4 Quality assurance component

There are effective internal quality assurance procedures in place.

4.1 Quality contact

Quality statement:

Named individual with responsibility for monitoring the quality of the programme and a written commitment to the implementation and continuous monitoring of quality assurance.

Approval evidence:

- Quality contact details
- Quality assurance model and processes Approval discussion

4.2 Quality assurance documents

Quality statement:

Procedures and supporting documentation exist for checking and maintaining the consistency of development and delivery, including:

- Approval of content and materials
- Version control of documents
- Selection of delivery locations
- Selection and development of trainers (and assessors where relevant) Observation of training delivery
- Delivery monitoring and standardisation activities

Approval evidence:

- Relevant quality assurance documents

4.3 Participant records

Quality statement:

Procedures are in place to record participant's progress through the programme to completion, including:

- Registration
- Attendance
- Progress
- Completion
- Recognition

Approval evidence:

- Mechanism and process for recording and storing participant achievement and progress

4.4 Issuing certificates / credentials

Quality statement:

Certificates/credentials are only issued when all described delivery has taken place. Documented process for issue of certificates / credentials including:

- Criteria for issue
- Quality checks
- Responsibility for issuing
- Results issuing and certificate/credential claims
- Process for amendment

Approval evidence:

- Written documentation of issuing process