



INTERNAL QUALITY ASSURANCE POLICY

Contact details

www.tircoed.org.uk/contact

01970 636 909

Tir Coed is committed to reviewing this policy every two years, or in the following circumstances:

- changes in legislation and/or government guidance
- any other significant change or event
- when the board of trustees deem it necessary

Original policy adopted by Trustees: 15 August 2011

Most recently reviewed by the Trustees: 14 September 2017

Approved by Agored Cymru as part of Self-Evaluation Review (SER) - 20 June 2019

Current review date: 2nd February 2022	
On behalf of the Board of Trustees	Signed: _____ Position: _____
	Signed: _____ Position: _____
Next scheduled review date: February 2024	

Our Policies are intended to supplement good judgement; their spirit should be respected as well as their wording.

POLICY STATEMENT

Acknowledgement

Internal Quality Assurance, the system implemented to confirm the quality of all aspects of an organisation and its provision, is integral to all Tir Coed's processes.

Our beneficiaries, partner organisations, external agencies and funders deserve a professional, fair and robust system of assessment throughout the delivery of our accredited courses.

We believe that our structured organisation-wide quality assurance processes support and promote the high standards of provision and verification that are expected, whilst reflecting our commitment to providing a positive and valuable experience for all.

The purpose of the policy:

- To set and promote high-quality standards which proliferate throughout our organisation and provision
- To protect our reputation for thorough and conscientious work, and maintain confidence in our decision making and quality assurance processes
- To demonstrate how development, preparation, promotion, delivery, assessment, certification, monitoring, evaluation and record keeping are supported by robust internal quality assurance procedures
- To form an effective foundation for our associated procedures and guidelines ensuring that everyone understands their roles and responsibilities

We recognise that:

- Quality assurance is a continual process of self-assessment and review and is a system for promoting good practice throughout the organisation and not just within accredited training courses
- All staff, volunteers, freelance service providers and trustees have a part to play, and a responsibility to provide and maintain an excellent service by ensuring that the systems and practices uphold the high-standards expected and required by external bodies
- Provision of accredited training requires specific staff knowledge, training and expertise in order to deliver, assess, internally quality assure and comply with awarding body regulations
- Design and content of accredited courses must take into consideration the wide-ranging needs of our trainees and beneficiaries to allow progress for individuals at a suitable pace; with appropriate methods of evidence collection, to ensure a worthwhile experience for all.

The policy applies to:

- All staff, volunteers, freelance service providers, trustees, and anyone working with or for Tir Coed

POLICY STATEMENT

Tir Coed is a charity that connects people with land (Tir) and woods (Coed), delivering learning and wellbeing programmes outdoors across rural counties in mid and west Wales.

Our mission is to unlock the potential of land and woods to provide community facilities, educational and health activities, and to create job opportunities for disadvantaged individuals in rural Wales, whilst aiming to make a positive lasting change.

Our Commitment:

Tir Coed will:

- embrace and enhance a comprehensive quality assurance process
- protect and promote high-quality systems, processes and standards of good practice
- demonstrate our commitment to quality assurance by working towards independent certification
- maintain a robust internal quality assurance process to validate our accredited course provision
- build a culture of skill development and learning with support for achievement at all levels
- provide a supportive cycle of feedback and review which ultimately confirms the quality of all provision whilst helping to improve it
- ensure all trainees are assessed accurately, fairly and consistently to the required standards for progression
- review systems, processes and procedures in a regular and robust way to maintain our approved centre status with Agored Cymru and any other authorised awarding bodies as required
- provide a system that adapts and changes to meet the needs of the beneficiaries, the charity, our trustees, funders, Agored Cymru, Qualifications Wales and any new legislation
- provide effective management for staff, trustees, volunteers and freelance service providers through supervision, support, training and quality assurance measures

References, legislation and useful links

- *Qualifications Wales Act 2015* (Welsh Government)
- *Guide to Internal Quality Assurance* (Agored Cymru)
<http://www.agored.cymru/File/5018>
- The accreditation team monitors developments in the woodland sector to ensure compliance with current legislation and best practice
- *Trusted Charity Mark* (The Growth Company)
<https://trustedstandard.org.uk>
- *Natural Resources Wales*
<https://naturalresources.wales/guidance-and-advice/environmental-topics/woodland-management/?lang=en>
- *Forest Industry Safety Accord*
<https://ukfisa.com/>

INTERNAL QUALITY ASSURANCE GUIDELINES

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- Agored Cymru Centre status (*recognised and regulated approval from the awarding body to deliver, assess and award accreditation*)
- Internal quality assurance plan (*Tir Coed's system for monitoring and improving standards of planning, delivery, assessment and certification of training courses in line with regulatory requirements*)
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- Role of the Tir Coed internal quality assurer (*members of the accreditation team who have had specific Agored Cymru or other relevant IQA training*)
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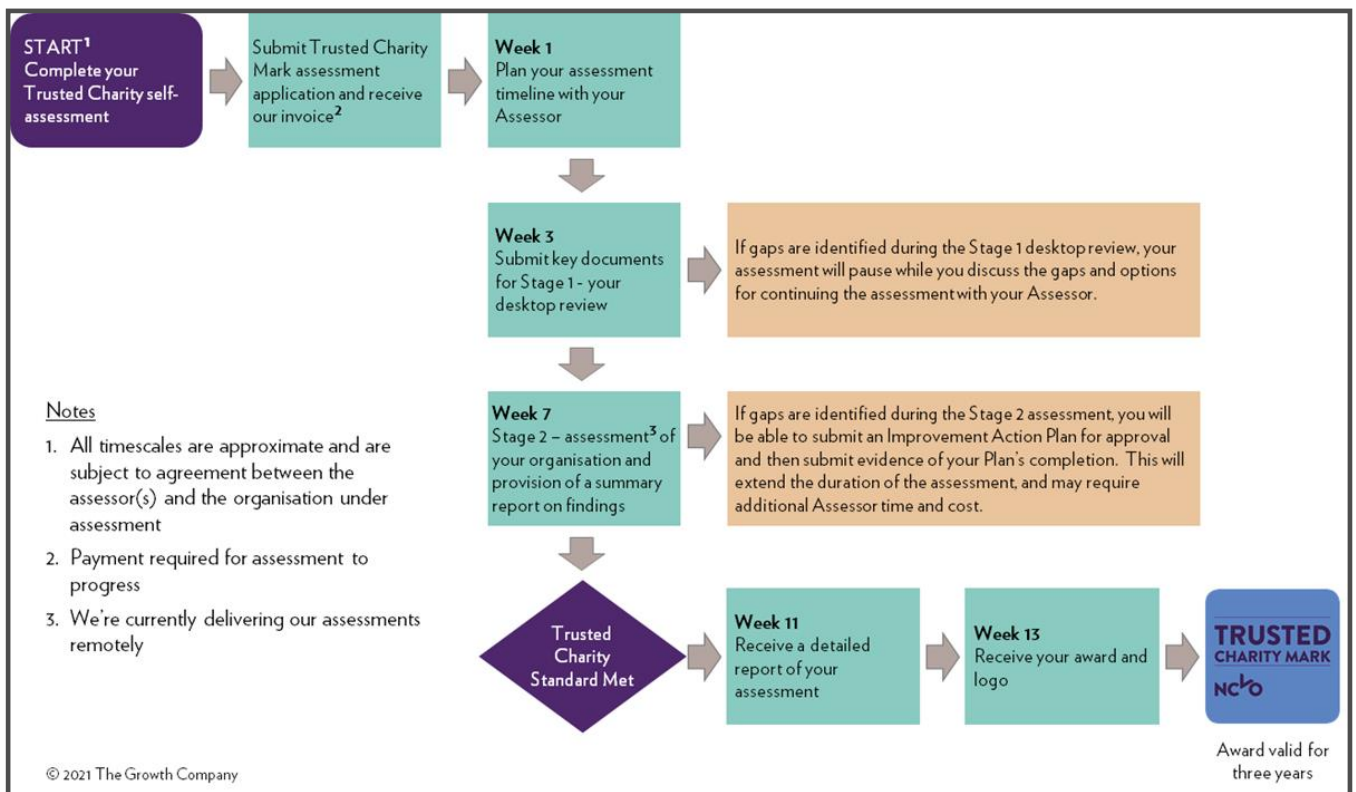
GUIDELINES

The following guidelines should support the delivery of a quality service throughout the organisation

1. Whole organisation

o Trusted Charity status

- is the only nationally-recognised quality mark designed by charities for charities, and offers us and funders external verification of the quality and credibility of Tir Coed as an organisation
- is offered at two levels and is awarded after completing a rigorous self-assessment and formal assessment process against a set of standards
- application and registration allows 3 years to complete the self-assessment, evidence gathering and documentation review process through an online portal
- external assessment is carried out by Trusted Charity assessors and involves a review of evidence, interviews with staff, trustees and volunteers (see flowchart)



- awards are valid for 3 years and the cost is related to Tir Coed's size (number of paid staff), number of sites and assurance level for assessment

Tir Coed has a proven track record of delivering a quality provision. Achieving the Trusted Charity award provides recognised confirmation of our high standards. Everyone who works with or for Tir Coed is part of, and takes ownership of the process and this is reviewed and renewed every three years.

Tir Coed was awarded Level 1 Trusted Charity status in March 2022.

o Promotion and branding

The quality of our organisation is reflected in our brand, and this makes us recognisable and reflects the professional standards we adhere to (see *Branding policy/guidelines*)

- Our brand helps to build trust out in the marketplace
- Brand promotion is more than just the colours, fonts and logo we use - it is our:
 - o *organisational strategy* - where we are aiming to go and how we plan to get there

- *people* - staff, trustees, service providers, trainees and volunteers
- *messages* - what we say and the way we say it in writing and in person
- *interactions with others* - online or in person, these should reinforce the value of relationships with our beneficiaries and stakeholders and deliver on our promises
- *visual design* - recognisable from the colours, fonts, format and consistency of style, without requiring the addition of our logo

It is important that everyone understands and follows our branding policy/guidelines to ensure that we maintain the highest possible standards in all that we do.

○ **Forestry sector regulations**

Quality standards are evident across all areas of our work, and as such staff are pro-active in ensuring that regulations and legislation that applies to woodland and land-based activities is strictly adhered to.

- *Natural Resources Wales (NRW)* –
<https://naturalresources.wales/guidance-and-advice/business-sectors/forestry/?lang=en>
 - provide general guidance and support about the Welsh forest industry and the management of the Welsh Government woodland estate including felling licences
<https://naturalresources.wales/permits-and-permissions/tree-felling-and-other-regulations/?lang=en>
 - UK Forestry Standard (UKFS) links all technical guidelines that are used as the basis for regulation <https://naturalresources.wales/guidance-and-advice/business-sectors/forestry/forest-and-woodland-certification/?lang=en>
 - UK Woodland Assurance Standard (UKWAS) links – [Forest Stewardship Council (FSC®) and the Programme for the Endorsement of Forest Certification (PEFC)] which provide buyers/users with assurance that the wood comes from sustainably managed woodlands
- *Forest Industry Safety Accord (FISA)* - <https://ukfisa.com/>
 - Provides guidance and resources relating to health and safety good practice in the woodland and forestry sector
- *Health and Safety Executive (HSE)* - <https://www.hse.gov.uk/>
 - Provides information and services relating to health and safety at work regulations and legislation

2. Accredited training

- **Agored Cymru**
- As an awarding body Agored Cymru is accountable for the design, delivery, assessment, quality assurance and award of their qualifications and credits
- Significant responsibility for making assessment decisions is delegated to approved centres and effective centre controls are therefore needed to ensure the safe delivery of qualifications
- Approved centres are judged against a set of standards and are directed, monitored and regulated to ensure compliance
- In February 2020, the Regulators (Ofqual and Qualifications Wales) introduced new Conditions that require awarding bodies to put in place Centre Assessment Standards Scrutiny (CASS) arrangements for all assessments where they allow marking to be completed by centres. These requirements are now in force
- CASS is the process by which Agored Cymru:
 - Periodically scrutinises the marking of assessments by a centre to ensure that it has not deviated from required standards

- Considers whether it is appropriate to correct any mark and, if appropriate, corrects that mark (including where changes are required under Condition H2.5(b))
- In line with Condition H6.3(b), considers whether it is appropriate to correct any incorrect result and, if appropriate, corrects that result
- Takes action to prevent such deviation from recurring
- Agored Cymru implements a risk-based approach where the controls implemented for each centre will vary. Controls are based on specific intelligence and risks identified in relation to the qualification and the centre delivering it. This, in turn, affects the frequency and level of intervention and monitoring imposed
- Agored Cymru will carry out external quality assurance (EQA) annual scrutiny activities/interventions with centres, face-face or remote and possibly unannounced or at short notice
- Agored Cymru has strengthened, and will enforce, the requirements for what information the centre will be required to retain (evidence generated by learners/trainees and marked by the centre) in order to support Centre Assessment Standards Scrutiny
- Agored Cymru will decide the size and scope of sampling, based on centre-specific risks, size, capacity, ability to deliver and assess qualifications, the attainment of learners, number of assessors and overall processes and procedures.
- **Agored Cymru Centre status**
- Tir Coed has been an approved centre for Agored Cymru since 2009, which means we are able to assess and verify the learning of our trainees, claim awards for external certification as well as developing and designing specific new course and qualification content suitable for our beneficiaries. This allows Tir Coed to offer a meaningful, focused and relevant training package
- As an approved centre we are judged against a set of awarding body standards (including CASS) and are directed, monitored and regulated to ensure compliance with our Centre Agreement
- Our centre systems, processes and controls for internal quality assurance are based on the templates provided by the awarding body, to ensure a sound foundation, and amended to suit our purposes
- Annual/bi-annual quality reviews are conducted via EQA (External Quality Review) activities/interventions and an Annual Centre Review process which monitors Tir Coed's compliance with our Centre Agreement
- Selected 'lines of enquiry' are chosen by Agored Cymru to add focus to each ACR
- A report is presented after the ACR and, if necessary, a Centre Action Plan (CAP) which will need appropriate evidence of actions completed before centre status is renewed for another 12-24 month period
- **Internal Quality Assurance Plan**
- Our quality assurance system maintains and improves standards in line with Agored Cymru and regulatory requirements
- Contributions to the development of Tir Coed's accredited courses and to the high standard of the internal quality assurance system come from a variety of sources
 - An accreditation team oversees, monitors and assesses the standard of all internal quality assurance and accreditation processes

- Tir Coed county coordinators are directly involved in planning, delivery and review and monitor woodland/forestry-based regulation compliance
- Tutor/activity leader/assessors contribute through planning, delivery, assessment, feedback and review
- Trainees comment on delivery through feedback and review
- Internal quality assurers (accreditation team staff who have been trained via awarding body courses) visit individual courses to assess the delivery of tasks and standardise between assessors and sites
- Evaluation of courses include feedback from trainees, assessors, internal quality assurers and external visitors
- Standardisation of systems, processes and quality of delivery is ensured across courses and sites through a process of internal quality assurance which includes pre-course meetings, visits and ongoing support from the internal quality assurers, sampling of trainee's workbooks, training and internal standardisation events for tutor/activity leader/assessors, feedback, evaluation and review of course content
- We support 100% sampling whilst trainee numbers per course are small (max 12 per course)
- A risk-rating is applied to new courses and new staff who are then given added support and monitored closely to ensure compliance with internal quality assurance standards
- The accreditation team track and monitor all accreditation delivery processes
- Our designated internal quality assurers are obliged to attend external awarding body standardisation events regularly to maintain our approved centre status
- Only accreditation team staff who have completed higher level training and achieved approved internal quality assurer status, are authorised to make direct award claims
- Internal standardisation events, for all staff involved in accredited training courses, are organised to ensure that standards of evidence collection, feedback to trainees and assessment of practical work remain high and that best practice is shared.
- **Process for internal quality assurance**
 - Agored Cymru requires Tir Coed to implement an effective quality management process
 - Internal quality assurance checks that the whole assessment process (pre-course planning through to recommending awards for credit) is fit for purpose and is implemented accurately, fairly and consistently
 - Tir Coed has adopted and adapted the templates (adding our own Tir Coed branding) from the *Guide to Internal Quality Assurance* <http://www.agored.cymru/File/5018> package provided by Agored Cymru, which identifies the steps and processes needed for a successful system and ensures a robust quality assurance process is in place
- **Role of the Tir Coed internal quality assurer**

Internal quality assurers (members of the Tir Coed accreditation team who monitor the standards of delivery and assessment within accredited training courses) must have a good knowledge and understanding of:

- the units and qualifications on offer
- assessment requirements
- internal quality assurance requirements

The internal quality assurer must ensure that:

- systems and processes are in place and evidence, assessment and guidance information is appropriate
- assessment is appropriate, consistent, fair and transparent and does not unintentionally discriminate against any trainee
- the principles of assessment are checked thoroughly as part of the process of standardisation
- tutors/activity leaders/assessors receive ongoing advice and support, for example in designing assessment activities
- trainees clearly understand assessment requirements and are given opportunities to achieve against the assessment criteria
- trainees' work is presented in a manner which enables effective quality assurance to take place
- evidence of trainee achievement is clearly mapped to the assessment criteria
- activity leaders are consulted to identify trainees' work for sampling
- reviews of work are carried out in line with the Agored Cymru sampling framework
- recommendations for the award of credit are valid, reliable and consistent
- sufficient and appropriate evidence is collected for all of the above.

○ Expectations and requirements for internal quality assurers

(Tir Coed Accreditation team only)

Internal quality assurers (members of our accreditation team) must make evidence-based judgements using the following principles of assessment to check:

- **Validity** – *The method of assessment and the evidence must demonstrate achievement of all learning outcomes and the related assessment criteria*
 - If evidence does not meet assessment criteria the trainee does not achieve the learning outcome
- **Authenticity** – *The evidence must clearly be the trainee's own work*
 - Clear guidance must be given to trainees and tutor/activity leader/assessors to ensure compliance
 - Tutor/activity leader/assessors should be monitoring trainee's evidence collection throughout the course, making notes in the daily log and regularly giving feedback through 1:1 discussion and through comments in workbooks
 - Authentication sheets included in trainee's course workbooks provide both a trainee and tutor/activity leader/assessor declaration to confirm that the evidence is an accurate and true reflection of the individual's work, and that all required assessment criteria and learning outcomes have been met which is then signed off by an internal quality assurer
- **Fitness for Purpose** – *The method of assessment must be fit for purpose and the evidence should match the assessment criteria*
 - Assessment methods should be relevant to the target trainee group
 - Assessment methods should be relevant to the unit or qualification title, learning outcomes and assessment criteria
 - Assessment should be integrated with learning processes
- **Inclusiveness** – *Should fit with best practice in equal opportunities (see Equality & Diversity Policy)*
 - Assessment methods should be appropriate to trainee cohort needs and not exclude individuals

- Assessments are not held under exam conditions, giving greater flexibility to be responsive to individual trainee needs whilst giving best possible opportunities for fulfilment of assessment criteria
- Assessment activities and methods are designed to allow trainees to demonstrate attainment
- **Reliability and Consistency – *Delivery of all course processes must be transparent***
 - Processes should ensure that valid and consistent judgements can be made by different course assessors (tutor/activity leader/assessors) and quality assurers (accreditation staff) on different occasions
 - Processes should ensure that evidence creation is consistent and generates outcomes that would be replicated were the assessment repeated
 - Standardisation is of utmost importance to ensure a consistency of approach through the delivery of content and assessment of tasks; giving all trainees equal opportunity to achieve the set learning outcomes and assessment criteria for any unit or qualification
 - Standardisation should ensure that no one trainee is given an unfair advantage to achieve.

Internal Quality Assurer's must keep accurate written records of the outcomes of the following:

- **Pre-course delivery review of units and/or qualifications**
 - Internal quality assurer's check the validity and suitability of the units and/or qualifications selected by tutor/activity leader/assessors and coordinators
 - If the units are no longer suitable (due to the needs of the trainee cohort or because the units content has become outdated or has been expired etc.) alternatives are sourced from the Agored Cymru [unit database](#) or [qualification database](#)
 - If units are not fit for purpose, then we will follow the process for updating and approving changes or submitting new units
- **Pre-course delivery internal quality assurance**
 - The internal quality assurer reviews all assessment materials, tasks and methods to ensure they are fit for purpose
- **Internal quality assurance**
 - The internal quality assurer develops a sampling plan linking to the assessment plan
 - The internal quality assurer selects a sample of trainees' assessed work to check that tutor/activity leader/assessors are assessing trainees' work accurately, fairly and consistently
 - The internal quality assurer also checks the consistency of assessment decisions across units and/or qualifications, sites and activity leaders
- **Internal quality assurance of assessment decisions**
 - The internal quality assurer regularly reviews tutor/activity leader/assessors' assessment judgements
 - Mid-course internal quality assurance identifies any issues and provides the opportunity for corrective action to be taken before the award of credit is compromised
 - The internal quality assurer reviews tutor/activity leader/assessors' judgements with reference to Agored Cymru [principles of assessment](#)
- **Internal quality assurance of practical activities**
 - The internal quality assurer observes practical assessments where appropriate (i.e. where there is no written or tangible evidence generated by the trainee) to observe, monitor and assess trainees' responses

- An *IQA4* feedback form is filled out during week 6 of each training course after our internal quality assurer visit has been undertaken to observe practical assessments. One copy of the *IQA4* feedback form is kept on record and the other given to the tutor/activity leader/assessor
- Aiding this process we have our own Tir Coed *internal quality assurance plan checklist* and *overall IQA plan spreadsheet* which must be completed by the internal quality assurer as tracking of each specific training course. This can be used as evidence for internal standardisation and development as well as for External Quality Review purposes (part of Agored Cymru or other awarding body quality review process).

- **Access to fair assessment**

We promote systems and procedures that ensure judgements relating to assessment are valid, reliable and consistent whilst adhering to equal opportunities and delivering best practice. The needs of the individual trainee are a key focus and these are considered in our trainee support agreement and reasonable adjustments will be made as necessary to reflect these needs.

- **Reasonable adjustments** - *any action that helps to reduce the effect of a disability or difficulty that places the trainee at a substantial disadvantage in the assessment situation*

Reasonable adjustments must not affect the reliability and validity of assessment outcomes, but may involve:

- changing usual assessment arrangements, for example allowing a trainee extra time to complete the assessment activity
- adapting assessment materials, such larger print instructions or left-handed tools
- providing assistance during assessment, such as a sign language interpreter, translator, reader and/or transcriber to support variations in learner needs
- changing assessment methods, e.g. from a written assessment to a spoken assessment.

We are proud to be a centre that accommodates differing tutor/activity leader and trainee needs: we have produced colour-coded systems to enable both dyslexic trainees and activity leaders to better access the Agored Cymru unit outlines and understand the layout of trainee workbooks or activity leader's daily log.

Reasonable adjustments are approved or set in place before the assessment activity takes place

- they constitute an arrangement to give the trainee access to the unit/qualification
- work produced will be marked in the same way as the work of other assessed trainees, with checks confirming adjustments are as appropriate, rigorous and secure as all others being assessed
- **Special consideration** will be given to trainees who experience temporary illness, injury or indisposition at the time of an assessment and alternative arrangements will be made which allow trainees to demonstrate a level of achievement
- All requests for *reasonable adjustment* or *special consideration* must be approved by Agored Cymru
- **Sampling** - *checks applied, via internal and external quality assurance systems, to the outcomes of the assessment process to ensure accuracy and equity in trainee achievement*
 - We support 100% sampling whilst trainee numbers per course are small (max 12 per course)
 - If enrolment numbers, quantity and frequency of courses, or the number of sites, increase significantly, then a **square root ratio** will be enforced (e.g. total group size of 16 trainees, the sample would be the square root of 16 = 4 trainees plus any reasonable adjustment

cases or borderline queries that the activity leader/assessor wants verified and confirmed by the internal quality assurer)

- Samples take into account the variety of experience and ability of assessors, overall group size, the range of levels being assessed and methods of assessment in use
- Welsh and English assessments, when applicable, will be covered in the sample
- The internal quality assurer makes the final decisions with regard to sample selection.
- **Conflicts of interest** - *may arise between the interests of the charity on one hand, and the personal, professional and business interests of individuals on the other*
 - As staff, trustees and trainees we commit to manage any conflicts of interest (actual or perceived) to ensure that our integrity as an approved centre is maintained and protected
 - We believe that trust and professional integrity is fundamental to this process and must be relied upon in relation to the declaration of any conflicts of interest
 - If any issues arise, investigations will be conducted on a case-by-case basis, following the most appropriate course of action, to guarantee that the trainee receives unbiased treatment and members of staff receive fair support.
- **Malpractice** - *Non-compliance with the regulations pertaining to the assessment procedures which may adversely affect the integrity of a qualification or award of credit*
 - We are committed to providing a fair, consistent and accurate approach to the assessment and award of credit awards and qualifications
 - We do not tolerate attempts to perform, or instances of malpractice by trainees or staff relating to the award of Agored Cymru units or qualifications
 - Our trainees must read and sign an authentication declaration sheet in their course workbook confirming that the evidence contained in it is an accurate reflection of their own work
 - Countersignatures from the tutor/activity leader/assessor and an internal quality assurer at the end of a training course confirm validity
 - We will not tolerate plagiarism in any form. Copying the work of others, whether in written, printed or any other format is unacceptable and we advise trainees how to include proper acknowledgement
 - We are vigilant about assessment malpractice; will be open to and prompt in reporting any possible instances to Agored Cymru or other awarding organisations, and we will conduct appropriate investigations for all suspected cases
 - We will ensure that staff are trained to conduct fair and robust assessment
 - We will monitor assessment processes to ensure they are being conducted appropriately
 - We will support the role of the internal quality assurer responsible for direct claims, in order to secure the validity of the award of units and/or qualifications
 - Suspected malpractice will be reported in accordance with the Agored Cymru Malpractice and Maladministration Policy <http://www.agored.cymru/File/3681>
 - Agored Cymru has the right to impose sanctions on Tir Coed as a Centre or on staff or trainees, where attempts or instances of malpractice have been confirmed or during the investigation of reported accusations of malpractice
- **Complaints** - *we commit to dealing with complaints in a fair, transparent and timely manner; the procedure for lodging a complaint is outlined below (see also trainee support agreement)*

Behaviour, attitude and assessment processes are monitored closely by all visiting staff (project manager, county co-ordinators, mentors and internal quality assurers) to ensure validity, authenticity,

inclusiveness, relevance, reliability and consistency whilst confirming that no individual is treated or assessed differently

All trainees are entitled to lodge a complaint about treatment which they consider to be unfair or to appeal against the assessment of any unit.

- **Step 1 - Speak with a Tir Coed member of staff** (e.g. activity leader, project mentor, county coordinator, project manager)
- If not satisfied with this outcome:
- **Step 2 – Speak with the Tir Coed accreditation team**
- If not satisfied with this outcome:
- **Step 3 – Write a letter outlining your complaint to the chair of Tir Coed trustees**
- ***Timescales for response:***
- **Steps 1 & 2** - Tir Coed will provide a response (written or verbal) within 7 working days
- **Step 3** - The chair of Tir Coed trustees will provide a written response within 30 days
- **Step 4** – Contact Agored Cymru Centre Manager – Eryl Parry-Jones.

- **Centre standardisation**

Standardisation: a process that supports the secure award of credit by exploring whether assessment design, assessment judgements made about learners' work and the judgements made by internal and external verifiers are valid and consistent.

We will monitor our own systems and processes in relation to the Centre Assessment Standards Scrutiny (CASS) strategy set by Agored Cymru to ensure consistency across all projects. We will plan and deliver internal standardisation to all staff involved in accredited training courses. Delivery staff will be offered opportunities to attend external Agored Cymru training courses. The accreditation staff team will also attend external standardisation events to maintain approved Centre status.

Attending standardisation events allows us to:

- compare and confirm standards across different project provision
- compare and confirm standards where different types of assessment are used to evidence the achievement of a unit e.g. question and answer, oral presentation, photographic or written
- compare and confirm standards where units are offered in English and Welsh
- identify and share good practice
- identify issues to be addressed either by amendments to units or development of new units or qualifications
- compare and confirm standards applied by internal and external quality assurers
- compare and confirm standards over time.

Consistency of standardisation is maintained by:

- ensuring record-keeping is efficient and up-to-date
- having a common understanding about what is required within our own quality assurance strategy
- continually reflecting and reviewing our own practice and sharing best practice ideas
- considering, comparing and reflecting on internal quality assurance decisions, quality judgements and practice to ensure consistency and highest quality standards are maintained throughout

- tracking, recording and monitoring trainee and activity leader feedback
- ensuring activity leaders/assessors are working to a quality standard by reinforcing key elements of standardisation at pre-course meetings
- feedback being given to activity leaders/assessors, co-ordinators and other relevant persons by internal quality assurers
- good practice, when identified, being disseminated via monthly team meetings and standardisation events
- issues being discussed at team meetings and if appropriate, action plans drawn up and subsequently monitored to record progress
- having systems in place to respond appropriately and effectively to conditions, recommendations, guidance, support and training issued by Agored Cymru
- monitoring progress and compliance through the External Quality Assurance process

In order to retain *direct claim status* all internal quality assurers will contribute regularly to the standardisation process

Attendance at standardisation events is a condition of our Centre approval and is confirmed and monitored through self-evaluation and review as well as the external quality assurance process.

○ Record keeping

- All accreditation and internal quality assurance materials and information will be stored in line with our General Data Protection Regulation Policy; storing all trainees' assessed work on a secure cloud server (G-suite), with limited access by authorised personnel only. Exemplars of trainee's work are kept as best practice with written permission to use for publicity purposes
- An *Agored Cymru Privacy Statement* is given to all trainees completing accredited courses alongside our own *Trainee Privacy Statement*
- All internally assessed materials will be retained by us until such time as the external quality assurer has completed the internal quality assurance process
- Hard copies of course daily log books will be stored in locked cabinets along with trainee workbooks until these are presented or posted to trainees
- As an approved centre we are advised to retain materials for 28 working days, post claim of awards, subject to any appeals made against assessment and quality assurance decisions
- Materials will occasionally be provided for Agored Cymru standardisation training events but these will be anonymised
- The material considered at standardisation events will be scanned and retained by Agored Cymru for the life of the qualification or for 5 years for non-qualification based standardisation

○ Agored Cymru contacts

North – 01248 670011 4 Llys Onnen Parc Menai Bangor Gwynedd LL57 4DF	South – 02920 747866 3 Purbeck House Lambourne Crescent Llanishen Cardiff CF14 5GJ (Use CF14 5GP for Sat Nav)
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Eryl Parry-Jones <i>Centre Manager</i> <i>Business Development Manager</i>	First point of contact for dedicated centre support and general queries	eryl.parryjones@agored.cymru
Judith Archer <i>Curriculum Development</i> <i>Manager</i>		judith.archer@agored.cymru
Dr Rowan Hodgkinson <i>Curriculum Development</i> <i>Manager</i>		rowan.hodgkinson@agored.cymru
Quality Assurance <i>Central contact</i>	First point of contact for dedicated quality assurance queries or issues	quality.assurance@agored.cymru
Rhian Ostler <i>Quality Manager</i>		Rhian.ostler@agored.cymru
Karyn Gregson <i>Customer Support Coordinator</i>		karyn.gregson@agored.cymru
Matt Stanley <i>Director of ICT, MIS & Operations</i>	For all IT support	matt.stanley@agored.cymru
Tom Perfitt <i>Customer Service Manager</i>	General enquiries	tom.perfitt@agored.cymru