



## **Quality Assurance Policy and Procedure**

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### **Policy Statement**

Essex Youth Build is committed to delivering a consistently high-quality learning experience for all learners. We ensure our teaching, supervision, and administrative processes meet and exceed the standards set by City & Guilds.

We achieve this through:

- Clear roles and responsibilities for all staff involved in quality assurance.
- Regular monitoring, review, and improvement of our provision.
- Transparent procedures for learners, including feedback and appeals.

This policy applies to all staff, learners, and stakeholders of Essex Youth Build.

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### **Purpose**

The purpose of this policy is to:

- Maintain compliance with City & Guilds requirements.
  - Ensure high-quality teaching, learning, and assessment.
  - Provide clear accountability for quality assurance.
  - Promote continuous improvement across the organisation.
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### **Roles and Responsibilities**

#### **City & Guilds External Quality Assurer (EQA)**

- Inspect training facilities to confirm compliance with City & Guilds criteria.
- Verify staff qualifications, experience, and teaching practices.
- Monitor documentation, administration, assessments, appeals, and complaints procedures.

#### **Internal Quality Assurer (IQA) – *Michael Brennan***

- Conduct regular (minimum quarterly) sampling, observation, and standardisation.
- Observe and review assessment and teaching practice.
- Provide support, advice, and recommendations to staff and the QA Co-ordinator.
- Ensure assessors and tutors work within the assessment and QA policy.
- Support staff CPD planning and maintain CPD records.
- Interview learners during visits to gather feedback.

Essex Youth Build, Unit 5, 8 Hoffmans Way, Chelmsford, Essex, CM1 1GU  
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Author, Manager.

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VCN2

Registered Charity Number 1124657



#### Quality Assurance Co-ordinator / Assessor – *Hayley Pearce, Manager*

- Oversee the implementation of all quality assurance procedures.
- Ensure staff meet City & Guilds standards.
- Maintain records of IQA activity, CPD, and standardisation meetings.
- Provide advice and guidance to staff on QA matters.

#### Tutors

- Deliver training and assessment to City & Guilds standards.
- Provide feedback and monitor learner progress.
- Ensure all assessment paperwork is complete, signed, and dated.
- Explain the appeals procedure during induction (signed acknowledgement kept in learner files).
- Participate in IQA observations and standardisation activities.

#### Learners

- Attend learner reviews and engage with feedback opportunities.
- Complete evaluation questionnaires to support quality monitoring.

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#### Procedures

##### Quality Assurance Processes

- Team Meetings: Held regularly to review QA and discuss improvements (minutes recorded).
- File Audits: Conducted on a scheduled basis by the QA Manager.
- IQA Reviews: Regular sampling and observations carried out by the IQA.
- Collaboration: Partnership discussions with local colleges to maintain consistent standards.

##### Appeals

- The City & Guilds Appeals Procedure is provided at induction and available on request.
- A signed acknowledgement of receipt is kept in each learner's file.

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#### Monitoring and Review

This policy will be monitored through regular IQA and EQA activity, feedback from learners, and internal reviews. It will be formally reviewed annually or sooner if required by changes in City & Guilds requirements.