



**REACH  
YOUR  
PEAK**

# Quality Assurance Policy and Procedure

## Introduction

To ensure a consistently high standard of training and assessment across the range of training offered, Reach Your Peak (RYP) monitors and evaluates all its systems, policies, and procedures for the delivery of courses and qualifications.

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

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

- malpractice / maladministration events
- reasonable assessment adjustment and special consideration requests
- the nature and number of enquiries and appeals.

## Quality Assurance Plan

Our Internal Quality Assurance Procedure will include the following tasks to ensure consistency:

- identify a member of the central team who is responsible for verifying the quality and standards of our training programmes
- training and assessments are observed and monitored by an experienced trainer to ensure that there is a consistent level of quality across all training and assessments
- where relevant trainers/assessors are sufficiently trained and qualified to make valid and reliable assessment decisions
- adequate support and training for inexperienced/new trainers/assessors
- experienced trainers/assessors to support less experienced trainers/assessors.

Have regular communication with trainers to:

- discuss and agree actions towards standardisation
- retain notes of agreed actions
- review training programme and assessment practice to identify action plans for development
- discuss and agree staff development needs and action plans for implementation
- ensure that all existing and newly recruited trainers/assessors are technically and occupationally competent.

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