

Firstline Training, Advisory and Business Services Ltd

Quality Assurance Plan for Firstline Training

Aim

Firstline Training aims to create a learning environment where every learner feels safe, enjoy quality teaching and learning experience and achieve their full potential. Our commitment is to continuously enhance the learning experience, maintain compliance with industry standards, and achieve high levels of learner satisfaction and employability. This plan provides a detailed framework for continuous improvement and accountability in training provision.

Objectives

Our objective is to offer accredited qualifications that will enhance the employability of our learners and also acceptable to employers. To achieve these objectives we will

- Ensure the provision of high-quality training programs that meet industry and learner needs.
- Maintain compliance with regulatory bodies and accreditation standards.
- Enhance learner satisfaction, retention, and success rates.
- Promote continuous improvement in teaching methodologies and curriculum development.
- Ensure effective assessment and feedback mechanisms to support learner progression.
- Foster a culture of excellence through rigorous monitoring and evaluation.

This Quality Assurance Policy which is regularly reviewed forms the basis of all the training programmes offered by Firstline Training and Consultancy.

Governance and Management Structure

- The Director/Lead Trainer is responsible for ensuring that the activities of the organisation exceed the minimum performance levels (MLP) targets as set out by Awarding Bodies and relevant Regulatory Authorities.
- Quality Assurance Manager, oversees the implementation and evaluation of QA processes to meet the requirements of Awarding Bodies and put in place programmes and activities to support the continuous development of trainers.
- The Centre Administrator and the operations team is responsible for ensuring that the centre is compliant with all relevant administrative procedures and requirements as set out by the Awarding Bodies and other relevant Regulatory Requirements
- Regular meetings and reports are conducted to review performance metrics and identify areas for improvement.
- Internal and external audits are performed to assess compliance and effectiveness, ensuring adherence to best practices and regulatory requirements.
- A dedicated Quality Assurance Officer is responsible for ensuring implementation and compliance with QA policies.

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Program Development and Delivery

- We offer carefully selected training programs designed by reputable recognised Awarding Bodies with adequate training materials for both Trainers and Learners.
- Course content is reviewed and updated regularly by subject matter experts and advisory panels.
- Trainers and instructors undergo continuous professional development (CPD) and are encouraged to participate in industry-related activities to stay updated.
- Modern teaching methodologies, including blended learning, interactive simulations, and practical assessments, are utilized to cater to different learning styles.
- Learning materials are reviewed periodically to ensure they remain current, inclusive, and accessible deliver training using the same criteria
- Standardisation of course materials and regular standardisation meetings are held to ensure Tutors engaged by Firstline Training and Consultancy

Trainers and Staff Qualifications

- We ensure our Trainers possess relevant industry experience, certifications, and pedagogical skills that will promote inclusive learning and a positive learning experience for our learners.
- All trainers undergo an induction program covering teaching methodologies, assessment practices, and compliance requirements.
- Continuous professional development (CPD) programs are conducted to enhance instructional skills and knowledge.
- We carry out periodic performance appraisals, classroom observations, and peer reviews are conducted to ensure quality delivery and improvement.

Learner Support and Engagement

- Our learners have access to dedicated learner support systems including academic counselling, career guidance, and personal development resources.
- We make use of the End of Training Feedback from our learners, focus groups, and surveys to assess learner satisfaction and address concerns identified.
- Inclusive and accessible training methods cater to diverse learning needs, including provisions for learners with disabilities.
- Mentorship programs connect learners with industry professionals for real-world insights and career support.
- Online platforms provide additional learning resources, discussion forums, and instructor support.

Assessment and Evaluation

- Assessment policies are transparent, fair, and aligned with industry, regulatory, and accreditation standards.
- Both formative (continuous) and summative (final) assessments are conducted to measure learner progress.

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- A variety of assessment methods, including written exams, practical demonstrations, project work, and peer assessments, are used.
- Clear grading criteria are communicated to learners at the beginning of each course.
- Feedback on assessments is provided promptly, with opportunities for learners to discuss and improve their performance.

Sampling Strategy

- Newly recruited tutors would have 100% of their course sampled for 3 months followed by 75% for another 3 months then 50% subsequently.
- Experienced Tutors with 6 months working experience at Firstline Training and Consultancy will have 50% of their course work sampled

Standardisation

To ensure that all trainers and assessors are interpreting and applying standards similarly to ensure that assessments at Firstline Training and Consultancy are consistent, valid and fair we;

- Organise quarterly standardisation meetings attended by all trainers, IQA and Centre Manager
- We also organise additional meetings when there are curriculum updates, changes in assessment and where we have to act on feedback from EQA or awarding bodies.
- All training is delivered using standardised teaching resources
- All Trainers and Assessors adopt a standardised scheme of work and lesson plan discussed and agreed to at our quarterly standardisation meetings.
- Where applicable all Trainers and Assessors will use teaching resources approved by awarding bodies.

Internal and External Audits

- Regular internal audits assess compliance with QA standards and identify areas for enhancement.
- External audits and inspections by accrediting bodies ensure transparency and adherence to regulatory requirements.
- Audit findings are reviewed, and corrective actions are implemented to continuously improve service delivery.

Continuous Improvement and Feedback Mechanisms

- Surveys and structured feedback mechanisms to collect insights from learners, employers, and trainers to drive continuous improvement.
- Performance indicators, such as learner completion rates, employment outcomes, and employer satisfaction, are monitored.
- A structured process for reviewing and updating QA policies is in place, ensuring they incorporate industry best practices and emerging trends.

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- Regular workshops and training sessions promote a culture of quality and innovation among staff and trainers.

Compliance and Accreditation

- Firstline Training and Consultancy Services, adheres to local and international regulatory requirements, ensuring all certifications and training programs meet accreditation body standards.
- Training programs align with industry-recognized frameworks and professional standards.
- Documentation and reporting procedures ensure transparency, accountability, and continuous regulatory compliance.
- Data protection and confidentiality policies are in place to ensure learner and institutional information security.

Complaints and Appeals Procedure

- A clear and accessible complaints procedure is in place, allowing learners and stakeholders to raise concerns in a structured manner.
- All complaints are logged, investigated, and addressed in a timely and fair manner, with resolutions documented and communicated.
- Appeals against assessment decisions follow a structured review process, with independent reviewers ensuring fairness.
- Lessons learned from complaints and appeals are analysed to improve processes and prevent recurrence.

IQA Roles and Responsibilities.

The IQA should:

- Ensure the delivery and assessment is in line with the qualification requirements;
- Ensure all assessment paperwork is completed accurately;
- Ensure all tutors/assessors are sampled over time;
- Support and offer development for tutors/assessors; and
- Provide an audit trail of internal quality assurance.

Conclusion

This Quality Assurance Plan provides a structured and detailed framework to maintain and enhance the quality of Training Packages offered by Firstline Training and Consultancy Services. By implementing these guidelines, Firstline Training and Consultancy Services ensures compliance, continuous improvement, and excellence in training provision. Through rigorous monitoring, engagement with stakeholders, and a commitment to best practices, we strive to provide an outstanding learning experience that meets the needs of both learners and industry.

Firstline Training and Consultancy internal procedures are reviewed regularly and are communicated to all appropriate areas of the business at a meeting attended by all

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stakeholders, posted on our notice board and circulated via email. Though the Anthony Etse -The Centre Head has ultimate responsibility for quality assurance, all staff have a responsibility within their own areas of work in helping to ensure that quality is embedded throughout the training department of Firstline Training and Consultancy

Signed/Position: *Anthony Etse* / Centre Head

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