

Quality Assurance & Continuous Improvement Policy – Vertex Learning Hub

Reviewed: February 2026

PART ONE

General Statement of Policy, Duties & Responsibilities

1.1 Policy Statement

Vertex Learning Hub is committed to maintaining the highest standards of quality in teaching, learning, assessment, and learner support. We recognise our responsibility to ensure that all learning programmes, internal processes, and outcomes meet the expectations of learners, staff, awarding organisations, and relevant regulatory and professional bodies, including CPD standards.

This Quality Assurance & Continuous Improvement Policy sets out how Vertex Learning Hub monitors, evaluates, and continuously improves the quality of its provision. Quality assurance is viewed as a shared responsibility across all levels of the organisation and is embedded into everyday practice.

It is the policy of Vertex Learning Hub to:

- Deliver high-quality, inclusive, and learner-centred education and training;
- Ensure all learning programmes meet CPD standards and awarding body requirements;
- Monitor and review teaching, learning, and assessment to promote consistency and fairness;
- Use feedback, data, and reflective practice to drive continuous improvement;
- Support staff professional development to enhance quality and effectiveness;
- Maintain transparent, robust, and auditable quality assurance systems.

This policy applies to all staff, associates, learners, contractors, and stakeholders involved in the delivery or support of learning at Vertex Learning Hub.

This policy will be reviewed annually or sooner if required due to changes in legislation, CPD standards, awarding body requirements, or organisational structure.

1.2 Aims of Quality Assurance

The aims of quality assurance at Vertex Learning Hub are to:

- Safeguard the quality and integrity of learning programmes;
- Ensure learners achieve positive outcomes and progression;
- Promote consistency in assessment decisions;

- Identify strengths and areas for development;
- Drive continuous improvement across all areas of provision;
- Ensure compliance with CPD and awarding organisation standards.

1.3 Continuous Improvement Commitment

Vertex Learning Hub is committed to a culture of continuous improvement. This means:

- Regularly evaluating performance and outcomes;
- Acting on feedback from learners, staff, employers, and stakeholders;
- Implementing improvement actions in a timely and measurable way;
- Reviewing the impact of changes to ensure effectiveness.

PART TWO

Organisation of Quality Assurance

2.1 Roles and Responsibilities

Director / Centre Lead

The Director or Centre Lead has overall responsibility for quality assurance and continuous improvement and will:

- Ensure this policy is implemented and maintained;
- Oversee compliance with CPD and awarding body standards;
- Approve quality improvement plans;
- Ensure adequate resources are in place to support quality.

Quality Lead / Internal Quality Assurer (IQA)

The Quality Lead or IQA is responsible for:

- Monitoring the quality of teaching, learning, and assessment;
- Sampling assessments to ensure consistency and fairness;
- Supporting assessors and tutors through feedback and standardisation;
- Maintaining quality records and audit trails;
- Contributing to quality improvement planning.

Tutors, Assessors and Trainers

Tutors, assessors, and trainers are responsible for:

- Delivering high-quality teaching and learning;
- Assessing learners fairly and in line with standards;
- Engaging in reflective practice;
- Participating in quality assurance activities;
- Acting on feedback and development actions.

Learners

Learners are encouraged to:

- Provide honest feedback on their learning experience;
- Engage actively in learning and assessment;
- Raise concerns or suggestions for improvement.

PART THREE

Quality Assurance Arrangements and Procedures

3.1 Teaching, Learning and Assessment Monitoring

Vertex Learning Hub will monitor the quality of teaching, learning, and assessment through:

- Observation of teaching and training sessions;
- Review of learning materials and resources;
- Assessment sampling and standardisation activities;
- Review of learner progress, achievement, and retention data.

3.2 Assessment and Internal Quality Assurance

- All assessment decisions will be internally quality assured;
- Sampling plans will be risk-based and proportionate;
- Feedback to assessors will be constructive and developmental;
- Actions identified through IQA will be monitored to completion.

3.3 Learner Feedback

Learner feedback will be gathered through:

- Surveys and questionnaires;
- Reviews at key points in the learner journey;

- Informal feedback and discussions.

Feedback will be analysed and used to inform improvements to teaching, resources, and support.

3.4 Staff Development and CPD

Vertex Learning Hub recognises that staff development is central to quality improvement and will:

- Encourage ongoing CPD aligned to roles and responsibilities;
- Provide training and standardisation opportunities;
- Use appraisal and supervision to identify development needs;
- Support reflective practice.

3.5 Data and Performance Monitoring

The following data will be reviewed regularly:

- Learner achievement and success rates;
- Retention and attendance;
- Progression outcomes;
- Feedback and complaints.

Trends and patterns will be analysed to inform decision-making and improvement planning.

PART FOUR

Quality Improvement Planning

4.1 Quality Improvement Plan (QIP)

Vertex Learning Hub will maintain a Quality Improvement Plan which will:

- Identify areas for development;
- Set clear, measurable actions;
- Allocate responsibility and timescales;
- Be reviewed regularly to monitor impact.

4.2 Complaints and Appeals as Quality Tools

Complaints and appeals will be viewed as opportunities for learning and improvement. Outcomes will be reviewed as part of the quality assurance process to prevent recurrence and strengthen practice.

PART FIVE

Policy Review and Monitoring

This policy will be:

- Communicated to all staff and relevant stakeholders;
- Reviewed annually;
- Updated in response to internal reviews, external audits, or changes in CPD or awarding body requirements.

A copy of this policy is available on request.

Approved by Vertex Learning Hub Management

Signed: _____

(Director / Centre Lead)

Date: _____