

# ICTQual AB

## Quality Assurance & Improvement Policy



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# **ICTQual AB**

## **Quality Assurance & Improvement Policy**

### **Contents**

- 1. Purpose**
- 2. Scope**
- 3. Policy Statement**
- 4. Key Principles**
- 5. Quality Assurance Framework**
  - 5.1 Standards and Objectives
  - 5.2 Monitoring and Evaluation
  - 5.3 Continuous Improvement
- 6. Roles and Responsibilities**
- 7. Approved Training Centres (ATCs) Requirements**
- 8. Quality Assurance Activities**
- 9. Handling Non-Compliance**
- 10. Feedback and Stakeholder Engagement**
- 11. Monitoring and Review**

## 1. Purpose

This policy outlines ICTQual AB's commitment to maintaining and improving the quality of qualifications and services. It ensures the delivery of high standards in learning, assessment, and customer service, while aligning with UK awarding body regulations.

## 2. Scope

This policy applies to:

- ICTQual AB staff, contractors, and representatives.
- Approved Training Centres (ATCs).
- Learners, assessors, moderators, and other stakeholders involved in the delivery of ICTQual AB qualifications.

## 3. Policy Statement

ICTQual AB is committed to delivering qualifications of the highest quality by implementing robust quality assurance processes and fostering a culture of continuous improvement. This ensures compliance with regulatory requirements and promotes learner success.

## 4. Key Principles

ICTQual AB's quality assurance practices are based on the following principles:

1. **Consistency:** Deliver qualifications to a consistent standard across all ATCs.
2. **Transparency:** Maintain clear and open communication about quality standards and expectations.
3. **Continuous Improvement:** Regularly review and enhance processes to drive quality.
4. **Learner-Centric:** Focus on the needs and success of learners.

## 5. Quality Assurance Framework

### 5.1 Standards and Objectives

- Ensure qualifications meet regulatory requirements and industry standards.
- Develop clear and measurable objectives for quality assurance.

### 5.2 Monitoring and Evaluation

- Conduct regular audits and reviews of ATCs to ensure compliance.
- Use data-driven insights (e.g., learner feedback, completion rates) to evaluate quality.

### 5.3 Continuous Improvement

- Implement action plans to address areas for improvement.
- Encourage innovation and best practices among ATCs and staff.

## 6. Roles and Responsibilities

### 6.1 ICTQual AB

- Set and communicate quality assurance standards.
- Provide resources and training to support ATCs.
- Monitor and review the effectiveness of quality assurance processes.

### 6.2 Approved Training Centres (ATCs)

- Adhere to ICTQual AB's quality standards.
- Implement internal quality assurance procedures.
- Cooperate with ICTQual AB audits and reviews.

### 6.3 Assessors and Moderators

- Ensure assessments are conducted fairly and consistently.
- Provide constructive feedback to support learner development.

## 7. Approved Training Centres (ATCs) Requirements

### 7.1 Initial Approval

- ATCs must undergo a rigorous approval process, including site visits and documentation reviews.

### 7.2 Ongoing Compliance

- Maintain compliance with ICTQual AB's quality standards.
- Submit regular reports, including learner outcomes and internal verification records.

## 8. Quality Assurance Activities

### 8.1 Internal Verification

- ATCs must implement robust internal verification processes to ensure the consistency of assessments.

### 8.2 External Verification

- ICTQual AB will conduct external verification to validate the quality and consistency of assessments.

### 8.3 Learner Feedback

- Collect and analyze learner feedback to identify strengths and areas for improvement.

### 8.4 Staff Training and Development

- Provide ongoing training for assessors, moderators, and ATC staff to maintain high standards.

## 9. Handling Non-Compliance

### 9.1 Identification

- Non-compliance may be identified through audits, complaints, or learner feedback.

### 9.2 Actions

- Issue warnings, provide guidance, or implement improvement plans.
- In cases of serious non-compliance, suspend or revoke ATC approval.

## 10. Feedback and Stakeholder Engagement

- Actively engage learners, ATCs, and employers in quality assurance processes.
- Use feedback to inform decision-making and drive improvement.

## 11. Monitoring and Review

- The Quality Assurance and Improvement Policy will be reviewed annually to ensure its relevance and effectiveness.
- ICTQual AB will publish an annual quality report summarizing key findings and actions.

### Contact Us

*For further information or assistance with conflicts of interest, please contact ICTQual AB:*

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