

Quality Assurance and Fair Assessment Policy

Purpose of policy

Top2% is committed to a policy of Quality Assurance (QA) and Fair Assessment throughout its training, assessment and consultancy activities, ensuring that any training, assessments and consultancy satisfies the specific requirements of all clients. It is the policy of the company to only market professional services of a quality that will merit and earn client satisfaction, by performing all functions reliably and effectively.

This means:

- We find the solutions that best suit our client.
- We meet and exceed our client's expectations in terms of both delivery and specification.
- All training delivery is evaluated and observed periodically, to ensure consistency and quality of delivery.
- We are open and honest about deadlines and costs.
- Our consultants are trained and highly effective in their subject areas.
- We promote continuous improvement in our training delivery and consultancy and we are continuously seeking up-to-date products and expertise to further improve our level of training and quality assurance.
- Our assessors have recognised teacher status with the University of South Wales and are highly effective in their areas.

Policy Statement

Top2% delivers training, assessments and consultancy throughout the UK and abroad. The nature of our training, assessments and consultancy places particular emphasis and demands on the experience and expertise of the consultants we engage to deliver this training. High levels of responsibility and reliability are associated with all aspects of our work and Top2% has a commitment to the continued professional development and training of our consultants, to ensure that they are suitably qualified and equipped to meet these requirements.

The Company has developed its expertise since its establishment and its aim is to achieve a high standard of training and consultancy for its customers. It is the policy of the Company to provide its customers with exemplary training and consultancy, in accordance with their requirement, at the agreed price and all of Top2%'s products and services are regularly reviewed and monitored for QA purposes.

The Director also has the responsibility to ensure that all external Awarding Bodies policies and instructions are being followed and that the appropriate evidence is being correctly completed and submitted. All of Top2% RSAS and CSAS courses are accredited by the University of South Wales.

The role of an assessor is to:

- Ensure assessments are carried out by assessors who have the appropriate qualifications, knowledge, understanding and skills, and the assessments are valid for the subject or qualification in question.
- Ensure that assessment evidence is authentic, solely being produced by the learner in question.
- Ensure the consistency of assessment decisions.
- Agree and record assessment plans with each learner.
- Fully brief learners on the assessment process.
- Observe learners' performance through formative assessment and/or in simulated situations, and/or conduct other forms of assessment in accordance with the qualification requirements.
- Ensure that assessment of performance by observation is unobtrusive.

- Judge the evidence and record assessment decisions against the standards set by the Awarding Body.
- Provide learners with prompt, accurate and constructive feedback.
- Manage the assessment process from its planning stage, through to marking and recording assessment decisions.
- Ensure validity, authenticity, currency and sufficiency of evidence.
- Maintain accurate and verifiable learner assessment and achievement records.
- Confirm that learners have demonstrated competence/knowledge and have completed the required documentation.
- Ensure maintenance of confidentiality for sensitive information.
- Ensure appeals are heard by individuals that have the appropriate competence to make decisions in each individual case and have had no prior involvement, or a personal interest in the case.
- It is Top2%'s aim to ensure that all assessment outcomes are fair, consistent and reliable, based on the valid judgements of the assessor, using the assessment strategy for the qualification in question.
- Everyone has the right to appeal if they believe that their assessment decision is incorrect. Firstly, we advise all learners to discuss any concerns or enquiries relating to the result of the assessment with the assessor to resolve the issue. If they are not satisfied with the outcome, then they can contact us at Top2% for further advice and guidance.

Top2% will consider:

- Appeals against results of assessment or quality assurance.
- Appeals against a decision made relating to a reasonable adjustment or special considerations application.
- Appeals against decisions relating to any action taken against a learner or centre, following an investigation into malpractice or maladministration.
- Appeals against qualification approval decisions.

Enquiries Regarding Assessment Decisions

If a learner wishes to question an assessment result, they should initially discuss their concerns with the assessor. If the learner is not satisfied with the outcome, they should email the Director within 14 days of the final assessment being issued to them.

Top2% will acknowledge receipt of the enquiry within 7 working days and this will be followed promptly by the Director's adjudication decision. The Director adjudicator may instruct that a further re-mark or re-assessment should take place, should they consider that the assessment procedures were not adequately followed.

The assessor and learner will be notified of the adjudication outcome as soon as it is available, within a maximum of 28 days.

Top2% commitment

The Director is responsible for Quality Control and Fair Assessment of its training and consultancy it provides and seeks improvement by constant review of the products and the consultants the company engages. Top2% is committed to achieving customer satisfaction by the use of quality procedures, assessment, evaluation, observation and regular meetings with its customers.

Internal Quality Assurance exists and all training delivery and candidate assessments are completed by assessors and monitored by the Director and the assessors and there is a commitment to meeting the requirements of any Awarding Body it delivers for.

Monitoring and Review

The Director will monitor the effectiveness and review the implementation of this policy regularly, considering its suitability. If the profile of the company's business activity or operating environment changes significantly, the policy will be fully reviewed and any changes communicated to the appropriate personnel. All employees, consultants and other personnel working in partnership with Top2% are invited to comment on this policy and suggest ways in which it may be improved.

Application of the policy

This policy, its principles and its procedures should be applied by the Director, assessors and other personnel who work in partnership with Top2%.

If any deviance from this policy is suspected, it should be referred to the Company Director. Such reports will be treated confidentially.