

Quality Assurance and Internal Review Policy

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Learner-Friendly Summary

SBK Teaching Standards regularly reviews its courses, assessments, policies, website information, and data-handling processes to ensure high quality, accuracy, accessibility, and compliance. Reviews take place annually and whenever issues arise. Learner feedback, complaints, safeguarding concerns, prevent concerns, and technical issues all help shape improvements.

1. Purpose

This policy sets out how SBK Teaching Standards maintains high standards of quality across all courses, assessments, resources, and operational processes. It ensures:

- Consistency and accuracy of course content
- Validity and reliability of assessments
- Accessibility and usability of the online learning environment
- Compliance with safeguarding, Prevent, and data-protection duties
- Continuous improvement based on evidence and feedback

2. Scope

This policy applies to:

- All courses and learning materials
- All assessments and CPD logs
- All policies and procedures
- Moodle Cloud functionality and accessibility
- Website content
- Data collection and record-keeping
- Learner feedback and communication channels

3. Areas Reviewed Internally

SBK Teaching Standards conducts internal reviews of:

- Course content
- Assessment materials
- CPD logs
- Website information
- Policies and procedures
- Data collected and stored
- Moodle functionality and accessibility

4. Frequency of Reviews

All areas are reviewed **annually**, including:

- Course content
- Assessment materials
- Policies and procedures
- Moodle functionality and accessibility

Additional reviews occur when:

- Issues arise
- Complaints or appeals are received
- Safeguarding or Prevent concerns are identified
- Technical failures occur
- Content becomes outdated
- New courses or assessments are launched
- Regulations or best-practice guidance change

5. Responsibility for Quality Assurance

5.1 Internal QA Lead

The QA Lead is: **Clerissa (Sole Trader, SBK Teaching Standards)**

Responsible for:

- Conducting all internal reviews
- Maintaining QA records
- Implementing improvements
- Ensuring compliance across all areas

5.2 External Reviewers

External specialists are used to:

- Test new courses
- Test new assessments
- Provide subject-specific or compliance-focused feedback
- Validate clarity, accuracy, and accessibility before launch

6. Quality Assurance Activities

SBK Teaching Standards carries out the following QA activities:

- Checking course accuracy, relevance, and alignment with learning outcomes
- Reviewing assessment validity, reliability, and fairness
- Reviewing marking consistency and feedback quality
- Reviewing accessibility (MoodleCloud features, formatting, readability)
- Reviewing learner feedback from:
 - Moodle feedback forms
 - Microsoft Forms
 - Email
 - Facebook messages
 - Moodle messaging
 - End-of-course surveys
- Reviewing complaints and appeals data
- Reviewing safeguarding and Prevent records for patterns or risks
- Reviewing website clarity, accuracy, and navigation
- Reviewing CPD logs
- Reviewing data-protection compliance
- Reviewing technical issues and support logs

7. Evidence and Record-Keeping

The following records are maintained as evidence of QA:

- QA review logs
- Version-control tables
- Change logs
- Assessment review reports
- Accessibility checklists
- Complaints and appeals analysis

- Safeguarding and Prevent trend analysis
- CPD review notes

Records are retained for **2 years** in line with the Privacy Policy.

8. Learner Feedback

Learner feedback is collected through:

- Moodle feedback forms
- Microsoft Forms
- Email
- Facebook messages
- Moodle messaging
- End-of-course surveys
- Informal comments and suggestions

Feedback is reviewed and used to inform improvements.

9. Triggers for Additional Reviews

An early review may be triggered by:

- Complaints
- Appeals
- Safeguarding concerns
- Prevent concerns
- Technical failures
- Assessment errors
- Outdated or inaccurate content
- Regulatory or legal changes
- Launch of new courses or assessments

10. Continuous Improvement

Continuous improvement actions include:

- Updating course content
- Updating assessments
- Updating policies and procedures
- Updating website information

- Updating accessibility features
- Updating support processes
- Updating safeguarding and Prevent procedures

All improvements are reviewed annually to ensure effectiveness.

11. Escalation Routes

Where issues are identified, escalation follows the relevant policy:

- **Assessment issues:** Assessment Policy
- **Safeguarding concerns:** Safeguarding Policy
- **Prevent concerns:** Prevent Duty Statement
- **Data-protection issues:** Data Protection & Information Security Policy
- **Complaints:** Complaints Policy

12. Linked Policies

This policy should be read alongside:

- Assessment Policy
- Malpractice Policy
- Complaints Policy
- Safeguarding Policy
- Prevent Duty Statement
- Data Protection & Information Security Policy
- Online Safety & Learner Conduct Policy
- Terms & Conditions

13. Review Cycle

This policy is reviewed:

- **Annually**, or
- When services, regulations, or internal processes change