



Quality Assurance Policy- December 2014

Scope

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.

Sussex 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 has a number of policies and procedures should we not meet the expectations of our clients and partners.

Documents

Complaints and Appeals Procedure

Safeguarding Children Policy

Equal Opportunities Policy

Data Protection Policy

Health & Safety Policy

Assessment Policy

Sustainability Policy

Quality Assurance Policy

This policy has been designed to promote quality, consistency and fairness throughout the assessment and internal verification 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 verification of any qualification delivered within the breadth of this centres activities. Any activity related to centre satellite, delivery and/or assessment sites are also obliged to abide by this policy.

The Internal Verifier (IV) is expected to cover the centre's activities for a specific qualification and the IV is responsible for establishing the IV sampling strategy, sampling plan and subsequent implementation, in conjunction with the External Verifier (EV) for the qualification

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 Sussex County 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 comply with all corrective actions and best practice guidelines requested by awarding organisations and their moderation staff (including external verifiers).