



Internal Quality Assurance Policy

1. Statement

AM Training Services is committed to implementing a robust Internal Quality Assurance system to ensure that all training delivered by ourselves and by our Approved Trainer/Assessors meets the highest possible standards and those set by our Regulatory Bodies. Our aims are:

- **To meet and exceed the requirements of our Regulatory Bodies including but not limited to First Aid Awards Ltd and IQL UK**
- **To ensure that any person delivering training through AM Training Services provide effective delivery that meets Learners needs and expectations.**
- **To ensure all Trainer/Assessors provide fair, accurate and consistent assessment decisions.**
- **To ensure required documentation and audit trails are maintained.**
- **To ensure all personnel involved in the delivery and assessment of AM Training Services courses hold the appropriate qualifications and experience.**
- **To provide clear and transparent information to AM Training Services team members and approved Trainer/Assessors on quality assurance requirements.**
- **To state clear, fair and appropriate sanctions.**

2. Roles and Responsibilities

AM Training Services

AM Training Services will provide a fair but rigorous quality assurance procedure for all aspects of the delivery and assessment of AM Training Services courses. AM Training Services will also provide the appropriate assistance and access to people, records and premises when requested by any appropriate Regulatory Body.

AM Training Services will review all policies regularly to ensure they work in the best interests of Learners, approved Trainer/Assessors, our Regulatory Bodies and AM Training Services.

Internal Quality Assurers (IQA)

AM Training Services will ensure that it appoints suitably qualified personnel to conduct its internal quality assurance procedures. AM Training Services IQA's will act in a fair manner and adhere to the procedures contained within this policy.

AM Training Services IQA's will provide AM Training Service's Trainer/Assessors with prompt, accurate and constructive feedback for all quality assurance procedures carried out.

Trainer/Assessors

AM Training Services expects all Trainer/Assessors to adhere to all policies and procedures issued by AM Training Services. The policies and procedures include but are not limited to the following:

- **AM Training Services Registration Process**
- **Appeals Policy**
- **Complaints Policy**
- **Equal Opportunities Policy**
- **Data Protection Policy**
- **Maladministration and Malpractice Policy**
- **FAA/IQL UK Reasonable Adjustment and Special Consideration Policy**
- **Conflict of Interest Policy**
- **Procedures on the delivery and assessment of AM Training Services courses**
- **Internal Quality Assurance Policy**

Trainer/Assessors must maintain accurate records for all courses delivered through AM Training Services securely for three years and six months, adhering to all requirements for the completion of the paperwork. Trainer/Assessors must also provide fair and consistent assessment decisions which are based on the assessment guidance issued by AM Training Services. Access to all relevant records must be granted upon request by AM Training Services or by any of our Regulatory Bodies as well as cooperation with any quality assurance processes or investigations.

Qualifications required by each role

All Trainer/Assessors and Internal Quality Assurance persons must be suitably qualified before undertaking the role. The qualifications and experience required for each role is stated within the Assessment Principles for First Aid Qualifications and First Aid Awards Operational Manual. AM Training Services adheres to the delivery, assessment and quality assurance requirements set out in the Assessment Principles for First Aid qualifications for all first aid related qualifications. For all other qualifications AM Training Services adhere to the requirements that are laid out by First Aid Awards Ltd in their Operational Manual and IQUL UK in their ATC/P Manual. Copies of both of these documents are available upon request.

3. Standardisation

AM Training Services will provide all approved Trainer/Assessors with access to standardised resources for the delivery and assessment of AM Training Services courses.

AM Training Services will also provide accurate and up to date information from relevant Regulatory and Protocol setting Bodies in a prompt time frame. Such Bodies will include FAA, HSE, Resuscitation Council UK, IQL UK, RLSS etc.

AM Training Services requires all First Aid Trainer/Assessors to requalify themselves every three years. Trainer/Assessors are monitored annually by suitably qualified personnel with constructive feedback issued.

4. Paperwork Sampling

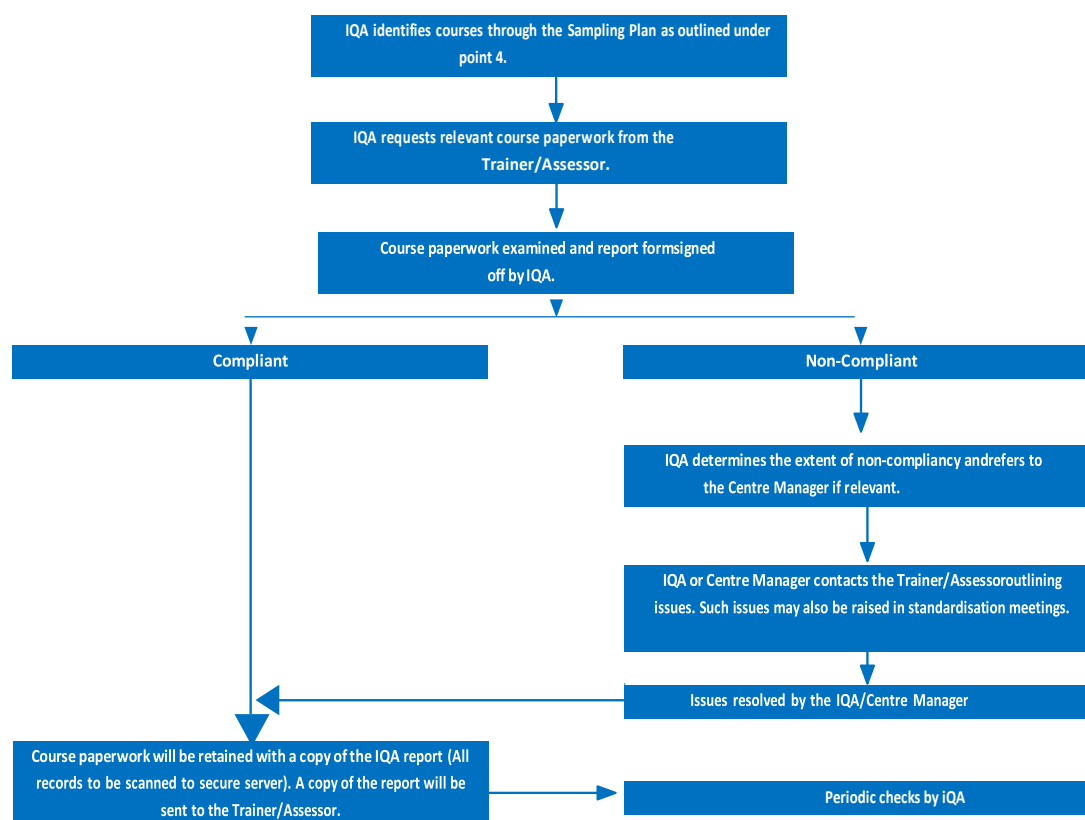
Paperwork is requested when a newly qualified Trainer/Assessor delivers their first regulated course results. An initial internal quality assurance check is then carried out.

AM Training Services also carry out audits on established Trainer/Assessors sampling between qualifications and Trainer/Assessors. The full range of qualifications offered by AM Training Services are covered by the sampling with courses chosen at random.

AM Training Services samples 5% of all qualifications delivered.

5. Quality Assurance Process

The flow chart below shows the process the IQA will follow to identify, obtain, examine and complete the quality assurance check for a course paperwork pack.



Once the course paperwork has been received the IQA will examine the course paperwork to ensure that it meets the standards set by our Regulatory Bodies.

6. Record Keeping

AM Training Services will keep all course records, records of all complaints and appeals and records of any investigations for three years and six months.

7. Annual Monitoring

All Trainer/Assessors who deliver regulated first aid qualifications are required to be monitored annually. Trainer/Assessors completing a First Aid related instructors or instructor update course will be monitored as part of the instructor training and this can be used for the annual monitoring requirement for the year in which the course is completed.

All persons acting as a 'monitor' must meet the requirements that are laid out in the Assessment Principles for First Aid Qualifications.

Monitoring is not mandatory for Trainer/Assessors who deliver non-first aid related qualifications.

Signed: 

Adrian McDowell
Managing Director
AM Training Services

Dated: 1st April 2021 **Review date:** 1st April 2022