



## **Quality Assurance Policy**

**January 2022 – January 2024 (v2)**

The management of the company is committed to a policy of Quality Assurance throughout the company activities, ensuring that the professional service quality satisfies the specific requirements of all clients. It is the policy of the company to market and supply only professional services of a quality that are fit for purpose, comply with industry standards and are based on solving the need of the client. The nature of our activities places particular emphasis and demands on the experience and expertise of the staff employed. High levels of responsibility and reliability are associated with all aspects of our work and a commitment to continued professional development and training exists to ensure that all staff are suitably qualified and equipped to meet these requirements. The directors of the company have given the Quality Representative full authority to carry out the Quality Assurance Policy of the company, and all company personnel are required to co-operate with the Quality Representative in carrying out this task.

Lancashire County FA ensures that these arrangements are in place to quality assure the assessment of qualifications and the effective delivery to all our partners. The objective of these arrangements is therefore to ensure that all assessment is fair, consistent and meets FA & awarding bodies national requirements. The company have a number of policies and procedures should we not meet the expectations of our clients and partners which can be viewed on our website: [LFA Policies & procedures](#)

### **Documents**

- Candidate Appeals Procedure
- Candidate Complaints Procedure
- Child and Vulnerable Adult Protection Policy
- County Equal Opportunities Policy
- Data Protection Policy
- Health and Safety Policy
- Re-Assessment Policy
- Sustainability Policy
- Quality Assurance Policy

This policy has been designed to promote quality, consistency and fairness throughout the assessment and internal quality assurance activities. It aims to ensure that standards of assessment are maintained consistently over time. This document is applicable to everybody involved in the



management, administration, training, assessment and internal quality assurance of any of this centre's activities. Any activity related to centre delivery and/or assessment sites are also obliged to abide by this policy. Where an IQA visit is required, identified, and allocated to take on the role of a 'IQA lead', ensuring that the IQA strategy and sampling plans are effectively established, implemented. Where only one IQA lead is needed to cover the centre's activities for a specific qualification, the lead is responsible for establishing the IQA sampling strategy, sampling plan and subsequent implementation.

### Quality Assurance Policy Aims

The aim of Internal Quality Assurance is:

- to ensure the continued high standards of delivery to our partners
- to work with all our partners for the betterment of developing grass roots football
- to ensure the effective management of assessment.
- to ensure the consistency and validity of verification processes.
- to ensure the effective support for assessment and verification personnel.
- to ensure the quality assurance of the outcomes of assessment in-line with awarding organisation and national requirements.

### Internal Quality Assurance Objectives

The objectives of internal verification fulfil a variety of quality assurance considerations. The list below outlines internal quality assurance objectives, which ensure that Lancashire FA maintain the highest standards:

- operates from this established quality assurance policy and related procedures which are consistently reviewed where required in accordance with generic quality control arrangements
- ensures an effective induction is provided for all members of staff the assessment and verification teams, as required and in line with the company staff handbook
- ensures effective appraisal and continued professional development for all members of staff and the assessment and verification teams
- ensures that staff & the assessment and verification teams understand and are able to follow and advise on all centre policies and procedures
- ensures equality and diversity is embedded throughout the company and also internal quality assurance and assessment activities
- ensures quality via accurate and effective assessment of all learners
- monitor and ensure consistency of assessment outcomes via appropriate interpretation of awarding bodies & FA specific qualifications and/or national requirements
- reviews and evaluates the quality and consistency of assessment at different stages of the assessment process
- maintain accurate and current records of teams, clubs and internal quality assurance
- standardise all components of the assessment where appropriate



- carry out continuous improvement activities to ensure all corrective actions and best practice guidelines requested by awarding organisations and their moderation staff (including external verifiers) are complied with.