Quality Monitoring and standardisation schedule

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Introduction

1. Assessment standardisation is the process of ensuring that training delivery and assessment practice is monitored in order to ensure that they meet the required standards set internally and by external qualification providers Strength and Conditioning Academy Ltd use. Strength and Conditioning Academy Ltd operate a robust quality assurance and assessment standardisation system to maintain the consistency and accuracy of assessment and to ensure the continual development of our working practices, resources, processes, and procedures. This quality monitoring and standardisation schedule details how Strength and Conditioning Academy Ltd provides such assurance.

Overview

2. Standardisation is a process to ensure that the assessment criteria for a qualification, unit, or CPD are applied consistently by assessors, moderators, and verifiers. It is undertaken through a range of activities whereby the assessed work of learners within a unit or qualification is systematically compared to confirm standards.
3. Effective standardisation processes ensure that standards are comparable within different centres, across different subject areas, and over time.

Roles and Responsibilities

4. The Managing Director is the individual responsible for the quality monitoring and standardisation schedule for courses and CPD;
5. The responsibilities include:
    - The quality requirements set out internally and by external qualification providers;
    - Ensuring that policies and procedures are sufficient, reviewed regularly, understood by all, and fully implemented; and
    - Ensuring that all providers (tutors and assessors) are competent and understand the schedule and associated policies. This is achieved using a rigorous recruitment process and ongoing training where necessary.

Internal Quality Assurers

6. Strength and Conditioning Academy Ltd have an internal quality assurer who is responsible for:
    - Course and CPD administration processes are followed and adhered to wherever possible;
    - Any identified issues are reported to the Managing Director for further review;
    - Internal quality assurance is carried out on any requested evidence supplied by providers;
    - In person visits to provide supportive critical review and feedback to providers and learners; and

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- The standardisation of assessment decisions is regularly checked.

Course Authorisation Process and Checks

7. Courses and CPD are registered directly through Strength and Conditioning Academy Ltd website or through third party associates. The Managing Director and third-party associates monitor registration so that:
    - Adequate notice is provided for both training courses and assessments. The exact notice required is completed on a case-by-case basis, but expectations would be a minimum of four weeks' notice;
    - That course results are logged on the system along with payments. All interactions with the system are copied into the Managing Directors email account so they can track when courses are registered, results are uploaded and monitor the information supplied.
    - All courses undergo an audit by the Managing Director to ensure that all candidate information is supplied correctly. This includes:
        i. Checking that candidates were eligible to attend the course, held any necessary prerequisites and that their registration and/or check in applications were completed before the course;
        ii. Where required, candidates' membership plus first aid and safeguarding credentials are also checked;
        iii. Liaising with other National Associations to confirm learners' eligibility;
        iv. Communicating accurate results to organise certification;
    - If there are any errors, providers are contacted to make corrections and/or supported in the uploading of results and candidates; and
    - By completing the above checks, we are supporting both our providers and learners thus ensuring that certification is completed in a timely manner.

Assessment Course Assurance and Standardisation

8. Strength and Conditioning Academy Ltd has developed a sampling plan to ensure a high-quality delivery of CPD, awards and qualifications. The sampling will be across all tutors/assessors and all types of learners. The frequency of assurance of courses and CPD will be based on reviewing the provider and the delivery of qualification and/or CPD:
    - The frequency with which a provider delivers a qualification and/or CPD;
    - Provider attendance at update training and standardisation events;
    - Feedback from Candidates;
    - Feedback regarding the accuracy of information supplied.

Types of Quality Assurance

9. **Self-Assessment:** The provider will supply a sample of all pre course information and candidate contact, complete a self-assessment form and supply support evidence of pre-selected

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assessment tasks to confirm standards. This is then reviewed by the Managing Director, after which feedback supplied to the provider.

10. **Observation of Course Delivery:** An occupational competent person will be deployed to observe the delivery of either the whole or part of a course or CPD event. The observer will observe the delivery of the course, interview candidates, review course resources and review assessment decision based on the assessment criteria. The observer will supply feedback to the provider. Example of sampling:
    - Sampling a range of paperwork supporting the course delivery. This will include resources, pre course information and registrations/check in documents;
    - Sampling the venues and equipment used;
    - Observation of training sessions to ensure they are being delivered in line with internal and external qualification providers guidelines and standards;
    - Observation of assessments to ensure they are valid, accurate, fair, and recorded appropriately;
    - Ensuring that assessment decisions are standardised across the workforce;
    - Interviewing participants, and, where possible, sampling a range of participants;
    - Providing feedback and critical review to the provider; and
    - Completing the feedback paperwork and returning it to the Managing Director.

Standardisation of Assessment Decisions

Standardisation Events

11. To ensure that providers are assessing candidates to the same standard and are following the assessment guidance, we encourage assessors to use the support documents available from Strength and Conditioning Academy Ltd, and third-party qualification providers, especially the assessment guidance. In addition, we require that all assessors attend a standardisation event every calendar year. These events will focus on trends identified during internal quality assurance, on feedback from learners and assessors as well as specific advisory points from Strength and Conditioning Academy Ltd. Assessors will be able to:
    - Attend an in person standardisation event for a specific qualification or CPD;
    - Attendance at an on-line webinar event;
    - Completion of a specific standardisation task via an online system;
    - Peer observations and feedback to ensure consistency.

12. All tutors and assessors are encouraged to continually develop their skills and knowledge in their assessment sectors and also in their coaching and training techniques. Assessment courses will be selected for an in-person visit. The aim of the visit is to ensure a standardised approach to assessments and recording that all assessment decisions are valid, accurate, and fair.

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Disagreements of Quality Assurance Findings

13. Every tutor/assessor has the right to challenge a Quality Assurance Officer's (QAO) decision made on their assessment decisions. The assessor should indicate their disagreement with the QAO at the time or in writing no later than five working days following the assessment. In the first instance the assessor and the QAO will need to meet and discuss the challenge. If an agreement can be reached then then this is recorded, and no further action is required. If an agreement cannot be reached, then the next stage is for the Managing Director to appoint another QAO to review the assessment information. If an agreement is still not reached the Lead IV Officer will listen to both parties, review the evidence, and will rule on the evidence. The Lead IV decision is final.

Quality Assurance Officers Meetings

14. All Quality Assurance Officers will be expected to attend, as a minimum, an annual meeting chaired by the Managing Director. They will also be expected to attend a standardisation event. These meetings are used to discuss, gather feedback, and inform of updates to:

- Any new standards;
- Any changes to existing awards or any new awards;
- Required standardisation; and
- A review of any trends.

Data Retention

15. Records or QA/IV visits will be held securely for a maximum of five years. Some content is shared within Strength and Conditioning Academy Ltd as part of their quality assurance process. Video evidence may be kept for a longer period and used as part of training and standardisation events.

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