



# Multi Trades Training Quality Assurance Policy

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Signature		Date	15/08/2025

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## Statement and Purpose

Multi Trades Training ('Multi Trades', 'we', 'our' or 'the provider') is committed to providing learners with assessment that tracks, measures, assures quality; is fair, consistent, unbiased, transparent, valid, reliable and accessible to all learners. Assessment is to be robust and substantial to provide a fair gauge of learner ability and achievement to support progress.

The aim of this policy is to

- To follow the guidelines agreed by the awarding organisation to recognise prior learning.
- To define the role of the assessor and internal quality assurer (IQA), Lead IV or moderator (IM) in the assessment process.
- To provide a system of assessment which is easily interpreted and understood by learners and assessors.
- To promote learning and achievement by establishing a system of recording assessment and feedback to allow learner and assessor to monitor progress.
- To provide a basis for induction and training of new assessors, moderators and internal quality assurers.
- To establish rigorous standards of assessment which are consistent across equivalent programme levels in all curriculum areas.
- To ensure we comply with the assessment regulations and procedures of external awarding bodies

## Scope

This policy will apply to all staff involved in the delivery of apprenticeship programmes that lead to accredited qualifications.

The policy applies to all assessment processes including initial assessment, recognition of prior learning and experience (RPL), assignment writing, work-based assessment, formative and summative assessments, assessment of functional skills, and internal standardisation, quality assurance and moderation processes.

The assessment, moderation and quality assurance mechanisms apply from interview and for the duration of the individual's learning agreement with us at Multi Trades

## Roles & Responsibilities

The Chief Executive Officer and Quality Lead form the Quality Management Team (QMT) and ensure that this policy is being followed and that the appropriate evidence is being correctly completed and submitted:

- The quality requirements of the awarding bodies and partners are met in the delivery and assessment of qualifications
- Internal Quality Assurance (IQA) policies, procedures and activities are sufficient, regularly reviewed and known, understood and implemented by all.
- All trainers and skills coaches involved in the processes of delivery of courses are appropriately trained and qualified.

- All associated delivery staff will have a responsibility to give full and active support for the policy by ensuring that it is known, understood and implemented

## Conflict of Interest

If any individuals within Multi Trades need to declare a conflict of interest (examples below) they are required to complete a conflict of interest disclosure form, a copy of which will be submitted to the relevant Awarding Organisation (AO). We will carefully manage and mitigate any identified conflict of interests and will do so in line with any the Conflict of Interest Policy and AO policies. Examples include:

- Assessor or IQA conducting activities on their own family members/member of their household
- Tutors/assessors/IQA conducting activity on their own delivery/assessment decisions
- Tutors/assessors/IQA conducting assessment on a course whereby one of the learners is a member of their own family or household.

## IQA Procedures

### Selection of IQA's

The appointed IQA will hold a recognised qualification and occupational competence and understanding of the qualifications they will conduct IQA activities for. The following points will be evidenced during the selection process for Multi Trades IQAs:

- Hold a recognised IQA qualification, e.g. Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
- Provide a CV or application form detailing occupational background, at an appropriate level, in the specific qualification discipline
- Evidence of regular ongoing CPD training in the relevant sector (within the last 12 months).

## Risk Assessment

The Quality Management Team (QMT) comprising the two Quality Assurers (QA) will carry out a risk assessment on all assessors to identify the necessary contact time and support needed from the QMT. The sample guide in Appendix 1 shows what criteria we will measure the tutors/assessors against in order to determine the initial risk factor and this will be reviewed on an ongoing basis.

The QA will be provided with any supporting information as necessary, this could include application form, qualifications, CPD evidence, course feedback etc. The QA may also contact the assessor to identify the needs and support required, this could include visits to the work area, centre or via email/phone conversations.

We will endeavour to organise an QA visit within the assessor's first course to conduct a detailed observation.

Once the QA has gathered the relevant information and analysed the risk for the assessor it will be documented on a feedback sheet. The QA will note the sampling plan for each assessor and update records accordingly.

## Observations

The QMT will carry out annual QA observations on every tutor and assessor as a minimum, this may be conducted in person or via a video calling function.

During an observation visit the QA will complete a Tutor Observation Performance Report and discuss any action points and feedback with the tutor/assessor.

The QA will also take this opportunity to review the risk rating score and the assessors SWOT analysis to identify ongoing learning needs and review developments. Upon completion the QA will upload the relevant documentation to the SLT SharePoint Drive.

The observation must cover the following activities:

- Both practical and theoretical aspects of the course for a minimum of one hour
- Observe the briefing of learners undertaking the assessment
- Observation of assessment, covering a variety of assessment methods
- Feedback given to learners post-assessment.

The following activities will be observed

- Teaching and Learning
- Learner Progress Reviews
- Video evidence and feedback of one-to-one training sessions
- Functional Skills lessons
- Core Unit lessons

## The Sampling Process

To ascertain standardisation within Multi Trades the QMT will complete random sampling.

The quality monitoring overview will be reviewed quarterly, to ensure that all qualifications have been sampled. Non-random sampling may also take place if learners with additional support needs were present on the course, this would be at the QMT's discretion.

## Sampling Assessments

As the apprenticeships are subject to End Point Assessment there is no requirement for summative sampling, The main type of sampling is:

**Interim sampling:** dipping into the assessment process whilst the learner is at different stages. This ensures that the assessment of the learner is proceeding satisfactorily following the principles of plan, judgement and feedback. The QA should be able to follow an audit trail, which clearly demonstrates that the Assessor has checked the validity, authenticity, reliability, currency and sufficiency of the evidence presented

The QA must record and report all sampling undertaken in sufficient detail to be able to justify the decision made. QA reports will be produced for all sampling

Sampling plans must include sampling of all types of:

- Learner
- Assessors

- Methods of assessment
- Evidence or Elements
- Records

A sampling plan will be maintained for all samplings planned and conducted showing the following information:

- Learner name
- Qualification Title
- Registration number
- Start date
- Planned end date
- Planned interim sampling updated to show actual sampling undertaken including unit number and type of assessment sampled
- Planned summative sampling updated to show actual sampling undertaken including unit number and type of assessment sampled

## QA Documentation

All QA records will be kept for the maximum data retention period of six years. Records will be kept digitally and in line with the Privacy Policy and Document Retention Policy.

All QAs are responsible for ensuring the security of digital records and must remain compliant with our policies.

## Malpractice and Maladministration

The QMT must demonstrate honesty and integrity and report all suspected instances of malpractice or maladministration by learners or assessors to the CEO.

In order to investigate malpractice and maladministration the following information will need to be obtained/provided:

- a detailed account of the circumstances of the suspected malpractice/maladministration
- written statements from the Assessor(s), IQA(s), Invigilator(s) and any other staff involved
- written statements from all learners involved
- work of the students(s) involved and any associated materials if relevant
- details of any mitigating factors

All internal quality assurers have copies of the Malpractice Policy and be aware of the sanctions for non-compliance with the approved centre criteria and shared, where appropriate, with assessors. The Joint Awarding Body Guidance on Internal Verification of NVQ's is also a key document which can be referred to for further guidance.

## Challenging IQA Decisions

If the learner or the assessor would like to challenge an IQA decision they must do so through the Appeals Policy.

## Standardisation and Development

As an approved training centre, we will host annual standardisation and team development meetings to ensure all the team are up to date with any qualification delivery/assessment updates or policy and procedures updates.

- All meetings/online updates will be recorded and individual CPD records updated. When deciding what content to include in annual training the IQA and Directors may refer to the SWOT analysis results from assessors.
- Team members will be emailed any technical updates relevant to the qualifications that they are eligible to deliver/assess, as and when the College receives them from the relevant awarding organisations.
- All team members are encouraged to continually develop and update their skills/knowledge and we aim to give team members equal opportunity to complete both tutoring and assessing roles, whilst ensuring no conflicts of interest are present.

## Communication

This policy will be communicated as part of all staff induction processes and as part of the annual teambuilding and CPD training process.

The CEO will ensure that all tutors/ trainers/ assessors & IQA are briefed and trained in the requirements for this policy including on all occasions when changes to this policy are made. Written records of all staff training in relation to this policy will be maintained by the Board of Directors.

## Monitoring and Review arrangements

This policy and its implementation will be reviewed annually or after any EQA visit which raises action points for us. We are committed to ensuring that the procedures are fit for purpose and that we are meeting and surpassing the expectations of our learners, internal personnel and the awarding organisations we work with.

## Associated Policies

This policy should be read in conjunction with:

- GOV019 MTT Malpractice Policy
- GOV011 MTT Data Protection Policy
- GOV009 MTT Conflict of Interest Policy
- GOV 007 MTT Appeals Policy
- GOV015 MTT Fair-Assessment, RA & SC

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## Document Control

Date	Review & Revision	Owner	Version
13/07/2023	Revision of IQA process. Removal of reference to NVQ and recording	Quality Lead	V1 2023
18/07/2024	No material changes	Quality Lead	V1 2024
12/08/2025	General re-working	Quality Lead	V1 2025



## Appendix 1 - Assessor Risk Rating

<b>Highest Risk (100%)</b>	<b>High Risk (50% or 6 learners, whichever is greater)</b>	<b>Medium Risk (25% or 4 learners, whichever is greater)</b>	<b>Low Risk (10% or 3 learners, whichever is greater)</b>
The assessor is assessing within their first 3 courses	The assessor has under 6 months experience in assessing	The assessor has over 6 months experience but under 12 months	The assessor is experienced (over 12 months)
The last time the assessor made an incorrect assessment decision	The assessor received numerous action points on their last quality assurance activity	The assessor received a couple of action points on their last quality assurance activity	There was no action points identified during the last quality assurance activity
The qualification is new to the course organiser and College	The assessor does not have evidence/has not participated in CPD within the last 12 months	The course is delivered in a new way by the College (first time a course has been run like this)	The assessor is current having completed and has evidence of CPD and standardisation (within the last 12 months)
	There has been a successful appeal against the assessor within the last 6 months		