



QUALITY ASSURANCE POLICY

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1.Introduction

B-TIC is highly responsible to maintain and improve the quality of the Qualifications delivery as per the standard and recommend of the Awarding Bodies.

We are fully committed to every compliance of all the agencies who regulate us thus we are highly dedicated in setting Policies with timely revisions to meet the regulatory requirements, assure the standards, guide and support Awarding Bodies and the Learners to achieve a world class learning experience.

2. Scope

This document is applicable for the following products:

B-TIC Campus



3. Audience

This document is for use by the following:

a. B-TIC Staff

Relevant Policies/Others to be used in conjunction with,

1. B-TIC Academic Misconduct Policy
2. B-TIC Appeal and Complaints Policy
3. B-TIC Conflict of Interest Policy
4. B-TIC Data Protection Policy
5. B-TIC Glossary of Terms
6. B-TIC Health and Safety Policy
7. B-TIC Maladministration and Malpractice Policy
8. B-TIC Reasonable Adjustment and Special Consideration Policy

4. Policy Statement

4.1 General

B-TIC operates Quality Assurance Process as follows,

1. Continuous Monitoring and Training

B-TIC shall monitor and review continuously resources, internal systems and Policies, processes and procedures annually to ensure whether the Lecturers remain fit to deliver the Qualifications.

Centres shall demonstrate that they meet Centre recognition criteria throughout to the Qualification they offer.

B-TIC shall provide annual training for Recognised Centres as part of quality improvement.

An interim training shall be provided should it require if B-TIC identify any problems to help correct them.

2. Assessment Scrutiny (C2.3)

B-TIC shall not entertain “Direct Claimed Status” for any Recognised Centres.

B-TIC shall ensure that marking undertaken by the Centre in respect of all components for a Qualification is subject to scrutiny, although each component does not need to be the subject of scrutiny every year.

B-TIC shall conduct Assessment related reviews to assure the quality,

- a. External Verification for Quality Assurance (EVQA)
- b. B-TIC shall conduct EVQA of Internal Standardisation and
- c. B-TIC shall conduct External Standardisation of Centres for Quality Assurance.
- d. B-TIC shall produce reports and feedback of all Quality Assurance activities within 10 working days available to relevant stakeholders (C2.2).

B-TIC adopt risk based approach to sampling due to the diversity of B-TIC Recognised Centres. Centres shall provide samples for Assessment Scrutiny as follows,

- a. Any specific risks that relate to that Centre Assessment or Qualification
- b. The number of Learners, number of sites at the Centre
- c. The range of attainments demonstrated by those Learners,
- d. The number and experience of Assessors, Internal Verifier Quality Assurers at the Centre involved in marking the relevant Assessment
- e. Outstanding actions and sanctions placed on the Centre
- f. The Centre's track record of working with B-TIC
- g. Assessment decisions made by each Assessor
- h. Assessment decisions for both the internal and external components of the Specifications (where applicable)
- i. Assessment of new specifications
- j. Each Assessment method
- k. Learner's work across all Levels and all Units
- l. Learner's work that reflects Unit claims
- m. Each assessment site, including employer's workplaces (where applicable)

The IVQA should expand their sampling model in the following circumstances,

- a. Assessment decisions made by new Assessors
- b. Observed session video evidence
- c. Claims for Prior Learning assessment and Recognition (PLAR) and exemptions and Equivalencies, Portfolios Professional Discussions.

There shall be a clear rationale for the sample choice which may include any of the following factors,

- a. Strong evidence of achievement
- b. Weak evidence of achievement and the reason for that judgment
- c. Evidence which is not sufficient to demonstrate achievement of all the Assessment Criteria
- d. The use of an Innovative Assessment Strategy or a new or Innovative Assessment Method
- e. An example of good and constructive feedback to a Learner
- f. An example of good and constructive feedback from the Internal Verifier for Quality Assurer to the Assessor
- g. Evidence from a Learner who has not achieved and why
- h. Any other valid reasons for the selection
- i. The Unit is being delivered for the first time
- j. The Unit has undergone major revision
- k. The Assessor is new to assessing
- l. The Assessor is delivering a Unit for the first time
- m. An EVQA visit is scheduled for the Unit
- n. The Unit was previously subject to sanctions by B-TIC

Where it considers necessary in the light of any risks that it has identified, B-TIC must select for scrutiny Samples of marking by the Centre which go beyond those suggested by the Centre itself.

The scope of the sample shall be selected and communicated in 4 weeks advance advance of the Quality Assurance.

The number of learners sample is as follows,

Number of Registered Learners	Sample Size
1 -10	2
11- 50	4
51-100	6
101-200	8
200 <	10

The sample should support the evidence of achievement for a whole Unit of Assessment and should include:

- a. **“Provisional Grading Sheet”** showing achievement for all Learners in the group
- b. Assignment Brief
- c. Unit code and any additional Unit information
- d. Unit Assessment Strategy mapped to all relevant Assessment Criteria and including Grading Assessment Plan where appropriate.
- e. Learners’ assessed work
- f. Record of the Assessment decision including feedback to the Learner in relation to achievement/non-achievement of the Assessment Criteria/Grading Criteria (if applicable).
- g. Internal Verification for Quality Assurance records including feedback to the Assessor
- h. Evidence where possible of subsequent monitoring of any actions identified by the Internal Quality Assurance Process.
- i. Completed claims for Reasonable Adjustment and Special Consideration for all Learners for which a Reasonable Adjustment has been made at the discretion of the Centre if applied.

Samples shall only be provided from the Learners who completed the Unit(s) or Qualification to claim the Certificate.

Samples shall be provided for Learners completed the Unit(s) or Qualification within the last two academic years for “External Standardisation”.

If the sample shows that the Centre is not applying the required quality standards,

- a. The area of concern will be recorded on the relevant report identifying whether any Assessment decisions have been overturned
- b. The Centre’s Quality Assurance contact will be advised immediately
- c. Additional samples will be requested to ascertain the extent of the noncompliance
- d. Appropriate actions will be placed on the Centre
- e. Appropriate sanctions may be placed on the Centre

Samples provided for any scrutiny shall be securely retained by B-TIC as per the Data Protection Policy.

3.Learner Survey

B-TIC shall conduct a learner survey annually from Centres.

In order to study the Learner experience as part of the Quality Assurance Process.

Centres shall collect data from Learners to take part in the survey and they are able receive a report from B-TIC that can reflect the quality (Learner Survey Form).

**Click to download the
LEARNER SURVEY FORM**



End of Policy

B-TIC has taken all effort to ensure that the Policy and information contained in this version of publication are true and accurate to the best of knowledge when published.

Disclaimer: However, Policies, Products and Services of B-TIC are subject to continuous learning and improvement frequently. Thus we reserve the right to improve the Policies, Products and Services accordingly. We cannot accept any responsibility for loss or damage of any nature upon the usage of this document.



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