



LIFE LESSONS

TRAINING & COURSE FACILITATION

QUALITY ASSURANCE POLICY

LIFE LESSONS TRAINING

VERSION 1.0

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Version Control

VERSION	REVIEWER NAME	DATE	NEXT REVIEW	COMMENTS
1.0				

Introduction

The primary objective of the Life Lessons Training Quality Assurance Policy is to enable continuous improvement in our business through a process of self-evaluation, monitoring and action planning.

Life Lessons aims for continuous improvement in all the quality aspects of its work as part of our commitment to ensure trainees achieve and exceed their goals.

The Quality Assurance process involves all stakeholders, and the process will be managed by the Business Owner, Rosie Cawthorne.

We wish to maintain the highest standards of quality and continuous improvement through actively seeking client and trainee feedback, using this as a format for continuous assessment, and identifying improvements to existing working practices and areas for strategic development.

Innovation is encouraged throughout all aspects of our work and Quality Assurance in Life Lessons is an integral feature of all our business activities.

Scope

The policy is intended to cover trainees and members of staff including third parties working on behalf of the business.

Responsibility of Quality Assurance in Life Lessons

The responsibility for achieving these objectives and effectively maintaining and enhancing quality is located with the Business Owner of Life Lessons, Rosie Cawthorne, who is fully committed to delivering the objectives of this quality policy statement within all the activities and work undertaken by the business.

Quality Assurance Key Areas

Life Lessons ensure rigorous and consistent assessment procedures, which meet the standards of our awarding body, Quallsafe, registration to the Quality Assurance requirements of Trainer Courses and the principles of the Core Skills Training Framework (CSTF).

We:

- Monitor and evaluate Internal Quality Assurance (IAG) procedures.
- Establish and monitor procedures for providing a supportive and accessible range of services to trainees.
- Regularly review and keep up to date on the performance, training, and development needs of the Life Lessons trainer.
- Monitor and evaluate the effectiveness of training and development against Life Lessons strategic goals and national benchmarks.
- Ensure that all resources are sufficient and appropriate to support the work being conducted.
 - For example, making sure training equipment has passed testing and is not out of date.
- Always ensure quality is underpinned by the principles of equality and diversity.
- Ensure policies and procedures are readily accessible to all stakeholders as appropriate, and procedures are adhered to.
- Constantly analyse the performance of trainees, monitor trends, and take action to ensure that retention achievement and success levels increase yearly.

Staff Qualifications

Life Lessons Training aims to ensure rigorous and consistent assessment procedures, which meet the standards of Quallsafe and any other supporting/governing bodies with whom we work.

As per the Quallsafe assessment principles ([here](#)), those involved in the assessment of these qualifications and any internal verification activities must have knowledge and competency in first aid as well as knowledge and competency to assess based on qualifications and experience.

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Quality Teaching

Quality teaching is the foundation of our business and at all times, trainers will ensure that teaching is of a high standard and that the information provided to trainees is based on sound and recognised scientific information.

Skills and knowledge will be taught and assessed following currently accepted First Aid practice in the United Kingdom as laid down:

- By the Resuscitation Council (UK); and
- In other publications; provided that they are supported by a responsible body of medical opinion.

CPD and Training

We will:

- Regularly review the performance, training, and development needs of all staff working or on behalf of the business; and
- Provide staff with a Continuous Professional Development plan steered by the review and appraisal process; and
- Monitor and evaluate the effectiveness of training and development against the business's strategic goals and national benchmarks.

Assessment

All assessments will determine a learner's ability to act safely, promptly, and effectively when an emergency occurs at work and to deal with a casualty.

All learning outcomes in the unit(s) must be achieved.

Assessment may take place at any time during the delivery of the qualification and does not need to be done as a final assessment. It is however a requirement for the learner to be aware that the assessment is taking place.

Life Lessons Training will ensure that we adhere to the Quallsafe principles regarding assessment criteria.

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Internal Quality Assurance Strategy

Internal Quality Assurers (IQAs) must ensure assessor competency, by ensuring the size of the sample is valid and reliable, includes all units, and identifies any problems.

The sample must include the full range of assessment methods identified in the individual new Standards for vocational qualifications.

If the assessor is new or inexperienced the IQA must sample 100% of their assessment decisions, until the assessor is deemed fully competent.

The IQA must complete the sampling proforma and gather trainee feedback on assessment decisions following IQA.

All IQAs will comply with the requirements of the awarding body.

Clients and Trainee's Expectations

We will always:

- Agree on the scope of work and be clear on the format and activities required as part of the training with clients and trainees.
- Only make reasonable adjustments and special considerations in line with our awarding body guidance.
- Ensure we have all of the necessary resources to reach the training objectives.
- Carry out all training work as per awarding body guidance.
- Document records of all training carried out.
- Collate feedback from clients and trainees on areas of success, improvements, and failures in our training sessions.
- Take on feedback from external partners and use this information to improve.

Monitoring and Reviewing

We will ensure that quality is embedded in the business through continuous improvement by:

- Gathering client/trainee feedback verbally and in digital/paper form on sessions.
- Being available for external quality reviews when required.
- Aligning our complaints procedure with quality management.

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- Reviewing and implementing quality failings with corrective and preventative actions for future training.
- Monitoring and reporting on improvement actions.

Where we identify improvements that can be made to quality management, they will be implemented, additional controls will be put in place and reflected in an updated version of this policy document.

This policy should be reviewed periodically to ensure that it remains compliant with current legislation, meets best practices, and is not discriminatory.