

Quality Assurance Policy

Policy Ref	Version	Date Issued	Review Date
T8-POL-007	2.0	22 July 2026	22 July 2027

1. Policy Statement

T8 Learning and Development Ltd is committed to maintaining and continuously improving the quality of all training, assessment, and internal quality assurance activities. We will ensure that all programmes delivered meet the standards required by our awarding bodies, regulators, and the learners and employers we serve.

Quality assurance is not a box-ticking exercise at T8 Learning and Development Ltd — it is a fundamental part of how we operate every day. We believe that high-quality delivery leads to better outcomes for learners and builds confidence and trust with employers and partners.

2. Scope

This policy applies to:

- All regulated qualifications delivered under Highfield Qualifications centre approval
- All non-regulated CPD and bespoke training programmes delivered by T8 Learning and Development Ltd
- All staff, associates, and contractors involved in training delivery and assessment
- All delivery modes including face-to-face, blended, and remote/online delivery

3. Legal and Regulatory Framework

T8 Learning and Development Ltd will comply with the quality assurance requirements of:

- Ofqual — General Conditions of Recognition
- Highfield Qualifications — Centre Agreement and qualification-specific assessment strategies
- The Education and Training Foundation — professional standards for teachers and trainers
- The Data Protection Act 2018 / UK GDPR — in relation to learner records

4. Quality Assurance Structure

4.1 Director

Darren Tate, as Director and Lead Trainer, holds overall responsibility for quality assurance across T8 Learning and Development Ltd. Responsibilities include:

- Setting and communicating quality standards to all staff and associates
- Ensuring all delivery and assessment meets awarding body requirements
- Overseeing the IQA process and acting as the centre's nominated IQA
- Liaising with Highfield's External Quality Support (EQS) team
- Reviewing quality data and implementing improvement actions

4.2 Internal Quality Assurance (IQA)

Darren Tate holds the Level 4 Award in the Internal Quality Assurance of Assessment Processes and will carry out IQA duties including:

- Sampling assessment decisions before claims for certification are submitted to the awarding body
- Conducting pre- and post-assessment sampling in line with the awarding body's requirements
- Providing written feedback to assessors following each sampling activity
- Maintaining accurate IQA records including sampling plans, tracking sheets, and feedback records
- Countersigning assessment decisions where required by the awarding body

4.3 Tutors and Assessors

All tutors and assessors delivering on behalf of T8 Learning and Development Ltd must:

- Hold the required subject-area qualifications and teaching qualification as specified by the awarding body
- Maintain current knowledge of their subject area through ongoing CPD
- Deliver sessions in line with the agreed scheme of work and qualification specification
- Complete all assessment documentation accurately and within agreed timescales
- Engage positively with the IQA process and act on feedback received

4.4 Staff Onboarding

All new staff, associates, and contractors complete a structured onboarding process before commencing training delivery or assessment on behalf of T8 Learning and Development Ltd. This includes:

- Study of all relevant T8 policies, including this Quality Assurance Policy, with agreed signatures confirming that the individual has read and understood each policy.
- Training delivered by the Managing Director / Lead Tutor, covering all processes relating to quality assurance, and to teaching and learning practice at T8.

5. Quality Assurance Activities

5.1 IQA Sampling Plan

At the start of each academic or delivery year, an IQA sampling plan will be produced for each qualification being delivered. The plan will set out:

- The qualifications to be sampled
- The sampling method (pre- or post-assessment)
- The proportion of learners and assessors to be sampled
- Planned sampling dates

The sampling plan will be adjusted where risks are identified, such as new assessors, new qualifications, or previous quality concerns.

5.2 Learner Voice

T8 Learning and Development Ltd will gather feedback from learners at the end of every programme using an evaluation form. Feedback will be collated, reviewed, and used to inform improvements to delivery. Where learners identify concerns, these will be addressed promptly.

5.3 Employer Feedback

Where training is commissioned by employers, T8 Learning and Development Ltd will seek feedback from the employer at the end of the programme. This will be used to ensure the training continues to meet the needs of the workplace.

5.4 Observation of Teaching, Learning and Assessment

The Director will conduct or commission observations of training delivery and assessment at least once per year for each active tutor or assessor. Observations will be graded using a four-point scale and written feedback will be provided. Where areas for improvement are identified, a development plan will be agreed with the individual.

5.5 CPD

All tutors and assessors are required to undertake a minimum of 30 hours of continuing professional development (CPD) per year, covering both subject-area knowledge and teaching and learning practice. CPD records will be maintained and made available to the awarding body on request.

5.6 Standardisation

T8 Learning and Development Ltd maintains consistency of delivery across all trainers, associates, and course types — both regulated qualifications and bespoke CPD programmes — through the following standardisation activities:

- Standardisation workshops are held quarterly, bringing together all active tutors and assessors to review delivery approach, assessment decisions, and course materials, and to agree any updates needed to maintain consistency across the centre.

- Before delivery, every course — whether a generic qualification or a bespoke programme — has a complete set of standardised materials in place, including a lesson plan, a learner workbook, a presentation, and all other resources required to deliver the session, together with a defined timeline for review and standardisation of that material.
- Every course is signed off jointly by the Director and the client prior to delivery, to confirm that content meets the client's specific requirements. This sign-off includes a copy of the relevant qualification standard, mapped against the course content, so both parties can see clearly how the two align.

6. Quality Assurance Records

T8 Learning and Development Ltd will maintain the following quality assurance records:

Record Type	Retention Period
IQA sampling plans	3 years minimum
IQA tracking and feedback records	3 years minimum
Learner assessment portfolios	3 years minimum
Observation of teaching records	3 years minimum
Learner evaluation forms	3 years minimum
CPD records (all staff)	3 years minimum
External quality support visit reports	3 years minimum

All records will be stored securely and made available to Highfield's External Quality Support team upon request.

7. External Quality Support (EQS)

T8 Learning and Development Ltd will engage fully and openly with Highfield's External Quality Support (EQS) process. The centre will:

- Make all relevant records available to the EQS at each engagement
- Ensure learner portfolios are complete and accessible for sampling
- Act promptly on any recommendations or required actions arising from EQS visits
- Not submit claims for certification until EQS approval has been received where required

8. Self-Assessment and Quality Improvement

T8 Learning and Development Ltd will produce an annual Self-Assessment Report (SAR) evaluating the quality of its delivery and assessment against key performance indicators, including:

- Learner achievement and completion rates
- Learner satisfaction scores

- IQA sampling outcomes
- Observation grades
- EQS outcomes and actions

The SAR will inform a Quality Improvement Plan (QIP) setting out priority actions for the following year. Both documents will be reviewed by the Director and retained as evidence of continuous improvement.

9. Non-Compliance

Where quality assurance activities identify non-compliance with awarding body requirements or T8 Learning and Development Ltd's own standards, the Director will:

- Record the nature and extent of the non-compliance
- Take immediate corrective action to protect the interests of learners
- Notify the awarding body where required
- Review and update relevant policies, procedures, or training to prevent recurrence

10. Review

This policy will be reviewed annually and updated to reflect changes in awarding body requirements, regulatory guidance, or organisational practice.

11. Sign-off

Approved by	Position	Date
Darren Tate	Director / Lead Trainer	June 2026