




The impact of a robust quality assurance system on the delivery of vocational qualifications

Preserving the integrity of your business

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The impact of a robust quality assurance (QA) system on the delivery of vocational qualifications

Brief history of QA management - auditing and monitoring CIEH qualifications at levels 1 – 4 in all subjects although main focus is on those on the National Qualifications Framework (NQF)

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Selling points of vocational qualifications

- **Vocational training for people in the workplace**
- **Accredited training - commercial interest**
- **Nationally recognised qualifications**
- **Adaptable generic syllabuses**
- **Demand led development = commercial interest, in large corporate companies and those eligible for funding.**

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External quality accreditation selling points

- **Qualifications and Curriculum Authority (QCA)**
- **Council for the Curriculum Examinations Assessments (CEA)**
- **Qualifications Curriculum and Assessment Authority for Wales (ACCAC)**
- **On 1 April 2006 the ACCAC merged with the Welsh Assembly Government's new Department for Education Lifelong Learning and Skills (DELLS).**

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External quality accreditation selling points

- External marking of examination papers
- Auditable system
- Standardised qualification titles
- Common core syllabus
- Quality control
- Investigation of all malpractice allegations
- Security of assessments

**Successful QCA audit completed in 2003.
External accreditation is the key to
impacting the market, even when funding
is reduced.**

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Why audit?

- **To secure and improve quality of training provision - not just security of assessments**
- **To advise and provide feedback to centres and trainers**
- **To provide a direct line of communication with centres**
- **Market the provision via national publications even when demonstrating non-compliance**
- **To make money.**

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Audit team

**Head of
Training Division**

**Quality Assurance
Manager**

15 Contract Training Auditors based around the UK

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Audit team

- **Quality team cannot work in isolation**
- **Auditors hold more knowledge regarding centres than anyone else in the business**
- **Market intelligence for business development.**

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Audit standard

- **Trainer / Centre Charter - promotional tool**
- **Policies and procedures - boring stuff but includes exciting stuff too**
- **Signed agreements - demonstrate commitment to quality**
- **6 year project to reach this stage.**

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Quality Charter principles

8 general principles:

- pre-course information
- training solutions
- management and delivery of training programme
- level and method of training delivery
- quality of training materials
- knowledge of trainer
- evaluation processes
- examination procedures etc.

All have direct link relation to business improvement whether promotional or specific.

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It's black and white:

“You can't take quality out of your brand. Demonstrate this and you form a solid foundation to build on”.

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Simple to achieve?

- **Champion the cause**
- **Become involved**
- **Encourage others to continue their commitment to quality and champion too**
- **Lead by example**
- **Be strong - everyone else is too busy to attempt perfection.**

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Any questions?

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