



PRIME Security Services

## QUALITY ASSURANCE POLICY

### 1. Purpose

At Prime Security Services Limited, we are dedicated to delivering training and assessment services that meet the highest standards of quality, fairness, and regulatory compliance. This Quality Assurance Policy establishes the framework to ensure that all training and assessment activities are consistent, valid, and reliable, aligning with awarding organisation's requirements and best practices.

This policy outlines the procedures for monitoring, evaluating, and improving our training delivery, assessment methods, and internal verification processes. Through continuous improvement, we aim to provide learners with a high-quality learning experience while maintaining integrity and transparency in assessment outcomes.

### 2. Scope

This policy applies to:

- All training and assessment activities conducted by Prime Security Services Limited.
- Tutors, assessors, internal quality assurers (IQAs), and administrative staff.
- Learners enrolled in any of our training programs.
- Awarding bodies, ensuring compliance with external quality assurance (EQA) requirements.

### 3. Quality Assurance Commitment

We are committed to:

- Delivering high-quality training that meets learner needs and industry standards.
- Ensuring fair, consistent, and reliable assessments in line with awarding organisation's guidelines.
- Implementing a robust internal quality assurance (IQA) process to monitor and improve assessment practices.
- Supporting assessors, tutors, and IQAs with ongoing training and professional development.
- Regularly reviewing and updating policies to ensure compliance with awarding body and regulatory requirements.

### 4. Internal Quality Assurance (IQA) Process

The Internal Quality Assurance (IQA) process ensures that training and assessments are conducted fairly, consistently, and to the required standards. Our IQA framework includes:



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- Standardization of assessments to ensure uniformity across all learners.
- Monitoring of assessors to verify assessment decisions are valid and reliable.
- Sampling of learner work to ensure assessments meet the expected criteria.
- Providing feedback to assessors for continuous improvement.
- Supporting and training assessors to maintain professional competence.
- Identifying and resolving issues related to assessments.

#### 4.1 Role and Responsibilities of the Internal Quality Assurer (IQA)

The IQA is responsible for ensuring that all assessment practices meet awarding organisation's standards and maintain fairness, consistency, and compliance. Their key responsibilities include:

- Ensuring standardization across all assessments and training materials.
- Conducting sampling of assessments to verify the quality and accuracy of grading decisions.
- Observing assessors and providing constructive feedback to enhance their performance.
- Ensuring fairness in assessment decisions and identifying potential biases.
- Investigating and addressing discrepancies in assessments.
- Supporting tutors and assessors through mentoring and professional development.
- Maintaining detailed IQA records for compliance and external audits.
- Preparing for External Quality Assurance (EQA) visits and ensuring all necessary documentation is readily available.

### 5. Sampling Plan and Strategy

A structured sampling plan is essential for maintaining quality and ensuring consistency in assessment decisions. Our sampling strategy includes:

#### 5.1 Sampling Approach

We implement a risk-based sampling strategy, considering factors such as assessor experience, learner performance, and assessment methods. Our approach includes:

- **Random Sampling** – Selecting a proportion of assessments at random.
- **Stratified Sampling** – Ensuring sampling covers different units, assessors, and learner profiles.
- **Targeted Sampling** – Focusing on high-risk areas, such as new assessors or learners identified as needing additional support.

#### 5.2 Sampling Frequency and Volume

- **New Assessors:** 100% of their assessments are sampled until they demonstrate consistent competency.
- **Experienced Assessors:** A minimum of 50% of assessments are sampled periodically.



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- **High-Risk Learners:** Additional sampling is conducted for learners requiring special consideration.
- **Multiple Assessment Methods:** Sampling covers different methods, including written exams, practical assessments, and observations.

### 5.3 IQA Sampling Records

For compliance, all sampling activities are documented and maintained, ensuring transparency for EQA reviews and internal audits.

## 6 Internal Processes and Communication

To ensure that our internal processes remain current with updates from the awarding body, we have established a dedicated framework:

### 6.1 Process Monitoring and Review

- **Regular Monitoring:** The Head of Centre, along with the IQA, will monitor official communications from the awarding body (e.g., newsletters, emails, website updates) at least quarterly.
- **Risk-Based Audits:** Scheduled internal audits will identify areas where processes may need updating, with high-risk areas prioritized.

### 6.2 Process Updating and Approval

- **Impact Assessment:** A designated team will evaluate the impact of awarding body updates on current processes.
- **Approval and Documentation:** Proposed changes will be reviewed and approved by the Head of Centre, then formally documented.

### 6.3 Communication of Updates

- **Internal Bulletins:** Process updates will be communicated to all staff via email bulletins and through the internal portal.
- **Meetings:** Regular staff meetings and training sessions will be conducted to discuss updates and answer questions.
- **Feedback Mechanism:** A formal channel will be established to collect feedback and suggestions on process improvements.

## 7 Continuous Professional Development (CPD)

Ensuring that our staff remains knowledgeable and skilled is vital to maintaining high-quality training and assessment standards.

- **CPD Framework:** All tutors, assessors, and IQAs are required to participate in regular CPD activities.
- **Methods of CPD:** These include webinars, online training courses, and shadowing opportunities to learn best practices from peers and senior staff.



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- **Record of CPD:** All CPD activities are documented, and participation is reviewed during regular performance evaluations.
- **Mandatory Updates:** CPD requirements are aligned with awarding body standards and reviewed annually to ensure ongoing professional growth and compliance.

## 8 External Quality Assurance (EQA) and Compliance

We fully comply with Highfield's External Quality Assurance (EQA) requirements by:

- Ensuring all training and assessments are aligned with Highfield's criteria.
- Providing full transparency during EQA visits, including access to learner work and assessment records.
- Implementing recommended improvements following EQA feedback.
- Ensuring all staff members are aware of Highfield's expectations and regulatory updates.

## 9 Standardization and Assessment Monitoring

- To maintain fairness and consistency, we conduct:
- Regular standardization meetings to align assessment practices among assessors.
- Internal audits and reviews to identify and correct inconsistencies in assessments.
- Feedback sessions with learners and assessors to enhance assessment quality.
- Ongoing assessor development to keep assessment practices in line with best practices and regulatory standards.

## 10 Learner Support, Appeals, and Complaints

We ensure that learners have access to a transparent and fair appeals process if they believe their assessments have been unfairly graded. Our key commitments include:

- Clear guidelines on how learners can appeal assessment decisions.
- A structured review process to handle appeals fairly and promptly.
- Providing additional support for learners requiring reasonable adjustments.

## 11 Data Protection and Record-Keeping

- All records related to assessments, IQA activities, and learner progress are securely stored for a minimum of three years.
- Personal data and assessment information are managed in compliance with GDPR and data protection regulations.



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## 12 Policy Review

This policy is reviewed annually to ensure compliance with awarding organisation and regulatory standards. Updates are communicated to all staff and learners to ensure alignment with best practices.

<b>Director Name</b>	<b>Irfan Shafiq</b>	<b>Date of Issue</b>	01/05/2026
<b>Signed by the Director</b>		<b>Review Date</b>	30/04/2027