

## Quality Assurance Policy

| Revision | Date                            | Comments                                | Approved By  | Review Due                      |
|----------|---------------------------------|---|--------------|---------------------------------|
| 0        | 15 <sup>th</sup> September 2023 | Initial issue                           | Dave Holmes  | 15 <sup>th</sup> September 2024 |
| 1        | 27 <sup>th</sup> February 2026  | Revised version in line with IQA policy | Claire Oliff | 27 <sup>th</sup> February 2027  |

### 1.0 Policy statement

KLM UK Engineering Technical College is committed to maintaining high standards in the design, delivery and quality assurance of apprenticeship training. We operate a whole-provision Quality Assurance (QA) framework that promotes continuous improvement, protects learners and employers, and ensures the integrity of assessment and certification.

### 2.0 Scope and application

This policy applies to all apprenticeship training and on-programme activity delivered by KLM UK Engineering Technical College, including curriculum planning, delivery, assessment, internal quality assurance, administration, and learner/employer engagement.

### 3.0 Purpose and aims

- Define the organisational QA framework underpinning high-quality apprenticeship provision.
- Ensure compliance with ESFA funding rules, Ofsted FE & Skills inspection expectations, and Ofqual guidance.
- Clarify governance without duplicating operational Internal Quality Assurance (IQA) procedures.
- Embed a continuous improvement cycle using feedback, performance data and external quality findings.

### 4.0 Linked policies and documents

This policy links to the following policies:

- Internal Quality Assurance (IQA) Strategy (operational sampling, observations, standardisation)
- Fair Access to Assessment
- Complaints
- Appeals
- Malpractice and Maladministration

- Safeguarding and Prevent
- GDPR

## **5.0 Roles and Responsibilities**

This policy outlines strategic responsibilities for quality across the apprenticeship provision. Detailed operational assessment and IQA processes are contained exclusively within the Internal Quality Assurance (IQA) Strategy.

### **5.1 Head of Technical College**

The Head of Technical College:

- Provides strategic leadership for apprenticeship quality and signs off quality improvement actions.
- Chairs quality review meetings and ensures the apprenticeship provision meets regulatory expectations.
- Oversees preparation for external monitoring (AO/EQA) and EPA activity.

### **5.2 Apprenticeship Delivery Manager (IQA)**

The Apprenticeship Delivery Manager (IQA):

- Acts as the Internal Quality Assurer (IQA).
- Leads sampling, assessor observations and standardisation at the frequency defined in the IQA Strategy.
- Supports assessors and instructors, monitors CPD
- Ensures instructors are suitably qualified to carry out their duties
- Ensures assessment records are accurate and auditable
- Coordinates operational compliance with awarding organisation requirements.

### **5.3 Assessors and Instructors**

Assessors and Instructors:

- Deliver and assess against apprenticeship standards
- Provide feedback and maintain accurate learner evidence
- Engage fully with sampling, observations and standardisation led by the Apprenticeship Delivery Manager (IQA).

### **5.4 Apprenticeship Coordinator**

The Apprenticeship Coordinator:

- Captures employer feedback, ensure training plans reflect workplace requirements, and escalate concerns impacting quality.

## **6.0 Quality framework (Plan–Do–Check–Act)**

Our Quality Assurance Strategy adheres to the following principles:

#### **Plan**

- Curriculum and training plan design informed by occupational standards and learner starting points.
- Annual Quality Improvement Plan (QIP) with KPIs and targets.

#### **Do**

- Delivery of on- and off-the-job training; routine progress reviews; learning support where required.
- Staff development and standardisation (frequency defined in IQA Strategy).

#### **Check**

- Internal audits, IQA sampling/observations, feedback from learners/employers, performance dashboards.
- External monitoring (AO/EQA) and outcomes from EPA.

#### **Act**

- Action planning with accountable owners; quality meetings reviewing risks and emerging issues.
- Communication of required changes to staff and employers.

### **7.0 External monitoring, EPA and regulatory alignment**

KLM UK Engineering Technical College cooperates fully with Awarding Organisation (AO) monitoring, external quality assurance (EQA) activity and End-Point Assessment Organisations (EPAOs). Required records, staff credentials and quality files are kept ready for inspection, and actions from visits are tracked to closure. The provision aligns with ESFA Apprenticeship Funding Rules, Ofsted's FE & Skills inspection expectations, and Ofqual's regulatory approach.

### **8.0 Performance monitoring and key indicators**

Through Learner Reviews, Student Feedback, Raising Attainment and Progress meetings and Apprenticeship Team meetings, we monitor, and take action to improve, the following:

- On-programme progress and timely achievement
- Attendance and off-the-job training compliance
- Retention and withdrawals (including reasons)
- Learner and employer satisfaction
- Assessment/examination outcomes and EPA readiness/results
- Internal audit findings and regulatory compliance

### **9.0 Records and data management**

The Technical College maintains secure digital quality files, ensuring retention and access controls align with awarding organisation and regulatory requirements.

## **10.0 Risk, incidents and non-conformances**

Quality risks are tracked using the processes and procedures relevant to the risk area. Non-conformances trigger immediate containment, root-cause analysis and corrective actions.

## **11.0 Communication and training**

Policy updates and quality messages are communicated through staff briefings and standardisation meetings. CPD is tracked via line management documents.

## **12.0 Monitoring and review**

This policy is reviewed annually by the Head of Technical College with amendments approved through governance. Operational procedures remain within the IQA Strategy.

## **Appendix A: Regulatory references**

- Education Inspection Framework & FE and Skills Inspection Toolkit (current)
- ESFA Apprenticeship Funding Rules (latest applicable year)
- Ofqual apprenticeship assessment regulatory guidance
- Awarding Organisation (e.g., EAL) centre requirements
- Internal Quality Assurance (IQA) Strategy