NEW PASTURES

Quality Assurance Policy

Policy Reviewed	Next Planned Review date	Signed
September 2025	September 2026 - or as required	*K.Wootton*
September 2026	*September 2027* - or as required	*K.Wootton*

Strategic statement

The focus of New Pastures is to provide a personal bespoke service giving a quality learning experience for individuals in a professional but relaxed environment.

Board of directors

Katie Wootton and Stuart Wootton

A Board meeting will meet at least on an annual basis this meeting will comprise the strategic decision makers responsible for all aspects of business management H&S QA for activities relating to New Pastures.

Terms of reference

- Responsible for the appointment of Quality Assurance (QA) manager.
- Review H&S and equality.
- Review accounts.
- Review resources.
- Approve spending budgets.
- Agree a standard agenda for board meetings.

QA & Operational Team Meeting

Chaired by KW and comprises of directors plus the operations team.

The operational team will meet on a quarterly basis and be responsible for: -

Terms of reference

- Agree a standard agenda for QA & Operational team meeting.
- Design and recommend quality policy and procedures to the board of directors.
- Reviews qualifications to ensure New Pastures can provide facilities, resources and staffing which meet or exceed AO requirements.
- The observation of teaching, learning and assessment.
- Receive and agree the planning and sampling of teaching/assessment observation practice.
- Audit of documentation including IQA docs.
- Agree the structure of learner information packs for learning and assessment.

- Customer satisfaction relating to business performance, learner success and assessment outcomes.
- To receive and review the outcomes of any complaints or appeals decisions.
- Reviewing trainer/assessor development needs/staff appraisal.

- Record the monitoring of contracted trainers /assessors and to include monitoring of CPD.
- Receiving up-dates and consider changes to documentation.
- Enabling open discussion for staff relating to queries that may arise.
- Review of action plan points from meetings.
- Record any issues relating to centre policies/procedures.

Centre IQA procedures

Requirements for assessors/IQA

- Assessor/IQA CV to be approved by City and Guilds EQA.
- To hold or be working towards appropriate Assessor/IQA qualifications.
- Occupationally competent/qualified within the subject area.
- Maintain appropriate CPD.
- IQA assessor observation at least twice per year (Risk assessed).
- IQA standardisation session annually.
- Team meetings at least bi-monthly.
- Learner portfolios to be sampled according to CAMERA requirements.

Date 01.09.26

Date for next review: 01.09.27