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Apprenticeship Quality Assurance Policy

1. Introduction

This policy outlines our commitment to the quality of apprenticeship provision undertaken by Xact and supports our core value “To Provide a Quality Service”.

The apprenticeship quality assurance policy is in place to:

- a) Ensure a competent system is in place.
- b) Ensure that processes are valid, reliable and do not disadvantage or advantage any apprentice or group of apprentices
- c) Ensure that stakeholders are involved in quality assurance at all times
- d) Ensure that the procedure is open, fair and free from bias and to published standards.
- e) Ensure that secure, accurate and detailed recording is in place
- f) Ensure that quality assurance is measured against industry standards
- g) Meet regulatory requirements

2. Definitions

Apprentice: An individual employed to do a job whilst in formal training to gain knowledge and skills to achieve a qualification related to their role.

Apprenticeship Standard: Details the type of role and expected duties that the apprentice will undertake whilst in apprenticeship training. Sets out knowledge, skills and behaviours that apprentices are required to develop through their apprenticeship training.

ASDM: Apprenticeship Skills and Development Mentor

EPA: End Point Assessment: Final stage of apprenticeship. An impartial assessment to decide if apprentice has developed knowledge, skills and behaviours outlined in apprenticeship standard to demonstrate occupational competence.

EPAO: Organisation providing End Point Assessment

ESFA: Education and Skills Funding Agency. Government agency accountable for funding, education and skills for children, young people and adults.

Functional Skills: Qualifications which teach post-16 and adult learners the practical application of maths, English and ICT skills within real-life and vocational contexts

Gateway: Occurs before EPA. Apprentice, employer and training provider review the apprentice’s knowledge, skills and behaviours to establish if they have met the minimum apprenticeship requirements, and that apprentice is ready for EPA.

ILR: Individualised Learner Record

Off-the-job training hours: Learning outside normal day-to-day duties which supports achievement of apprenticeship i.e. that provided by Xact

Ofsted: Office for Standards in Education, Children's Services and Skills, a non-ministerial department of the UK government

PMG: Performance Management Group consisting of Directors and an Independent Governance Advisor



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Stakeholder: Apprentice, apprentice employer, training provider, customer, supplier, user and those with whom we associate

Xact: Xact Consultancy & Training Limited

3. Process

We will:

- a) Ensure those involved in delivery and quality assurance of process meet apprenticeship standard requirements and where a mandatory qualification is involved awarding organisation requirements
- b) Ensure those involved in quality assurance are briefed appropriately and competent
- c) Ensure that apprentices, tutors, assessors and apprenticeship skills and development mentors are internally quality assured to monitor conformance of national standards and requirements of apprenticeship standard
- d) Monitor apprenticeship delivery programme against statutory requirements including completing the Ofsted self-assessment report
- e) Monitor apprenticeship delivery programme to ensure that it meets requirement of the standard and stretches, challenges and enhances apprenticeship learning at all times
- f) Ensure standardisation is undertaken to ensure a consistency across delivery and assessment
- g) Ensure that industry standards are monitored to keep practices and processes up to date
- h) Benchmark ourselves against other providers to monitor achievement and service provision and where necessary implement improvements
- i) Ensure decisions are impartial, valid and reliable
- j) Ensure roles are defined, maintained and supported
- k) Develop processes that minimise the opportunity for malpractice
- l) Ensure standardised internal documentation is provided and used
- m) Maintain accurate and detailed records of decisions
- n) Provide samples of internal quality assurance as required
- o) Monitor reports and undertake any remedial action required
- p) Monitor teaching practices, materials and curriculums to ensure that they promote inclusivity and British Values
- q) Share good practice between all apprenticeship delivery and assessment staff
- r) Identify and mitigate any risk to apprenticeships through PMG and impact assessments¹
- s) Ensure methodology and role of internal quality assurer is understood by all staff



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- t) Provide resources to ensure that quality assurance can be performed accurately and appropriately
- u) Ensure quality assurance outcomes are used to enhance future delivery and assessment practices
- v) Ensure a internal quality assurance schedule, linked to assessment and apprenticeship delivery, is in place

Note¹: See 4.2 of Strategy and Organisational Governance

4. Procedure

Throughout an apprenticeship programme, internal quality assurance activities are scheduled to ensure the requirements of this policy are achieved. Apprenticeship Manager is responsible for ensuring those activities occur:

4.1 Foundation

- a) Ensuring those involved are briefed and competent in requirements of apprenticeship standard
- b) When developing programmes, seek feedback from apprentices and stakeholders to ensure the programme meets their needs
- c) Curriculum and materials developed include goals and objectives, are inclusive, promote British Values and provide opportunity to stretch and challenge apprentices.

4.2 Recruitment

- a) Ensure apprentices meet apprenticeship funding criteria
- b) Ensure that apprentices employer meets apprenticeship funding criteria
- c) Ensure that apprentices job role supports completion of apprenticeship standard
- d) Identify and record apprentices line manager and workplace mentor

4.3 Enrolment

- a) Ensure ILR collection and submission data¹ and evidence is accurate and meets ESFA requirements
- b) Ensure that employer and apprentice:
 - i) confirm their understanding apprenticeship requirements
 - ii) their roles in the programme
 - iii) complete the commitment statement and apprenticeship agreement



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- c) Confirm understanding and recording of Off-the-job training hours requirement
- d) Identify functional skills requirement
- e) Complete Individual Learning Plan, ensuring any RPL has been identified and recorded
- f) Obtain evidence of employer health and safety policy and procedures in place to:
 - i) protect apprentice
 - ii) identify EPAO requirements with employer
- g) Confirm any safeguarding, wellbeing and additional support requirements of apprentice with employer

Note¹: Prior attainment, contact details, learning difficulties, health problems, learner funding, employment status

4.4 On programme

- a) ASDM (mentor) conducts progress review meetings detailed in the learner journey, specifically recording:
 - i) Progress to date including any breaks in learning and revision to ILP
 - ii) Off-the-job training hours activities and records
 - iii) Assessment feedback
 - iv) Portfolio evidence
 - v) Safeguarding and wellbeing concerns including health and safety matters raised or accidents at work
 - vi) Employer confirmation of performance and agreement of next steps
 - vii) Employer and apprentice feedback and concerns are raised with Apprenticeship Manager
- b) Apprentice and employer end of module feedback questionnaire on quality of journey using a digital platform
- c) Observation of teaching and learning by Course Supervisor
- d) Sampling of mandatory qualification assessments as directed by Course and Assessment Manager
- e) Conduct standardisation activities to ensure consistency across whole apprenticeship programme
- f) Sample ILP data and review activities to ensure compliance with ESFA requirements
- g) Apprenticeship Manager to undertake continuous improvement activities to improve and support further development of programme

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4.5 Pre-Gateway: 6 months

- a) Confirm selection of EPAO with employer
- b) Engage with EPAO
- c) Complete contractual arrangements with EPAO

4.6 Gateway

- a) Evidence of completion and certification of mandatory qualification/s
- b) Evidence of completion and certification of English and maths requirements of apprenticeship standard
- c) Gateway confirmation by employer, apprentice and ASDM (mentor)
- d) Monitoring of gateway confirmation and evidence checked
- e) Confirm gateway with EPAO

4.7 Post qualification

- a) Final questionnaire to employer, line manager and apprentice on apprenticeship programme via digital platform
- b) Act on any reports from external organisations involved in monitoring and quality assurance of any aspect of apprenticeship programme
- c) Monitor apprentice destination and provide future career options
- d) Publish and celebrate success using social media

5. Related Policies

The following policies are relevant to internal quality assurance:

- a) Conflict of Interest Policy
- a) Reasonable Adjustment and Special Considerations Policy
- b) Learning Support Policy
- c) Submission Policy
- d) Assessment Policy
- e) Malpractice Policy
- f) Appeals Policy