

Quality Assurance Arrangements Policy

Abstract

This policy establishes a framework for maintaining and enhancing quality across Active IQ. It defines the procedures used for monitoring, evaluation and continuous improvement

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V1.4	07/07/26	Document reviewed and retained as an interim control pending harmonisation following the planned merger (November 2026).

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1. Introduction

Active IQ monitors and evaluates all its systems, policies and procedures for the delivery of regulated qualifications to ensure they are in line with regulatory General Conditions of Recognition*.

Continuous improvement is assured through ongoing monitoring, thus promoting public confidence in the quality of all Active IQ's qualifications, products and supporting resources. Prompt action is taken to address any weakness identified, and this monitoring forms part of Active IQ's annual self-assessment activities.

Monitoring and evaluation activity must align to published regulatory criteria against which all awarding organisations are recognised. For example, the regulatory authorities will consider the extent to which:

- there are systematic arrangements for monitoring and reporting on all aspects of Active IQ work in respect of regulated qualifications
- rigorous self-assessment leads to identified priorities and challenging targets for improvement
- prompt and decisive action is taken to maintain quality and standards
- appropriate, prompt action is taken where monitoring of centres reveals critical weaknesses in processes or procedures

Active IQ will also monitor and evaluate the following to better inform our processes:

- malpractice/maladministration events
- reasonable assessment adjustment and special consideration requests
- compliance with our customer service charter commitments
- the nature and number of enquiries and appeals
- external quality assurance practice

(*as published by Ofqual (England), CCEA (Northern Ireland) and Qualifications Wales (Wales))

2. Ensuring the standards of our qualifications and units

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Active IQ has a responsibility to all learners undertaking our qualifications, and to the regulatory authorities in England, Northern Ireland and Wales, to ensure that approved centres deliver our qualifications in accordance with relevant national standards.

In order to meet this responsibility, the performance of each Active IQ centre is monitored as part of the Centre Assessment Standards Scrutiny (CASS) strategy activities. This strategy sets out specifically the arrangements in place to check assessment judgments where evidence generated by a learner is marked by a centre, and how it confirms the validity, authenticity, reliability, currency and sufficiency of learner work to be able to certificate in confidence. A range of monitoring activities will be carried out with each approved centre over the course of the academic year considering the specific risks identified within each.

All CASS sampling activities are conducted by our team of experienced and qualified external quality assurers (EQA's), who additionally have considerable experience of working within Active IQ industry sectors.

We allocate EQA's to centres depending on their area of expertise and geographical location and, in doing so, also ensure that EQA's will not be allocated to a centre at which they have or previously had a personal interest.

In addition to helping the centre successfully administer, deliver and assess our qualifications by providing their staff with appropriate information, advice and guidance in relation to developments at Active IQ and the wider education and funding systems, the EQA's are also responsible for ensuring that each centre has appropriate internal quality assurance systems in place.

The EQA's will normally assure the quality of delivery by working in partnership to monitor the performance of the centre, the purposes of which are to:

- address any queries the centre may have
- provide the centre with up-to-date information and advice in line with Active IQ qualifications and regulatory authority guidance
- review various arrangements at the centre in accordance with a tailored visit plan for the centre. For example:
- ensuring, through appropriate sampling and verification, that assessment arrangements are fit for purpose, and the criteria against which learners' performance is differentiated are being applied consistently by assessors within and across centres, and in accordance with the requirements specified for each qualification
- ensuring the centre is taking all reasonable steps to prevent the occurrence of malpractice and maladministration

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- confirming that previously identified action points have been met
- confirming that assessments are conducted by appropriately qualified and occupationally expert assessors, in line with Active IQ's staff approval requirements (see separate policy)
- confirming all learners undertake an initial assessment in order to identify barriers to assessment, exemptions and/or recognition of prior learning (RPL)
- sampling assessment decisions to confirm that the learner evidence is valid, authentic, reliable, current and sufficient, and that national standards are being consistently maintained and regulatory requirements adhered to
- checking that assessment decisions are regularly sampled, through internal verification, for accuracy against those standards
- checking that claims for certification are authentic, valid and supported by auditable records, and that learners have met the specified level of attainment
- ensuring the centre is retaining appropriate records of assessment and internal verification decisions for the required time period
- ensuring the centre is meeting Active IQ requirements for learner data retention as set out in our associated policy for retention of learner information (see separate policy)
- providing advice and support on the interpretation of national standards, learning outcomes and assessment criteria

3. References to associated documents

- Active IQ's centre risk management policy
- Active IQ's internal verification requirements for centres policy
- Active IQ's reasonable adjustment & special considerations policy
- Active IQ's malpractice and maladministration policy
- Active IQ's sanctions policy
- Active IQ's role of the external verifier policy

4. Implementation and dissemination

This policy will be implemented immediately upon approval and available on Active IQ website.

5. Monitoring arrangements

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This policy will be reviewed within six months to ensure the document is aligned, fit for purpose, and continues to meet operational, regulatory, and organisational needs following full integration.

6. Data retention

Active IQ will not keep personal data for longer than we need it. Once the retention period is over, and it is no longer justifiable to hold personal data any longer, data will be securely destroyed or anonymised.

7. Contact us

If you have any queries about the contents of the policy, please contact our external verifier team on:

E: ev@activeiq.co.uk

T: +44(0)1480 467 950

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