



## Quality Assurance Policy

Metadata Ltd provides apprenticeship training in Business Analyst Level 4.

Quality is important to our business because we value our {staff/customers}. We strive to provide our customers with products and services that meet and even exceed their expectations. **Metadata Ltd** is committed to ensuring continuous improvement within all aspects of our business and has established a Quality Management System and policy statement which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of {customer/learner satisfaction} and ongoing improvement throughout our business:

### 1. Monitoring/Customer Feedback

At the end of every session, the admin team will send a short feedback form (Google form) via email to attendees to obtain and monitor their feedback about their experience on the session.

The following questions we ask:

#### 1. Email

#### 2. Based on your experience on the course, how likely are you to recommend Metadata Training to a colleague?

1	2	3	4	5	6	7	8	9	10	
Very Unlikely										Very Likely

#### 3. What made you decide to give this rating?

#### 4. What's one thing you have learned on this session that you can take away and apply to your role?

#### 5. Any other comments

We collect this feedback and individual attendee responses are kept anonymous from the tutor and shared with the head of apprenticeships weekly to improve delivery.

Attendees are given a timeframe of a week to complete and then we internally check for non-completions. An email reminder is sent to those who are yet to complete the form with another week's timeframe. Anyone who does not complete it after 2 weeks will receive a phone call from Sadia Begum (Quality & Improvement team) to discuss their feedback as an alternative and final method of feedback collection.



## 2. Standardisation

*Standardisation is maintained by staff 121's, once-a-month delivery meetings, and quarterly meetings with the IQA and functional skills tutor. Themes are addressed as well as any issues that may arise.*

## 3. Continued Professional Development

*Staff only deliver and coach Business Analyst Level 4 – all staff keep up to date with CPD with the BCS*

## 4. Internal Processes

*We do not have an awarding body – you will be our first.*

## 5. Monitoring/Sampling

*Our IQA will be sampling 100% of our learners as we only have 6 learners requiring Functional Skills atm.*

## 6. IQA Roles & Responsibilities

The IQA should:

- Ensure the delivery and assessment are in line with the qualification requirements.
- Ensure all assessment paperwork is completed accurately.
- Ensure all tutors/assessors are sampled over time.
- Support and offer development for tutors/assessors; and
- Provide an audit trail of internal quality assurance.

**Metadata Ltd's** internal procedures are reviewed regularly and are communicated to all appropriate areas of the business via meetings and email. Though the **Director** has ultimate responsibility for quality assurance, all staff have a responsibility within their own areas of work in helping to ensure that quality is embedded throughout the training department of **Metadata Ltd.**

Sue Harland

Signed/Position: Sue Harland (Feb 14, 2025 14:43 GMT+1)

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