



Burleigh
College

Burleigh College Quality Assurance Policy



Aims

The company is committed to maintaining the highest quality in the delivery of our courses and regulated qualifications. This commitment necessitates a robust system for verifying the quality of our assessments and course delivery. This policy establishes the mechanisms for quality assurance, overseen by the Quality Assurance Officer.

All staff and centers involved in delivering our courses, in any capacity, must be aware of this policy and adhere to its principles, in conjunction with the Quality Assurance Procedure.

Quality Assurance Officer

The Quality Assurance Officer reports directly to the Training Manager.

The Quality Assurance Officer is responsible for:

- Maintaining a Monitoring Log of all quality assurance activities, including necessary actions.
- Completing the Verification of Achievement Record for assessment verifications.
- Ensuring adherence to Highfield standards and best practices.

Internal Verifier

The Internal Verifier is responsible for verifying assessments conducted by our own assessors and center assessors.

Storage of Assessments

All assessments, for both regulated and non-regulated courses, are submitted and stored digitally on the company's OneDrive, in accordance with the Data Protection Policy and Highfield guidelines.

Pre-course Verification

To ensure consistency across all assessors, assessments for both regulated and non-regulated training are developed with standardized assessment information and marking criteria. Information about the assessment process is provided at the beginning of each course, and learners are directed to the Reasonable Adjustments and Special Considerations policies.

The company supports reasonable adjustments for assessments due to factors such as disability, personal circumstances, or external forces. The Trainer will work with the Learner to identify the need as part of the delivery of the course. They liaise with the Quality Assurance Officer to ensure that the assessment remains fair and valid, adhering to the Reasonable Adjustments for Assessment Policy and Procedure, and Highfield's requirements.

A clear procedure is in place to enable assessors to provide individual feedback to Learners throughout the assessment process.



Internal Verification of Assessments

Assessors use the Marking Descriptors to assign marks to Learners for each assessment point, cross-referencing these with the Unit criteria for regulated qualifications. Assessments for qualifications are verified by our Quality Assurance Manager at a ratio of 20% (or 5 Learners) from a cohort. For new assessors, 100% of the first two cohorts are assessed. These processes align with Highfield standards for internal verification.

Assessments for other courses offered by the company are internally verified based on a random selection of 10% of learners.

Standardisation and Moderation of Assessments

To ensure assessor consistency, assessors will participate in joint assessment of assignments (typically via video or phone link) on a rotational basis. The Internal Verifier will pair assessors, and they will jointly complete the Verification of Achievement Record, noting any discrepancies.

Annual monitoring events will be conducted between internal trainers and the Internal Verifier to maintain consistency across assessors. Centers conducting assessments are required to attend these events. In some cases, internet-based webcam software may be used to facilitate these events.

The Mentoring School assessors and verifiers will attend any awarding body standardization events, including those mandated by Highfield.

Quality Assurance of Center Assessments

In most cases, assessments for regulated qualifications are conducted centrally by The Mentoring School. In exceptional cases, some centers may be authorized to conduct assessments, but must adhere to The Mentoring School's Quality Assurance procedures, as outlined in this document and the Quality Assurance Procedures, and comply with Highfield's center quality assurance requirements.

The Mentoring School Quality Assurance staff will provide evidence of this to awarding bodies, including Highfield, as part of annual quality compliance and external verification/moderation activities.

Monitoring of Training Delivery

The Quality Assurance Officer will establish a schedule for observing the delivery of courses by the company and centers. Observations will typically occur every 1 to 3 years, depending on factors such as the number of courses offered, quality of learner feedback, and number of trainers. This monitoring will ensure adherence to Highfield's standards for delivery.

Additional observations may be conducted if data indicates a need, or if a complaint is received. In these cases, the Quality Assurance Officer or the Centre Trainer Lead may observe a trainer. Centers will be charged a fee for these additional observations.



Center Approval and Conformance

As part of the center recruitment process, the company will verify that centers' policies and procedures meet Highfield's requirements prior to approval.

The Quality Assurance Officer will conduct random checks of center policies and procedures on the center website and by contacting their general inquiry line.

Reasonable Adjustments and Special Considerations

The Quality Assurance Officer will conduct random quarterly checks of decisions made regarding reasonable adjustments and special considerations, ensuring they align with Highfield's guidelines.

Center/Assessor/Trainer Rating

Centers, assessors, and trainers are typically rated as "Green," and the standard timescales apply. However, if an observation reveals less than excellent performance, the Quality Assurance Officer (with input from the Internal Verifier, as appropriate) may rate them as "Amber" or "Red."

In such cases:

- **Amber rating:** Indicates that increased monitoring or additional training is required, with the expectation that standards will improve within 3 months (or 3 courses, whichever is longer). A written action plan, provided by the Quality Assurance Officer or Internal Verifier, must be followed. Upon successful improvement, the rating will return to "Green." These instances are reported to the Governing Body by the Quality Assurance Officer.
- **Red rating:** Indicates that immediate action is necessary to avoid sanctions or termination of contract or role. Improvement is required within 2-4 weeks or by the next course, whichever is longer. Following successful improvement, the rating will be changed to "Amber" to ensure the improvement is sustained. These instances are reported to the Awarding Body (including Highfield, if applicable) and the Governing Body by the Quality Assurance Officer.

Monitoring is reported to the Governing Body through regular reports. If improvement is not achieved, the Quality Assurance Officer will consult with the Training Manager to determine the appropriate action. The Training Manager will inform the Awarding Body and/or Governing Body as required.

Programme Review

Each of our courses and qualifications will be reviewed regularly. The Programme Review Evidence Proforma is used by the Quality Assurance Officer to gather evidence and feedback related to the course/qualification. For Regulated Qualifications, the review findings are communicated to the Awarding Body, including Highfield, in accordance with their



policies. For other courses, the Quality Assurance Officer leads the review. Refer to the Programme Review Procedure.

This procedure may also be initiated on an ad hoc basis in response to minor feedback (e.g., minor wording changes) or major feedback (e.g., issues that may affect multiple learners).

Review

This policy will be reviewed annually.

Document Control

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