



Quality Assurance Strategy

Version 1 | Effective from 24/08/2026 | Review due 24/08/2027

Introduction

Wise Training Ltd provides professional training and assessment in Door Supervisor (full and top-up), CCTV Operator (full), and the Highfield Level 3 Award in Emergency First Aid at Work (RQF). Quality is central to the business because the centre values its learners and clients and is committed to consistent delivery, valid assessment and continuous improvement. This strategy provides the framework for monitoring and improving performance.

We have the following systems and procedures in place to support learner satisfaction and promote ongoing improvement throughout our centre:

Operator (full), and the Highfield Level 3 Award in Emergency First Aid at Work (RQF).

1. Monitoring and Customer Feedback

Wise Training Ltd gathers feedback from learners after each training session through structured evaluation forms, online surveys, and direct interviews where possible. This feedback is documented and analysed monthly by the Director (Umar Bhatti) to identify trends, areas of improvement, and training successes. Action plans are then developed and implemented to address any issues or suggestions.

2. Standardisation

To ensure standardisation, Wise Training Ltd holds monthly standardisation meetings with all tutors and assessors. These meetings focus on reviewing training materials, discussing learner feedback, and sharing best practice. All meeting outcomes and agreed actions are recorded and circulated to all staff to ensure consistency across training delivery.

3. Continued Professional Development

Wise Training Ltd ensures that all staff participate in ongoing professional development to maintain and enhance their skills and knowledge. This includes attending external seminars and workshops, completing industry-specific refresher courses, and engaging in peer observations. CPD records are maintained for each staff member and reviewed annually to identify additional training needs.

4. Internal Processes

Our internal processes are regularly reviewed to ensure compliance with the latest guidance from our



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Awarding Organisation and with changes in legislation. Updates are documented in internal procedure manuals and communicated via email and during staff meetings. Records of updates and process changes are maintained by the Director.

5. Monitoring and Sampling

Wise Training Ltd applies rigorous internal quality assurance during the delivery and assessment of Highfield qualifications. Sampling is scaled to risk according to tutor experience, as follows:

- New tutors: 100% of assessment decisions are sampled for their first 6 months, or their first 3 courses delivered (whichever is longer), before any reduction in sampling is applied.
- Established tutors (having completed the initial sampling period above with no issues identified): a minimum of 1 in 3 courses delivered (approximately 33%) are sampled, or at least 2 sampled sessions per tutor per year, whichever is greater.

Role separation and sampling of the Director's own delivery: Umar Bhatti may act as an IQA only for assessment activity in which he has not delivered, assessed or otherwise made the original assessment decision. He will not quality assure or sign off his own assessment decisions. A competent independent IQA, meeting the requirements of the relevant qualification specification, must be appointed for assessment activity undertaken by Umar Bhatti.

- Until that independent IQA appointment is confirmed, Wise Training Ltd will not make a certification claim for any internally assessed component delivered or assessed by Umar Bhatti.
- The independent IQA will initially sample 100% of Umar Bhatti's assessment decisions. Any later reduction must be supported by a documented risk review, satisfactory sampling outcomes and the applicable Highfield qualification requirements.
- The independent IQA's identity, competence and qualification evidence will be recorded and submitted to Highfield before any affected assessment or certification claim.

Sampling includes observation of teaching sessions, review of assessment decisions and evidence, and learner feedback analysis. All sampling outcomes are documented in our IQA reports and any



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issues identified are fed back to the tutor concerned and, where necessary, addressed through retraining or increased sampling.

6. Internally Assessed / Centre-Marked Assessments

Where qualifications include internally assessed or centre-marked components, Wise Training Ltd makes certification claims safe through the sampling strategy in Section 5, standardisation activity and authenticity checks under the Malpractice and Maladministration Policy. No certification claim is made until a competent IQA who was not involved in the original assessment has confirmed that the decision is valid, reliable and properly evidenced.

7. IQA Roles and Responsibilities

The Internal Quality Assurer (IQA) at Wise Training Ltd has the following responsibilities:

- Ensure delivery and assessment meet qualification and regulatory requirements.
- Verify all assessment paperwork is completed accurately and in a timely manner.
- Ensure that all tutors and assessors are sampled appropriately over time.
- Support and mentor tutors and assessors, offering guidance and development opportunities.
- Maintain a clear and comprehensive audit trail of all internal quality assurance activities.

8. Overall Responsibility

Wise Training Ltd's internal procedures are reviewed regularly and communicated through email updates, staff briefings, and one-to-one meetings. While the Director, Umar Bhatti, holds ultimate responsibility for quality assurance, every team member has a duty to maintain high standards within their area of work, embedding a culture of quality across the training centre.

Position: Umar Bhatti, Director

9. Version Control

Version	Revision Date	Author	Summary of Changes
01	24/08/2026	Umar Bhatti	First issue for the Highfield centre approval application.