

Internal Quality Assurance (IQA) Policy

1. Purpose

Safe Skills Training Ltd is committed to delivering training and assessment that is safe, consistent, fair, and effective.

This policy sets out how Safe Skills Training Ltd carries out Internal Quality Assurance (IQA) to:

- Maintain standards
- Identify improvement actions
- Prevent recurrence of issues
- Provide confidence to customers and learners

2. Scope

This policy applies to all Safe Skills Training Ltd activity connected to:

- Training delivery (in-person and online)
- Practical training and competency decisions
- Assessment decisions (where used)
- Certification and completion evidence administration
- Learning materials and course documentation
- Customer communication that relates to training and outcomes

This policy applies to:

- Learners and prospective learners
- Clients and customer organisations
- Members of the public attending open courses
- Contractors, subcontractors, associates and suppliers
- Any future employees and volunteers

3. Definitions

- **Internal Quality Assurance (IQA):** Planned checks to confirm training and assessment are delivered consistently and meet required standards.
- **Standardisation:** Activities that support consistent delivery and decision-making.
- **Non-conformance:** A failure to meet a required standard, process, or expectation.
- **Corrective action:** Action taken to fix a problem.

- **Preventive action:** Action taken to prevent a problem happening again.

4. IQA principles

Safe Skills Training Ltd applies the following principles:

- Fairness and consistency
- Evidence-based decision-making
- Continuous improvement
- Proportionate controls based on risk
- Clear records and version control

5. Roles and responsibilities

5.1 IQA Lead

The IQA Lead is responsible for:

- Implementing this policy
- Planning IQA activity
- Completing reviews and recording outcomes
- Setting and monitoring improvement actions
- Confirming completion of corrective actions
- Reviewing this policy annually

5.2 Trainers/assessors (including associates)

Any person delivering training or making competency/assessment decisions must:

- Follow Safe Skills Training Ltd processes
- Cooperate with IQA activity
- Provide requested evidence and records
- Implement agreed corrective actions

6. What we quality assure

IQA activity covers the following areas.

6.1 Training delivery

- Course structure and learning outcomes
- Accuracy and suitability of content
- Delivery methods and learner engagement
- Safety and suitability of practical activities

- Inclusivity and accessibility

6.2 Assessment and competency decisions

- Clarity of assessment requirements
- Consistency of decisions
- Evidence used to support decisions
- Handling of reasonable adjustments

6.3 Administration and records

- Attendance records
- Completion evidence and certificate details
- Record completeness and accuracy
- Data handling and confidentiality

6.4 Customer experience

- Pre-course communication
- On-the-day professionalism
- Handling of concerns, complaints and appeals

7. IQA methods (sources of evidence)

Safe Skills Training Ltd uses multiple sources of evidence, including:

- Learner feedback
- Client feedback
- Observation of training delivery
- Review of course documentation and records
- Review of assessment evidence and competency documentation (where used)

8. Sampling strategy

8.1 While Safe Skills Training Ltd is a single-operator delivery model

- IQA sampling is **100% of courses**.

8.2 When Safe Skills Training Ltd uses associates or additional trainers/assessors

- IQA sampling moves to a **risk-based sampling plan**.
- Sampling will include:
 - New associates
 - New or updated courses

- Higher-risk practical topics
- Any delivery linked to complaints, concerns, or unusual feedback

8.3 Peer review and observation

When Safe Skills Training Ltd has more than one trainer/assessor available, peer observation and peer review may be used as part of IQA.

9. Standardisation

Safe Skills Training Ltd uses standardisation to support consistency.

Standardisation activity may include:

- Reviewing course materials and delivery plans
- Reviewing assessment requirements and evidence expectations
- Reviewing how reasonable adjustments are applied
- Sharing learning from feedback, incidents, complaints, and appeals

10. Non-conformances and actions

10.1 Non-conformance grading

Non-conformances are graded as:

- **Critical:** A serious issue that creates immediate risk to safety, integrity, or fairness.
- **Major:** A significant issue that could affect outcomes, quality, or compliance.
- **Minor:** A limited issue that does not affect outcomes but requires correction.

10.2 Corrective and preventive actions

Actions may include:

- Immediate correction (for example, correcting a record)
- Additional training or coaching
- Updating materials or processes
- Increased observation or sampling
- Withdrawal or correction of completion evidence where required

10.3 Timescales

- **Critical:** immediate action on the day, or as soon as the issue is identified.
- **Major:** action plan agreed within **10 working days**.
- **Minor:** action plan agreed within **20 working days**.

11. Handling concerns identified through IQA

If IQA identifies potential:

- Malpractice or maladministration: handled under the Malpractice and Maladministration Policy.
- Safeguarding concerns: handled under the Safeguarding Policy.
- Service complaints: handled under the Complaints Policy.
- Assessment disputes: handled under the Appeals Policy.

12. Records and confidentiality

Safe Skills Training Ltd keeps records of:

- IQA plans and sampling decisions
- Observation notes and review outcomes
- Non-conformances and actions
- Completion of corrective actions

IQA records are stored securely.

Personal data is processed in line with the Data Protection Policy and Privacy Notice.

13. Review and version control

- **Policy owner:** IQA Lead (Director/Lead Educator)
- **Review frequency:** Annually, or sooner if services or processes change

Version control

Version	Date	Summary of changes
1.0	17/04/2026	First issue

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