



# Quality Assurance Policy

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## 1. Introduction

UK Awards is committed to maintaining the highest standards in the development, delivery, and awarding of qualifications. This policy outlines our quality assurance (QA) framework, ensuring fairness, consistency, and compliance with regulatory requirements.

### 1.1. Purpose

The purpose of this policy is to define our approach to quality assurance for awarding qualifications in the 2024/2025 academic year. It ensures that:

- Learners receive valid, reliable, and fair assessments.
- Centres comply with our quality standards and regulatory requirements.
- Consistent external and internal quality assurance (IQA) measures are in place.

### 1.2. Scope

This policy applies to:

- All UK Awards centres and training providers.
- Assessors, internal quality assurers, and external quality assurers (EQAs).
- Qualifications and assessments delivered under UK Awards.

### 1.3. Responsibilities

- **External Quality Assurance (EQA) team:** Conducts external quality assurance reviews.
- **Centres and Providers:** maintain compliance with quality standards.
- **Internal Quality Assurers (IQAs):** ensure fair and consistent internal assessment processes.
- **UK Awards management:** oversees the implementation and monitoring of this policy.

## 2. Quality Assurance Arrangements

UK Awards implements a robust quality assurance framework, ensuring adherence to regulatory and industry standards. This framework includes:

### 2.1. Centre Approval Reviews

- Centres must undergo an approval process before delivering UK Awards qualifications.
- Approved centres receive a certificate and guidance on compliance requirements.

- Evidence submission is required at least 48 hours before the review.

## **2.2. Annual Monitoring Review (AMR)**

- Ensures ongoing compliance with management and administrative quality standards.
- All active centres must undergo an AMR each academic session.
- A risk rating (low, medium, high) is assigned based on compliance.

## **2.3. External Quality Assurance (EQA)**

- Centres are allocated an EQA for up to two reviews per quality assurance group.
- Sampling strategies consider risk levels, learner numbers, and assessment diversity.
- Direct Claims Status (DCS) may be granted based on compliance.

## **2.4. Moderation Reviews**

- Applicable to specific qualifications, including all Level 4, Level 5, Level 6 and Level 7 qualifications. Also applicable to qualifications that are deemed to carry higher risk such as Adult Care qualifications, and iESOL.
- Ensures consistency in assessment and marking standards.
- Moderators assess a representative sample of learner work.

## **3. Internal Quality Assurance (IQA)**

- Centres must implement IQA procedures to validate assessment decisions.
- IQAs must document findings and ensure assessment consistency.
- Training sessions and guidance materials are provided to support IQAs.

## **4. Cancellation of Planned Reviews**

### **4.1. By the Centre**

A Centre must provide a minimum of 10 working days' notice. Repeated cancellations may result in sanctions. Centres should do all that they can to maintain the date provided.

### **4.2. By UK Awards**

Reviews may be cancelled if the required documentation is not submitted in time. New review dates will be arranged based on availability. Cancellation could also be because of staffing issues such as sickness. Where this is the case, UK Awards will endeavour to rearrange the date as soon as practically possible.

## 5. Centre Risk Rating

UK Awards risk rates all centres that gain approval. The risk rating considers multiple factors such as the qualifications being delivered, how compliant the centre is and other aspects. These risk ratings are used to inform the intensity of the moderation provided, and the sampling that occurs. Our risk ratings are:

- **High risk:** requires additional monitoring and an interim AMR.
- **Medium risk:** centre may receive additional guidance and support. Actions are reviewed at the next scheduled AMR.
- **Low risk:** actions will be reviewed at the next scheduled AMR.

## 6. Additional Support

UK Awards provides training and support, including:

- Assessor and IQA training.
- Functional Skills and vocational qualification support.
- Customer support services.

## 7. Equality Impact Assessment

An Initial Equality Impact Assessment has been conducted, ensuring no adverse impact on protected groups.

## 8. Implementation and Monitoring

This policy is reviewed annually by the UK Awards Quality Assurance Team and is made available on the UK Awards website.

## 9. Data Retention

This policy does not involve the collection of personal data; no data retention requirements apply.

## 10. Contact Information

For further inquiries regarding access arrangements and reasonable adjustments, please contact:

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