation
- Promoting inclusive learning practices
- Respecting individual differences and protected characteristics

All staff and learners are expected to uphold these principles.

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## **7. Safeguarding**

Growtrain Ltd is committed to safeguarding and promoting the welfare of all learners.

Appropriate safeguarding procedures will be implemented, including:

- Designated safeguarding responsibilities
- Reporting procedures
- Appropriate staff training
- Safer recruitment practices where applicable

Concerns relating to safeguarding will be treated seriously and managed confidentially.

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## **8. Assessment and Internal Quality Assurance**

Growtrain Ltd will ensure that all assessment activities are:

- Fair
- Valid
- Reliable
- Consistent
- Transparent

Assessment decisions will be internally quality assured through a structured IQA process.

The IQA system will include:

- Risk-based sampling strategies
- Observation of assessment practice
- Standardisation meetings
- Feedback and action planning
- Monitoring of assessment decisions
- Review of learner evidence and records

All IQA activities will be documented and retained in accordance with awarding organisation requirements.

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## **9. Staff Competence and Continuing Professional Development (CPD)**

Growtrain Ltd will ensure all trainers, assessors, and IQAs:

- Hold appropriate qualifications
- Maintain occupational competence
- Participate in ongoing CPD activities
- Remain current with industry practice and qualification requirements

Evidence of qualifications and CPD activities will be maintained by Growtrain Ltd.

CPD activities may include:

- Industry training
  - Standardisation meetings
  - Professional reading
  - Awarding organisation updates
  - Research and professional practice
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## **10. Learning Environment and Resources**

Growtrain Ltd will ensure that:

- Training venues are safe, suitable, and accessible
- Equipment is appropriate, safe, and maintained
- Learning materials are current and fit for purpose
- Appropriate learner-to-equipment ratios are maintained

Where practical training is delivered, equipment will be regularly checked, cleaned, and maintained.

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## **11. Malpractice and Maladministration**

Growtrain Ltd takes all allegations of malpractice and maladministration seriously.

We will:

- Investigate allegations promptly and fairly
- Maintain records of investigations
- Report incidents to awarding organisations where required
- Take appropriate corrective and preventative actions

Examples include:

- Plagiarism
  - Collusion
  - Falsification of records
  - Unfair assessment practices
  - Breaches of assessment security
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## **12. Appeals and Complaints**

Growtrain Ltd operates formal Appeals and Complaints Procedures.

Learners have the right to:

- Appeal assessment decisions
- Raise complaints regarding services or conduct

All appeals and complaints will be:

- Handled fairly and confidentially
  - Investigated promptly
  - Resolved within reasonable timescales
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### **13. Data Protection and Confidentiality**

Growtrain Ltd will comply with all relevant data protection legislation, including UK GDPR.

We will:

- Store learner information securely
  - Maintain confidentiality
  - Restrict access to authorised personnel only
  - Retain records in line with awarding organisation and legal requirements
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### **14. Continuous Improvement**

Growtrain Ltd is committed to continuous improvement.

Quality improvement activities will include:

- Learner feedback
- Staff feedback
- IQA monitoring
- External Quality Assurance (EQA) feedback
- Self-assessment
- Standardisation activities
- Review of achievement data and outcomes

Improvement actions will be monitored and reviewed regularly.

### **15. Monitoring and Review**

This policy will be:

- Reviewed annually
- Updated in response to regulatory or operational changes
- Communicated to all relevant staff

### **16. Related Policies and Procedures**

This policy should be read alongside:

- IQA Strategy
- Appeals Procedure
- Complaints Procedure
- Equality and Diversity Policy
- Safeguarding Policy
- Malpractice and Maladministration Policy
- Health and Safety Policy
- Data Protection Policy
- Reasonable Adjustments and Special Considerations Policy

## Document Control

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Organisation Growtrain Ltd

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