



Quality Assurance Policy

Statement

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation. Inclusive Skating will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners achieve the highest possible standards. Inclusive Skating aims to be the first choice for high quality learner, volunteer and coach training across the entire Inclusive Skating sector.

Purpose

The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning. The Quality Assurance Policy and associated procedures will involve all learners, employees and volunteers. The management of the process will be through the existing organisational structure. Line managers will initiate procedures within their teams and collate and agree action plans which will help form both individual and charity development plans.

Process

The quality assurance procedures will be founded in a process of regular self evaluation by teams in different departments, internal

audits and observations, in addition to employer and learner feedback.

The quality procedures will seek the views and perceptions of learners and other stake holders who receive, benefit from and select our training solutions.

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

Responsibility for Implementation

All staff (managers, trainers and support staff) are responsible for the implementation of the Quality Assurance Policy.

The Quality Manager is responsible for an annual review of the policy.

It is the responsibility of all to engage positively in that review and ensure implementation.

Quality Assurance Focus

To encourage continuous improvement in the quality of all training programmes and associated development solutions, thereby making learning an enjoyable activity and through this, increasing learner retention and the achievement of learning aims.

To develop and maintain a diverse range of programmes that will be appropriate across the whole of Inclusive Skating which provide learners with techniques, processes and structures that will enable them to perform as skaters and within their roles at a higher standard.

To provide information and feedback from all interactions with our stakeholders and learners that enables continuous updates and improvements to our development solutions.

To establish standards and monitoring procedures for providing a supportive and accessible range of services to all learners.

To ensure that our course material is and continues to be accurate, complete and up to date.

To ensure our course developers are subject matter experts and are kept up to date by practicing their skills and knowledge from a professional point of view every day.

To ensure our course material is regularly reviewed, at least before each delivery, and is checked for inaccurate or out of date information. We also take feedback from trainees and trainers into account and update or expand course material as appropriate.

Quality Management System

We are committed to scrutinising our processes and the effectiveness of our approaches through regular review and reporting, involving input from learners, trainees and staff. Examples of this include feedback from questionnaires, open discussions, team meetings, checks and reports from our clients and quality assuring our assessments.

Internal Quality Assurance for Inclusive Skating Stakeholders

To review regularly the performance, training and needs of all.

To encourage continual professional development and to offer training and development to individuals from induction and throughout their participation.

To monitor and evaluate performance and developmental needs through regular one to one reviews.

To use reviewing / sampling assessment tools, processes and outcomes to identify consistency of assessment decisions, standardisation and look for future improvements. This will include watching assessment take place and sampling test scripts to ensure consistency of assessment decisions and recording observations, comments and recommendations.

Quality Assurance for Clients and Learners

Learner feedback will be sought, reviewed and acted upon when relevant to the improvement of the quality of any developmental solution.

Regular reviews with learners will provide feedback that will feed into improvements and changes to our development tools.

The quality of our development programmes is dependent upon learners applying techniques that we have taught to them once they are back in their workplace. Inclusive Skating will therefore explore, develop, deliver and support a range of processes that will support and encourage learners to apply actions stemming from our development solutions. These initiatives will be regularly reviewed.

Cheating and plagiarism

Cheating is the intention to gain an unfair advantage in the training and assessment of a course. This may include (but is not limited to)

- colluding with others; allowing another person to complete training and assessment on your behalf.
- improperly accessing an advanced copy of a test paper; copying from others in training and assessment.
- bringing into training and assessment unauthorised material or information; knowingly helping others to cheat.
- taking actions which intrude on the ability of others to complete their assessable tasks.

Plagiarism is the presentation of work from another person, as though it was your own, and failing to properly acknowledge that person. Inclusive skating will be alert to Cheating and Plagiarism and the Inclusive Skating systems will be applied to ensure that cheating and plagiarism does not take place.

Evaluation and review

We will collect information from trainees, trainers and stakeholders about the effectiveness of our training and assessment.

We will review all training and assessment materials annually.

We will manage the quality of our provision as follows:

- All learners and trainees will be routinely observed throughout the course to ensure all skills, knowledge and behaviours remain as per the training and assessment standards.
- Feedback questionnaires will be issued to learners and trainees who have been
 - trained,
 - assessed and certificated.

These will assess quality and the levels of training given.

- Every trainee must complete their course assessments as appropriate, ensuring consistency of learning.
- A sample of assessments will be made for each training group. The sample size may be 10% depending on the number of those being assessed.
- An internal quality assurance report will be written on the sample.
- An annual report will be written on the quality of training and assessment.

Actions

The results of the quality control monitoring as stated above, will be used to:

- Action plan for improvement within Inclusive Skating.
- Highlight issues that need consideration by Inclusive Skating
- Feedback on actions taken will be shared with stakeholders.
- Identify new initiatives and solutions that will improve the quality of development that we bring to our stakeholders.