**Aberdeen Blueberry Wellness Quality Assurance Arrangements Policy**

This document sets out **Aberdeen Blueberry Wellness** Quality Assurance Arrangements policy and is aimed at our learners and all interested parties who encounter a direct or indirect service from **Aberdeen Blueberry Wellness**

**Aberdeen Blueberry Wellness** monitors and evaluates all its systems, policies and procedures for the delivery of non-regulated training. Continuous improvement is assured through ongoing monitoring, thus promoting public confidence in the quality of **Aberdeen Blueberry Wellness** training. Prompt action is taken to address any weakness identified and this monitoring forms part of **Aberdeen Blueberry Wellness** ongoing self-assessment.

Monitoring and evaluation activity, itself, should meet Active IQ criteria, who for example will consider the extent to which:

• There are systematic arrangements for monitoring and reporting on all aspects of **Aberdeen Blueberry Wellness** work in respect of non-regulated training

• Rigorous self-assessment leads to identified priorities and challenging targets for improvement

• Prompt and decisive action is taken to maintain quality and standards

• Appropriate, prompt action is taken where monitoring reveals critical weaknesses in processes or procedures

**Aberdeen Blueberry Wellness** will also monitor and evaluate the following to better inform our processes:

• Malpractice / maladministration events

• Reasonable assessment adjustment (where appropriate) and special consideration requests

• Compliance with customer service commitments

• The nature and number of enquiries and complaints

• Internal verification practice

**Ensuring the standards of our qualifications and units**

**Aberdeen Blueberry Wellness** has a responsibility to the learners undertaking our training to ensure that delivery is of the highest standards.

In order to meet this responsibility, the performance of **Aberdeen Blueberry Wellness** is monitored and verified by our team of Internal Quality Assurers (IQAs), who additionally have considerable experience of working in the relevant Active IQ industry sectors.

In addition to helping the centre successfully deliver our non-regulated training the IQAs are also responsible for ensuring that **Aberdeen Blueberry Wellness** has appropriate quality assurance systems in place.

The IQAs will normally assure the quality of delivery by monitoring performance, the purposes of which are to review various arrangements at the centre. For example:

* (where appropriate) ensuring, through appropriate sampling and verification, that assessment arrangements are fit for purpose, and the criteria against which learners performance is differentiated are being applied consistently by assessors within and across centres, and in accordance with the requirements specified for each qualification
* ensuring the centre is taking all reasonable steps to prevent the occurrence of malpractice and maladministration
* confirming that previously identified action points have been met
* (where appropriate) confirming that assessments are conducted by occupationally expert assessors, in line with Active IQ’s Staff Approval requirements
* (where appropriate) sampling assessment decisions to confirm that the learner evidence is authentic, reliable and valid
* (where appropriate) checking that assessment decisions are regularly sampled for accuracy
* ensuring the centre is retaining appropriate records of assessment and internal verification decisions for the required time period
* providing advice and support on the interpretation of learning outcomes and assessment criteria

\*\*Reviewed March 2025\*\*