



Quality Assurance Policy

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Amended:	Liz Lee

1. Policy Statement

Amacsports Ltd is committed to delivering high-quality education, training and learner support that enables every learner to achieve their full potential and progress successfully towards their personal, academic and professional goals.

Quality assurance is embedded throughout all aspects of our provision and is centred on continuous improvement, learner success, stakeholder engagement and compliance with awarding organisation and regulatory requirements.

This policy outlines the systems and processes through which Amacsports Ltd monitors, evaluates and enhances the quality of its training, assessment, learner experience and organisational performance.

The Internal Quality Assurance (IQA) Policy details the arrangements for assessment, internal verification and qualification quality assurance. This Quality Assurance Policy provides the overarching framework for monitoring and improving all aspects of the learner journey and organisational performance.

2. Scope

This policy applies to:

- All regulated and non-regulated programmes delivered by Amacsports Ltd.
- All learners enrolled on programmes.
- All staff involved in the design, delivery, assessment, quality assurance and administration of learning.
- Employers, partners and stakeholders contributing to the learner experience.
- All learning environments, including face-to-face, blended and online provision.

3. Definition of Quality

For the purposes of this policy, quality means:

‘Delivering education, training and support services that consistently meet or exceed the expectations of learners, employers, awarding organisations, regulators and other stakeholders while continuously improving outcomes and experiences.’

Quality is measured through:

- Learner achievement and progression.
- Quality of teaching, learning and assessment.
- Learner satisfaction and engagement.
- Staff competence and professional development.
- Compliance with awarding organisation requirements.
- Stakeholder feedback.
- Continuous improvement activities and outcomes.

4. Aims and Objectives

We will:

4.1 Enhance the Learner Experience

- Provide a positive, inclusive and supportive learning environment.
- Ensure learners receive high-quality teaching, learning, assessment and feedback.
- Identify and respond promptly to learner needs.
- Promote equality, diversity, inclusion and wellbeing throughout the learner journey.

4.2 Secure High Standards

- Maintain robust quality assurance systems across all programmes and services.
- Ensure compliance with awarding organisation, regulatory and contractual requirements.
- Monitor learner achievement, retention and progression.
- Establish measurable standards and performance indicators.

4.3 Promote Continuous Improvement

- Use evidence-based self-assessment and evaluation.
- Identify strengths and areas for development.
- Share good practice across the organisation.
- Implement and monitor improvement actions.

4.4 Develop Staff Capacity

- Ensure staff maintain current vocational, teaching and assessment competence.
- Provide opportunities for professional development.
- Support reflective practice and continuous improvement.

4.5 Engage Stakeholders

- Gather and respond to learner, employer and partner feedback.
- Use stakeholder feedback to influence decision-making and quality improvement.
- Maintain open and transparent communication channels.

5. Principles of Quality Assurance

Our quality assurance framework is based upon the following principles:

Learner-Centred - The needs, experiences and outcomes of learners are at the heart of all quality assurance activity.

Continuous Improvement - Quality assurance is an ongoing process focused on improvement rather than inspection alone.

Evidence-Based Decision Making - Quality judgements are based on accurate and reliable evidence gathered from a range of sources.

Accountability - All staff are responsible for maintaining and improving quality within their area of responsibility.

Transparency - Quality processes are open, consistent and clearly communicated.

Compliance - All quality assurance activities align with awarding organisation, funding and regulatory requirements.

6. Responsibilities

Quality is the responsibility of all staff and is supported through clear roles and responsibilities across the organisation.

Senior Leadership Team

The Senior Leadership Team provides strategic oversight of quality assurance by:

- Setting and reviewing quality objectives.
- Monitoring organisational performance and outcomes.
- Approving quality policies and improvement plans.
- Ensuring appropriate resources are available to support continuous improvement.

Quality Team

The Quality Team is responsible for coordinating and monitoring quality assurance activities by:

- Maintaining quality monitoring systems.
- Reviewing learner, employer and stakeholder feedback.
- Supporting self-assessment and quality reviews.
- Tracking and reporting on quality improvement actions.

Managers

Managers are responsible for ensuring quality standards are maintained within their areas by:

- Implementing quality assurance procedures.
- Monitoring programme performance and learner outcomes.
- Supporting staff development.
- Managing improvement actions and sharing good practice.

Staff

All staff are responsible for:

- Delivering high-quality learning and support.
- Following quality assurance procedures and policies.
- Contributing to quality monitoring and improvement activities.
- Responding positively to feedback and implementing agreed actions.

7. Quality Assurance Activities

To maintain and improve standards, we will undertake a range of quality assurance activities, including:

Teaching, Learning and Assessment

- Teaching, learning and assessment observations.

- Peer observations and developmental reviews.
- Review of learner work and assessment practice.
- Internal quality assurance sampling and monitoring.

Performance Monitoring

- Learner achievement and progression analysis.
- Attendance, engagement and retention monitoring.
- Awarding organisation outcomes and reports.
- Compliance monitoring.

Self-Assessment

- Annual self-assessment of programmes and services.
- Identification of strengths, areas for improvement and risks.
- Development and monitoring of quality improvement

Standardisation

- Regular standardisation meetings.
- Sharing of good practice.
- Review of assessment and learner support approaches.

Staff Development

- Continuous professional development planning.
- Training informed by quality findings.
- Professional updating activities.

8. Learner Feedback and Learner Voice

8.1 Commitment to Learner Voice

Amacsports Ltd recognises that learners are central to evaluating and improving the quality of provision. We actively encourage learners to share their views throughout every stage of their journey with us.

Learner feedback is valued regardless of how small, informal or significant the comment may be. All feedback contributes to our understanding of the learner experience and informs continuous improvement activities.

8.2 Share Your Thoughts Initiative

We operate an ongoing learner voice initiative called "**Share Your Thoughts**". The system is available throughout the learner journey and is embedded within courses and learning platforms to enable learners to provide feedback at any point.

Through Share Your Thoughts learners can:

- Share suggestions for improvement.
- Highlight positive experiences.
- Raise concerns or issues.
- Comment on learning resources.

- Provide feedback on tutors, assessments and support services.
- Suggest enhancements to programmes or learner support.

8.3 Feefo Reviews

As part of our commitment to independent quality monitoring, learners are invited to provide an independently verified review through Feefo for each course completed.

Feefo reviews provide an external measure of learner satisfaction and enable us to:

- Benchmark performance.
- Validate learner experience independently.
- Identify recurring themes.
- Recognise areas of excellence.
- Inform quality improvement planning.

8.4 Direct and Email Feedback

Learners may also provide feedback directly to staff through:

- Email communications.
- Tutorial discussions.
- Review meetings.
- Support interactions.
- Telephone conversations.
- Live online sessions.

Where feedback is provided directly to staff, it will be recorded within the learner's electronic record.

8.5 Recording and Monitoring Feedback

All learner feedback received through:

- Share Your Thoughts
- Feefo Reviews
- Email communications
- Tutorials and reviews
- Complaints and compliments processes
- Direct learner conversations

will be reviewed and categorised by the Quality Team.

Feedback recorded within learner electronic records automatically feeds into the Quality Monitoring and Improvement Tracker, enabling trends, themes and recurring issues to be identified and reviewed throughout the year.

8.6 Using Feedback to Improve Quality

Learner feedback is used to:

- Identify strengths and good practice.
- Improve course content and delivery.
- Enhance learning resources.
- Improve learner support services.
- Inform staff development.
- Shape quality improvement actions.
- Support annual self-assessment reporting.

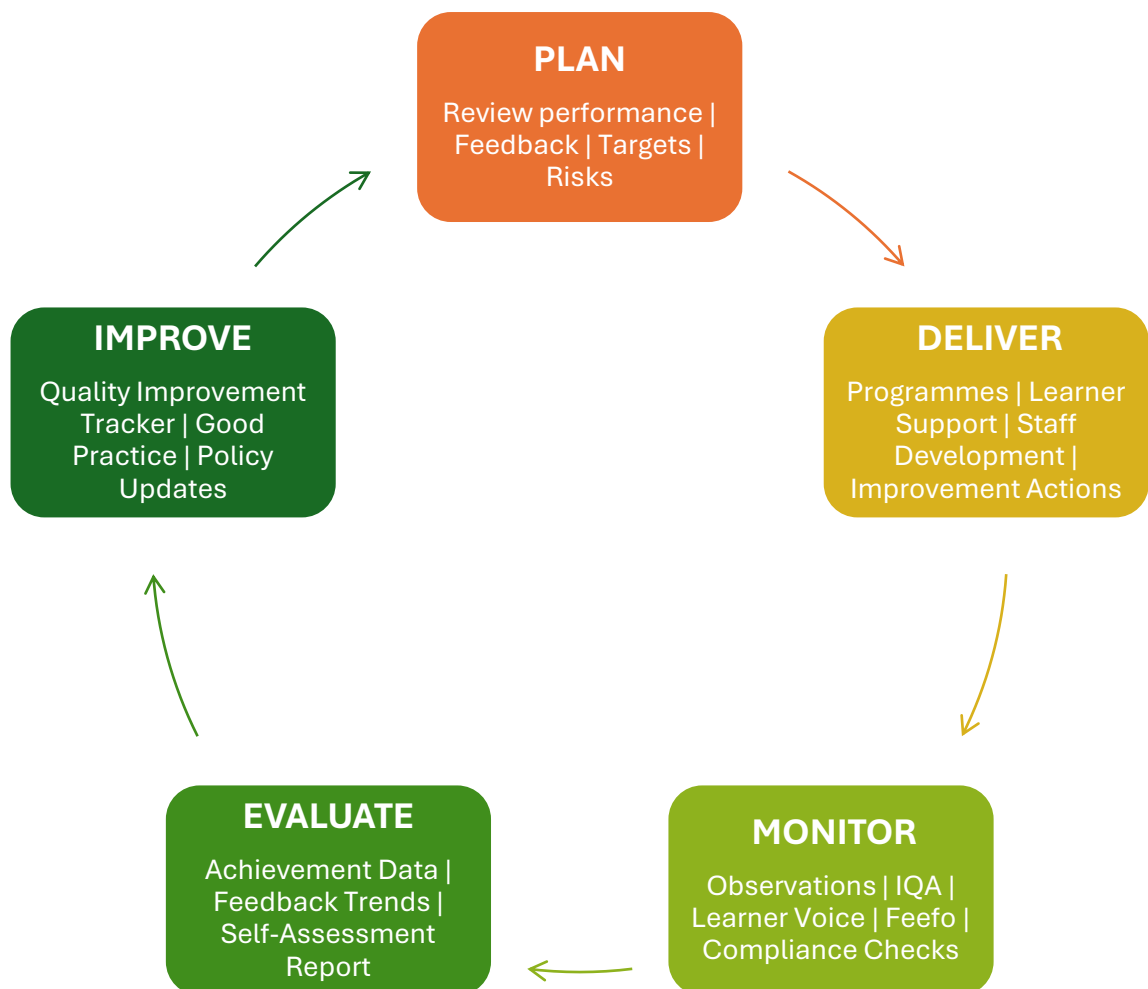
9. Employer and Stakeholder Feedback

We will obtain feedback from employers, partners and stakeholders through:

- Employer reviews.
- Partnership meetings.
- Quality visits.
- Surveys and questionnaires.
- Complaints and compliments processes.
- External quality assurance activity.

Stakeholder feedback forms part of overall quality monitoring and informs service improvement planning.

10. Annual Quality Assurance Cycle



The Annual Quality Assurance Cycle operates continuously from August to July, using learner feedback, performance data, quality monitoring and self-assessment activities to drive continuous improvement across all aspects of provision.

11. Quality Monitoring Evidence Sources

The following sources of evidence are used to evaluate quality:

- Self-assessment reports
- Quality improvement plans
- Internal Quality Assurance reports
- External quality assurance reports
- Teaching, learning and assessment observations
- Learner achievement, retention and progression data
- Share Your Thoughts feedback
- Feefo reviews
- Employer feedback
- Complaints and compliments
- Staff feedback
- Standardisation records
- Professional development records
- Audit and compliance reports

12. Conflicts of Interest

Amacsports Ltd is committed to maintaining integrity, objectivity and public confidence in all aspects of its operations.

Any actual, perceived or potential conflict of interest that could affect quality assurance, assessment decisions or organisational impartiality must be declared and managed in accordance with the organisation's Conflict of Interest procedures.

Examples may include:

- Personal or family relationships with learners.
- Involvement with competing organisations.
- Roles that may compromise objectivity in assessment or quality assurance activities.
- Participation in recruitment, supervision or decision-making involving close associates.

All declared conflicts will be reviewed, risk assessed and managed appropriately to ensure fairness, compliance and public confidence.