# **AQUALIFE SWIMMING LIMITED**

# **INTERNAL QUALITY ASSURANCE POLICY - 2018**

Aqualife Swimming Limited (“Aqualife”) will follow and comply with the standards set by Safety Training Awards (“STA”). To ensure that these standards are followed and delivered to the highest standard, Aqualife will appoint an Internal Quality Assurer (IQA) who will monitor all activities in relation to the delivery of STA Qualifications.

**Overview**

Aqualife is committed to following the correct standards set by STA. To guarantee that STA standards are met consistently by Aqualife, an appointed Internal Quality Assurer (‘IQA’) will monitor all activities, ensuring:

* Assessments take place in line with STA procedures and are fair
* Assessment decisions are valid and reliable
* Certificates are claimed honestly on the basis of verifiable learner achievement
* Training and assessment practices are of a high standard, meeting the diverse needs of learners
* Records are accurately maintained and stored, in-line with the Data Protection Act
* Learners are registered accurately and can be uniquely identified

**Roles and Responsibilities**

There are four roles that are essential for all course qualification activities. The major activities include; delivery, assessment, and quality assurance. The individuals appointed to each role shall do so with integrity and honesty.

**Centre Coordinator Role**

They have the following responsibilities:

* Setting Aqualife Policies and procedures in line with STA policies and the requirements of regulatory and industry bodies.
* To ensure all staff, including Tutors, Assessors and IQAs fully adhere to all Aqualife and STA policies, including:
	+ Appeals Policy
	+ Complaints Policy
	+ Course Booking Policy
	+ Equality and Accessibility Policy
	+ Health and Safety Policy
	+ Malpractice and Maladministration Policy
	+ Safeguarding Policy
	+ Whistleblowing and Confidentiality Policy
	+ Internal Quality Assurance Policy
	+ Conflict of Interest Policy
	+ To be the point of contact for all courses registered with STA
	+ Ensuring that course venues meet the necessary requirements for the qualification and Aqualife’s own policies
	+ Keeping and maintaining up-to-date records of all paperwork, in line with STA data retention requirements
	+ Accurately registering courses, tutors, assessors, IQAs, and learners in a timely manner on the STA Online system, ensuring all learners have the correct prerequisites, following the Aqualife Course Booking Policy
	+ Ensuring all learners are aware of and have access to all policies and have accurate and up-to-date information on the appropriate qualifications
	+ Ensuring there are sufficient course resources available to tutors, assessors, and learners. This includes; equipment, paperwork and swimmers (if applicable)
	+ Liaising with the STA to meet External Quality Assurance (‘EQA’) requirements, remaining open and honest with any EQA requests, ensuring availability of all samples and personnel requested by the EQA
	+ Receiving and relaying feedback from IQA and/or EQA activities to the appropriate staff
	+ Managing and preventing any conflict of interest, ensuring any cases are reported in line with STA policy
	+ Assisting STA and regulatory bodies with any investigations or requests for information which are deemed necessary
	+ Ensuring any action points provided by quality assurers are addressed within the time frame agreed
	+ If a course is cancelled, making arrangements so that no extra costs or undue inconveniences are incurred by learners

**Tutor and Assessor Role**

One or two Tutors will be assigned to each course and will undertake the Assessor duties. These responsibilities will include:

* Plan, deliver and assess qualifications, where they are qualified to do so
* Fulfil and adhere to the qualification specifications all Aqualife and STA policies and procedures, along with relevant industry bodies
* Meet the diverse needs of learners, keeping learners informed of all processes relating to the qualification which they are taking
* Maintain accurate, authentic, up-to-date records of training and assessments that have taken place, in line with STA requirements
* Ensure learners are aware of all Aqualife and STA policies and procedures
* Comply with all relevant legislation, including health, safety and welfare, equality, and data protection
* Provide constructive and accurate feedback to learners in respect of their performance in a timely manner
* Keep up-to-date with all changes to qualifications they are responsible for tutoring and/or assessing
* Participate in continuing professional development (CPD) opportunities

**Internal Quality Assurer (IQA) Role**

One IQA will be appointed to each course. The IQA must have a valid STA Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice qualification. The IQA will:

* Follow and adhere to all Aqualife and STA policies
* Liaise with the Centre Coordinator to plan and execute IQA activities, in-line with Aqualife and STA policies
* Keep accurate, reliable, valid, authentic and up-to-date records of planned and completed IQA activities
* Develop and implement a sampling plan using appropriate and approved methods
* Ensure tutors and assessors are implementing an effective system of recording learner achievements
* Ensure that assessment evidence and decisions are standardised with regards to level, validity, authenticity, reliability, consistency and sufficiency
* Sample assessment evidence, ensuring that assessments are impartial, consistent, fair and reliable
* Observe tutors and assessors who are carrying out activities with learners, while providing feedback
* Interview learners to gather further information and feedback related to ensuring the quality of the course
* Provide opportunities to tutors and assessor for the purpose of their professional development and standardisation
* Take part in the formal stages of any appeal when required, as per the Appeals Policy
* Liaise with Centre Coordinator to provide samples of assessment evidence for external verification
* Provide the Centre Coordinator, Tutor, Assessor and the STA’s Responsible Officer with feedback as appropriate in a timely manner
* Provide support, guidance and action plans to assessors in light of quality assurance activities
* Undertake any remedial action as required by STA as a result of EQA activities within the timeframe dictated by STA
* Share good assessment practice between all tutors/assessors
* Ensure resources are available so that assessment can be performed accurately and appropriately
* Check tutors and assessors have the appropriate qualification, competence and are up-to-date in-line with the qualification specification and appropriate assessment strategies
* Maintain own competency and currency through keeping qualifications up to date, as detailed in the qualification specification and assessment strategy
* Participate in appropriate professional development and standardisation activities, such as CPD courses

**External Quality Assurer (EQA)**

External quality assurers are employed by STA and appointed to Aqualife. The EQA will engage with the Centre Coordinator and IQA to:

* Plan and communicate all EQA activities with Aqualife following STA procedures
* Monitor the delivery, assessment and quality assurance procedures implemented by Aqualife
* Provide written reports, detailing feedback, action plans etc. in a timely manner
* Ensure action plans, recommendations and sanctions are monitored
* Standardise assessment and quality assurance practice between IQA’s and assessors

**Procedures**

Aqualife aim to implement a robust procedure for quality assuring the work of the tutors, assessors and other staff. There are three methods the internal quality assurer may use to assure the quality of assessment:

* Sampling assessment evidence
* Observation of delivery and assessment practice
* Feedback from learners.

The IQA may select an individual method for a course, however, the IQA must use each method at least once over a twelve month period.

**Sampling Assessment Evidence**

Samples of assessment evidence taken by the IQA must be representative of the overall course population to ensure accurate decisions, covering all types of learners, assessment evidence, methods of assessment and assessment locations. The IQA will complete a sample plan, demonstrating the planned IQA activities and actual IQA activities. These records will be kept by Aqualife and the IQA on inspection from STA External Quality procedures.

**Determining Sample Size**

The IQA will determine the sample size based on the risk of an incorrect assessment decision being made. The greater the risk, the larger the sample needs to be. Each tutor and assessor will have a ‘risk rating’ which the IQA will determine.

**Planning the Sample**

The IQA must ensure that the sample is selected randomly. All learners should have an equal chance of being selected. When selecting a sample, the IQA must ensure the sample covers:

* All the different methods of assessment used within the qualification delivery
* All units (paying specific attention to high risk or difficult units)
* All different types of evidence
* Learners that have passed and those which have been referred (if applicable)
* All assessors
* All geographic areas and assessment locations.
* The IQA must justify the selection of their sample to the EQA upon request.

**Making Judgements Relating to Assessment Evidence**

The IQA is responsible for making judgments of assessment evidence, based on STA procedure. Judgements will be assessed on the following criteria:

* Validity
* Authenticity
* Sufficiency
* Up-to-date
* Reliability

**IQA Reporting Procedures**

The IQA is responsible for making their judgment and providing feedback to Aqualife staff, Centre Coordinator, tutors, assessors and the STA’s Responsible Officer within five working days of the IQA activities being completed. The IQA’s feedback should detail areas of strength and areas for improvement, setting out an action plan on how such areas can be improved upon, within a set timeframe.

It is the Centre Coordinator’s responsibility to ensure that tutors and assessors received all relevant feedback and act upon it within the timeframe set by the IQA.

**Standardisation**

To ensure the reliability and fairness of assessment decisions, all Aqualife staff, tutors, assessors and IQAs must take part in standardisation activities. It is the responsibility of the IQA to standardise assessment practice. This will be achieved by:

* Observing assessment practice and providing feedback
* Less experienced assessors shadowing more experienced colleagues
* Assessor meetings, where guidance and assessment requirements are discussed
* Attending STA standardisation sessions as and when required
* Assessors must keep a record of the standardisation they have attended as this information will be required by the EQA. All IQAs are required to undertake standardisation which will be arranged by STA’s EQAs.

**Continuing Professional Development (CPD)**

All Aqualife staff, including the Centre Coordinator, tutors, assessors and IQAs must keep themselves up-to-date with the qualifications they are responsible for. All staff must engage in CPD training on an ongoing basis and must keep records of their CPD activities, which may include:

* Copies of qualification certificates
* Attendance certificates from webinars, conferences, workshops, seminars, external and internal courses
* Completion certificates from online or distance learning programmes
* Professional body memberships
* Copies of relevant articles or technical notices that have been read or any other research undertaken
* Copies of minutes from training-related meetings attended
* Records of shadowing/observing peers

**Conflicts of Interest**

A conflict of interest is a past, present or future investment or interest in a particular set of actions that may benefit an individual or group, to the potential detriment of another involved party. For example:

* Assessors/IQAs assessing/quality assuring members of their own family or household
* Tutors/assessors quality assuring their own work
* Assessors assessing learners that have been taught by a member of their own family or household
* IQAs assuring assessment decisions for learners that have been taught or assessed by a member of their own family or household.

To minimise the negative impacts of conflicts of interest, Aqualife will ensure that, where a potential conflict of interest has been found, it is promptly reported to the STA’s Responsible Officer using a Conflicts of Interest Disclosure form which will be submitted annually.

**Monitoring and Review**

Aqualife will review this policy regularly for improvements and in line with Safety Training Awards quality assurance requirements. The next review will take place within 1 year of the document version date, or after any breach of policy.

**Appendix 1: Data Retention Specification**

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| Safety Training Awards: Swimming Teaching Qualifications |
| Qualification Title | Retain for Lifetime of Qualification |
| Award in Swimming Teaching(No expiration) | 5 Years |
| Certificate in Swimming Teaching(No expiration) | 5 Years |
| People with Disability(No Expiration) | 5 Years |

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| Safety Training Awards: Lifesaving Qualifications |
| Qualification Title | Retain for Lifetime of Qualification |
| Safety Award for Teachers | 2 Years |

**Contact Details**

**Aqualife Swimming Limited**

Course Tutor: Penny Watkins

Founder, Aqualife Swimming

STA Tutor & Assessor in:

STA Level 2 Award in Swimming Teaching

STA Level 2 Certificate in Swimming Teaching

Contact: Address: 37 Greenway Circuit, Mount Ommaney, Brisbane 4074, Queensland, Australia

Tel: +61 484 256 916

Email: penny@aqualifeswimming.com

**Aqualife Swimming Limited**

IQA & Administration: Anna Hodges

Partner, Aqualife Swimming

Operations Director

Contact: 14 Juniper Close, Allington, Maistone, Kent ME

Tel: 07969 164138

Email: info@aqualifeswimming.com

**External Assessor:**

The Assessor details will be available upon registration of each new course and details will be given on Day 1 of course.

**IQA**

**Melanie Davis**

**BG&G Training Limited**

IQA for:

STA Level 2 Award in Swimming Teaching

STA Level 2 Certificate in Swimming Teaching

STA Level 2 Award in Safety Award for Teachers

Contact: Address: Whitecroft, Avenue Road, Cranleigh, Surrey GU6 7LL

Tel: 07939 031365

Email: bgandg.mjdavis@gmail.com

**Safety Training Awards**

Address: Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

Tel: 01922 645097

Email: <https://www.sta.co.uk/contact-us/>

**OFQUAL (England)**

Contact: Ofqual, Spring Place, Herald Avenue, Coventry CV5 6UB

Tel: 0300 303 3344

Email: public.enquiries@ofqual.gov.uk