

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

TTT POLICY DOCUMENT

External Quality Assurance Policy

Cooperating fully with Awarding Organisations to maintain and improve the integrity of TTT's assessment.

Document Control

Document Title	External Quality Assurance (EQA) Policy
Version	1.0
Effective Date	22 April 2026
Next Review Date	22 April 2027
Policy Owner	Phenil Mehta, Centre Manager
Approved By	Phenil Mehta, Centre Manager
Classification	Public
Applies To	Centre Manager, Lead IQA, IQAs, Course Assessors, Course Tutors, Course Coordinator and associates

External Quality Assurance (EQA) Policy

1. Purpose

This policy sets out how TTT engages with the External Quality Assurance (EQA) activity carried out by its Awarding Organisations. It defines TTT's responsibilities before, during and after EQA visits or remote sampling, the roles of those involved and how EQA findings are acted upon. The policy supports TTT's compliance with Ofqual's General Conditions of Recognition as they apply to recognised centres and with the EQA requirements of each Awarding Organisation with which TTT is registered.

2. Scope

This policy applies to:

- All qualifications delivered by TTT
- All EQA activity conducted by Awarding Organisations, including scheduled visits, remote sampling, monitoring reports, standardisation events and ad hoc reviews
- All TTT staff and associates involved in the assessment and IQA cycle
- All learner evidence, assessor decisions and IQA records relevant to the qualifications under review

3. Definitions

The following terms carry the meanings given throughout this policy.

External Quality Assurance (EQA)	The monitoring activity carried out by an Awarding Organisation to confirm that TTT's assessment and IQA practice meets the required standard.
EQA Visit	A scheduled or unscheduled face-to-face or remote engagement during which the EQA reviews evidence, interviews staff and, where appropriate, speaks with learners.
Remote Sampling	The review of learner evidence, assessor decisions and IQA records by the EQA without a live visit.
EQA Report	The formal written outcome issued by the EQA following an activity, setting out findings, commendations, recommendations and any required actions.
Centre Status	The level of oversight applied by an Awarding Organisation, typically ranging from New or Limited Claims (higher oversight) to Direct Claims (lower oversight with greater centre autonomy).
Required Action	A point raised by the EQA that must be addressed within a specified timescale, failing which certification may be suspended or the centre's status adjusted.
Recommendation	A point of suggested improvement that does not require immediate action but is expected to be considered and, where appropriate, adopted.

Sanction	Any formal measure imposed by the Awarding Organisation where TTT fails to address required actions, including suspension of registrations, withdrawal of Direct Claims status, withdrawal of qualification approval or withdrawal of centre approval.
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4. Policy Statement

TTT is committed to the following principles and commitments.

1. TTT cooperates fully, openly and promptly with every Awarding Organisation with which it is registered.
2. TTT treats the EQA relationship as a partnership aimed at continuous improvement and protection of the qualification's integrity.
3. TTT provides the EQA with access to all requested evidence, including learner portfolios, assessor decisions, IQA sampling records, standardisation minutes, policies and procedures, etc.
4. TTT provides the EQA with access to Course Assessors, IQAs, the Course Coordinator, the Centre Manager and, with the learner's consent, to learners, where requested.
5. TTT responds to EQA required actions within the timescales set by the Awarding Organisation and ahead of the next certification claim where required.
6. TTT treats EQA recommendations as serious developmental feedback and adopts them wherever practicable.
7. TTT notifies every Awarding Organisation of any significant changes to centre staff, assessor team, delivery model or learner volume as required by that organisation's centre handbook.
8. TTT retains all EQA correspondence, reports and associated action plans for a minimum of three years or longer where the Awarding Organisation requires it.
9. Where TTT disagrees with an EQA finding, TTT follows that Awarding Organisation's published appeal route and does not take unilateral action to disregard the finding.

5. Roles and Responsibilities

Role	Responsibility
Centre Manager (Phenil Mehta)	Overall accountability for the EQA relationship; primary centre contact on record with each Awarding Organisation; approves and signs off EQA action plans; reports significant changes to the centre.
Lead IQA	Operational point of contact for each EQA; prepares the evidence base requested; coordinates assessor and learner availability during the visit; leads the implementation of required actions; represents TTT at Awarding Organisation standardisation events.
IQAs	Prepare sampling records, observation records and standardisation minutes for EQA review; attend EQA interviews as required.
Course Assessors	Provide evidence and decisions as requested; attend EQA interviews; respond to EQA feedback; complete any EQA-initiated training.

Role	Responsibility
Course Coordinator	Provides administrative support for the visit; arranges learner permissions and access to records; maintains the EQA correspondence log.
Course Tutors	Prepare teaching records where requested; attend interviews as required.
Learners	With consent, participate in EQA interviews; provide honest feedback on their experience of assessment; access their own evidence through TTT where needed.

6. EQA Engagement Cycle

6.1 Before the activity

- The Lead IQA confirms the scope, date and format of the activity with the Awarding Organisation and notifies the Centre Manager
- The Course Coordinator prepares the learner sample list requested and obtains any required learner consent for direct engagement
- The Lead IQA assembles an evidence pack covering sampled portfolios, assessor decisions, IQA Sampling Reports, standardisation records, training logs, policies and the current self-evaluation summary
- The Centre Manager reviews any open actions from the previous EQA activity and confirms they are closed before the new activity begins

6.2 During the activity

- The Lead IQA hosts the EQA, arranges introductions and manages timings
- Named TTT staff make themselves available for interview at agreed times
- Requests for additional evidence are met within the activity or, where not possible, within three working days with a clear explanation to the EQA
- Notes are taken throughout by a TTT representative to support accurate action planning afterwards

6.3 After the activity

- The EQA Report is logged and circulated to the Centre Manager, Lead IQA and any named staff within two working days of receipt
- An EQA Action Plan is drafted by the Lead IQA within 7 calendar days of receipt of the report, assigning each required action and recommendation to a named owner with a target date
- Required actions are completed before the next certification claim or within the timescale set by the Awarding Organisation, whichever is sooner
- Evidence of action completion is retained in the learner file, IQA records or centre records as appropriate and is available at the next EQA activity

7. Managing EQA Findings

Findings are categorised and managed as follows.

Finding Type	TTT Response
Commendation	Recorded in the Action Plan as evidence of good practice; shared at the next team and standardisation meetings; embedded in induction materials where appropriate.
Recommendation	Reviewed by the Centre Manager and Lead IQA; adopted where practicable and beneficial; where not adopted, the reason is recorded.
Required Action	Allocated to a named owner with a target date; progress reviewed by the Lead IQA weekly until closure; evidence of closure retained.
Sanction	Immediate response by the Centre Manager; root-cause analysis; revised action plan agreed with the Awarding Organisation; communication to affected learners where appropriate; internal lessons-learned review once resolved.

8. Reporting Significant Changes to Awarding Organisations

TTT proactively notifies each Awarding Organisation of changes that may affect its registration, including:

- Change of Centre Manager, Lead IQA or other named roles on the centre contact record
- Addition or removal of Course Assessors or IQAs contributing to the qualification
- Significant changes to TTT's delivery model, learning platform, geographical reach or learner volume
- Changes to TTT's legal structure, ownership or operating address
- Any confirmed or suspected malpractice or maladministration affecting the qualification
- Any safeguarding incident that materially affects learners registered for the qualification

The Centre Manager holds the master log of notifications made to each Awarding Organisation and reviews outstanding items quarterly.

9. Appeals Against EQA Decisions

Where TTT disagrees with a required action, a sanction or any other EQA decision, it follows the published appeals route of the relevant Awarding Organisation. Internal steps are as follows.

1. The Lead IQA and Centre Manager meet to review the decision and document the basis for disagreement, including the evidence not reflected in the EQA's reasoning.
2. The Centre Manager submits a written appeal to the Awarding Organisation within its published timescale, typically 7 to 14 calendar days from receipt of the decision.
3. TTT cooperates with any subsequent investigation, including further sampling or interviews.
4. Pending the outcome of the appeal, TTT implements any non-contested parts of the decision and does not take unilateral action to disregard the contested parts.

5. The final Awarding Organisation decision is accepted and acted upon or escalated under that organisation's onward route (for example, to Ofqual) only where TTT has substantive grounds to do so.

10. Learning from EQA

EQA activity is a core input to TTT's self-evaluation. The Centre Manager:

- Reviews EQA outcomes across all Awarding Organisations at least annually
- Identifies patterns across findings to inform policy revision, training priorities and resource allocation
- Shares themes, commendations and required actions with the Course Assessor and IQA teams at the next standardisation event
- Feeds EQA outcomes into the annual IQA Sampling Strategy review

11. EQA Records and Retention

TTT retains the following EQA records for a minimum of three years after the activity or longer where the Awarding Organisation requires it:

- Correspondence with the Awarding Organisation before, during and after the activity
- Evidence packs provided to the EQA
- EQA Reports
- EQA Action Plans and evidence of closure
- Records of any appeals, sanctions or status changes

Records are held securely in line with the Data Protection Policy and the Data Retention and Disposal Policy.

12. Training

Role	Training	Frequency
Centre Manager	Awarding Organisation handbook updates; centre compliance; sanctions management	Annual
Lead IQA	Preparing for and hosting EQA activity; action plan development	Annual
IQAs and Course Assessors	Attending EQA interviews; presenting evidence; responding to findings	Annual refresh and before any confirmed EQA activity

13. Monitoring and Review

This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by Ofqual or Awarding Organisation changes, a significant EQA finding or sanction or feedback from the Lead IQA. Outcomes are recorded in the Version History at Section 15.

14. Related Documents

This policy should be read alongside:

- Assessment Policy
- Internal Quality Assurance (IQA) Policy
- Malpractice and Maladministration Policy
- Learner Sanctions Policy
- Appeals Policy
- Complaints Policy
- Certification Policy
- Conflict of Interest Policy
- Data Retention and Disposal Policy

15. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	A new standalone policy codifying TTT's engagement with EQA activity across Focus Awards, YMCA Awards, Highfield Qualifications and any other Awarding Organisations with which TTT is registered.

16. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta
Name

P Mehta
Signature

22/04/2026
Date