

# QUALITY ASSURANCE POLICY



## Quality Assurance Policy

*The InCrowd Safety Partnership* provides accredited training courses in crowd safety, management, and preparedness.

Quality is important to our business because we value our corporate clients and individual learners. We strive to provide our clients and learners with products and services that will meet and even exceed their expectations.

*The InCrowd Safety Partnership* is committed to ensuring continuous improvement within all aspects of our business and we have established a Quality Management System and a policy statement that provides a framework for measuring and improving our performance.

We have put in place the following systems and procedures to support us in our aims for client and learner satisfaction as well as ongoing improvement throughout our business.

### **1. Monitoring corporate client and individual learner feedback**

A partner will be nominated to lead the delivery of each training course. Individual learners will be asked to complete the approved partnership feedback form at the end of each course. The leading partner is responsible for collating and entering feedback form responses into the partnership Excel spreadsheet. The leading partner is also responsible for meeting with the corporate client to determine whether the commissioned business needs were met; specific feedback from the corporate client will also be captured and added to the spreadsheet. The leading partner is responsible for convening a partnership debrief after each course; partners will review and act upon corporate client and individual learners' feedback, as required. Personal data will not be sought or recorded by the partnership.

### **2. Standardisation**

The nominated lead partner is responsible for convening a partnership debrief after each course. Partners will review and act upon corporate client and individual learners' feedback at the debrief to ensure ongoing improvement of course content and delivery, as well as to readily identify any personal development needed by partnership trainers.

### **3. Continuing professional development (CPD)**

Improving the standard of training provided across the sector and maintaining partners' knowledge, experience, and skills are partnership strategic objectives. All partners are active members of their respective professional bodies and attend regular CPD events. Attendance at those CPD events is a requirement for annual reaccreditation by those professional bodies. This will ensure the partnership maintains the requisite credentials to deliver high-quality and effective training to our corporate clients and individual learners.

### **4. Internal processes**

All internal processes are reviewed at a formal partnership meeting convened on quarterly basis in-line with our legal Partnership Agreement. All partners are required to be present, and meetings

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are recorded within the partnership Risks, Actions, Issues & Decisions (RAID) log, and located in the encrypted shared partnership drive. The partnership maintains a close relationship with the Awarding Organisation, and updates from that body will be considered, recorded, and enacted, as required.

## 5. Monitoring & sampling

Training will only be delivered by one or more members of the partnership. All members of the partnership are qualified trainers, the partnership also possessing over 80 years policing and public safety experience to support delivery of our training courses. The quality of our brand is important and, under no circumstances, will the partnership engage third party, non-partnership staff to deliver our training products. Nonetheless, partnership members will sample lead partners' course delivery (see section 1, above) annually on a 25% basis to ensure course quality is maintained. Further, to ensure independent oversight, the Highfield Awarding Body will be invited annually to review partnership course delivery on a random sample basis.

## 6. IQA roles & responsibilities

The IQA should:

- Ensure the delivery and assessment is in-line with the qualification requirements
- Ensure all assessment paperwork is completed accurately
- Ensure all tutors/trainers/assessors are sampled over time
- Support and offer development for tutors/trainers/assessors
- Provide an audit trail of internal quality assurance.

*As detailed, The InCrowd Safety Partnership internal procedures are reviewed regularly and are communicated to all appropriate areas and levels of the business through quarterly review meetings, as well as a formal annual general meeting. Although Adam Robson has ultimate responsibility for partnership quality assurance, all partners have a responsibility within their own areas of work to ensure that quality is embedded throughout the training delivered by The InCrowd Safety Partnership.*

### Signed/Position:

A handwritten signature in black ink, appearing to read 'A Robson', written over a light blue horizontal line.

Adam Robson  
Head of Centre  
The InCrowd Safety Partnership



**Revision number & date:** v.1.0 08 March 2024

**Next review date:** 01 April 2025