

## **First Aid Events - Quality Assurance Policy**

### **Aim**

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

### **Principles**

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

Staff will exercise this responsibility within a supportive environment where expectations and standards are defined, 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.

First Aid Events 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
- Staff observations are carried out of staff implementing the key training processes with learners and feedback to staff on their performance – to include: recruitment, initial assessment, induction. on and off the job training, assessment and exit interviews
- Seeking the views of learners 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 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 confirm to the Awarding Body requirements and are in accordance with our documented procedures
- We benchmark our performance against available Awarding Body data, HSE reports, good practice guides and other available data
- We constantly analyse the performance of learners, monitor trends and take action to ensure that retention and achievement levels increase yearly

First Aid Events is committed to 'achieving excellence'.

Last Updated: 19/07/18