

INTERNAL QUALITY ASSURANCE POLICY

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Policy Statement:

Hope Safety Consultancy Pvt Ltd is fully committed to delivering high-quality training and assessment experiences that meet the expectations of learners, employers, and awarding bodies. Through our Internal Quality Assurance (IQA) policy, we aim to establish a consistent and rigorous framework that ensures all assessments are fair, valid, reliable, and fit for purpose. Our IQA processes are central to upholding the integrity of our qualifications and ensuring continual improvement across all training and assessment activities.

Our Commitments:

- Establish and maintain systematic, transparent, and robust Internal Quality Assurance mechanisms that govern all aspects of training and assessment across our qualifications and programs.
- Promote and enforce consistency, fairness, and reliability in all assessments and training delivery, ensuring that learner achievements are evaluated objectively and accurately.
- Continuously monitor, evaluate, and support assessor and trainer performance, providing regular developmental feedback and guidance to maintain and improve quality standards.
- Invest in continuous professional development (CPD) for all staff involved in assessment and quality assurance to ensure they possess up-to-date knowledge, skills, and competencies.
- Ensure full compliance with all regulatory and accreditation body requirements regarding IQA processes, documentation, and reporting to maintain the credibility of our provision.

Objectives:

- Safeguard the credibility, integrity, and authenticity of all learner achievements by ensuring that assessment decisions are accurate, consistent, and based on clear evidence.
- Provide regular, constructive, and evidence-based feedback to assessors and trainers, aimed at fostering professional growth, improving practice, and maintaining assessment consistency.
- Sustain high and consistent standards of assessment and training delivery across all programs, departments, and training locations through structured IQA planning and sampling strategies.
- Identify trends, patterns, and areas for improvement through systematic quality assurance reviews and address these through timely and effective corrective actions.

Responsibilities:

- **Management** Ensure the provision of adequate resources, staffing, and strategic oversight for implementing a strong and effective IQA framework that aligns with regulatory and awarding body expectations.
- **Internal Quality Assurers (IQAs)** Lead the quality assurance process by conducting thorough verification, standardization activities, and quality reviews. Offer actionable feedback to assessors and monitor continuous compliance.
- **Assessors & Trainers** Engage actively and positively in all IQA activities, respond constructively to feedback, implement required improvements, and maintain documentation to support consistent, high-quality assessment.
- **Learners:** Contribute to quality improvement by participating in learner feedback processes, providing honest insights that help shape better training and assessment outcomes.

Internal Quality Assurance Practices:

- Conduct scheduled and ad-hoc standardization meetings, CPD sessions, and assessor training workshops to align understanding of standards and encourage consistent application of assessment criteria.
- Apply a clear and structured sampling strategy that includes a representative range of units, assessors, and learner work to ensure quality across all assessment activities.
- Maintain comprehensive, accurate, and up-to-date records of all IQA activities, including sampling plans, observation reports, feedback logs, and verification outcomes.
- Take immediate and effective action to address any identified quality issues, non-compliance, or performance gaps, ensuring learners are not disadvantaged by inconsistencies in assessment.

Continuous Improvement:

- Conduct routine evaluations and updates of IQA procedures and practices to align with the latest best practices, regulatory changes, and feedback from stakeholders.
- Leverage data, trends, and stakeholder input including from learners, assessors, IQAs, and awarding bodies to refine our quality assurance strategies and drive continual improvement.

Communication:

- Effectively communicate all IQA-related procedures, expectations, and responsibilities to internal stakeholders through meetings, briefings, policy inductions, and ongoing training.

- Display this policy prominently at all Hope Safety Consultancy training centers, offices, and virtual platforms to ensure staff and learners understand the importance of IQA.
- Provide public access to this policy through our official website (<https://hscpk.org>), promoting transparency and building confidence among learners, employers, and partners.

Hope Safety Consultancy Pvt Ltd affirms its dedication to maintaining and continuously improving the quality and integrity of our training and assessment services. By embedding strong Internal Quality Assurance practices into all aspects of our delivery, we aim to exceed learner expectations and regulatory standards.



Director
Hope Safety Consultancy Pvt Ltd