

# IQA Sampling Plan Guidance



Factors to consider when planning frequency of IQA activity include the following, you may appoint a new tutor, start training at a new facility, or deliver a new qualification. Each of these would have implied increase in risk but it would depend on the individual circumstances. E.g. Starting a new tutor with 10 years of experience delivering courses is less risky than appointing a new tutor who is about to complete or has recently completed their tutor training.

A major factor is the amount of training that you are doing or plan to do. If you only deliver on occasion (once or twice per year) we would recommend that you IQA each course with observations. As the frequency increases you might choose to substitute this activity for learner interviews, desk based reviews or paper based checks but we expect you to focus on the observations and the benefit of this practical interaction as you develop your policy.

## Summary

Our revised guidance should enable you to make effective decisions about your ATC and how you wish to implement an IQA strategy. Once you have prepared a new IQA policy **please upload it to Synergy** and let your EQA know. Please contact your ATC administrator or EQA if you need advice. If you have a general query you could also contact Russell Sparks as our full time EQA he could offer advice too.

## Cirrus

If an ATC chooses to use the online system 'Cirrus' to complete the learners assessments this must be included within the ATCs IQA strategy and IQA sampling plan. The IQA must determine how many assessments will be sampled via the online system and add this to the ongoing planning to meet STA's minimum IQA requirements.

Appendix A – Policy Samples:

## Private Swim School (PSS)

Example – PSS Ltd runs and operates an ATC as part of its own internal workforce development with occasional external candidates who may or may not seek employment with PSS Ltd once they complete their training and gain their certificate.

IQA Policy (Incorporating Strategy and Sampling Plan)

PSS Ltd is committed to the highest standards and to supporting the learner journey on any training through our ATC. Accordingly, we use this IQA policy to determine how we will quality assure the courses that we deliver.

We normally deliver the following courses:

Course	Learner Numbers
Swimming Teaching Award x1	10
Swimming Teaching Certificate x1	4
SAT Course x2	12
Pool Lifeguard	10
Additional Courses on demand	unknown

On occasion local swim schools or centres will ask us to deliver additional training and we are happy to provide that under the auspices of our ATC. We plan to IQA 3 of the 5 courses that we anticipate running as follows – should we exceed our estimate of 5 courses we will sample alternate additional courses.

<b>January</b>	SAT – No IQA activity	<b>July</b>	SAT – No IQA activity
<b>February</b>		<b>August</b>	
<b>March</b>	Award Course – Tutor Observation	<b>September</b>	Certificate Course – Assessor Observation
<b>April</b>		<b>October</b>	
<b>May</b>	Pool Lifeguard – Learner Interviews (post course)	<b>November</b>	Ad hoc SAT booking – Assessor Observation
<b>June</b>		<b>December</b>	

Additional factors: We would review and anticipate increased IQA activity if any of the following occurred during the year.

- 1) Should our workforce change we would carry out an observation of any new tutor / assessor
- 2) If we added additional venues to our ATC.
- 3) If we add additional qualifications such as Baby and Preschool Teacher award.

The sampling of each course would use a random selection of learners and we would operate a policy of sampling a minimum of 4 learners or 25% of each course.

## Private Training Provider (PTP)

Example – PTP Ltd offers independent training at a range of centres over a 12-month period. Several contracts are long term and have distinct patterns but other customers will book training on a random basis.

IQA Policy (Incorporating Strategy and Sampling Plan)

PTP offers a full range of Water Safety and Pool Plant training. PTP is committed to the highest standards and to supporting the learner journey on any training through our ATC. Accordingly, we use this IQA policy to determine how we will quality assure the courses that we deliver. The majority of tutoring is from 1 member of staff.

We normally run 20 courses over the year in FAW and Pool Lifeguard as well as Pool Plant Operations

Course	Course Numbers	Learner Numbers
Pool Lifeguard	5	50
First Aid at Work	5	44
SAT Course	4	36
Emergency FAW	6	60
Additional Courses on demand	unknown	

We engage with around 200 learners each year. The aim of our policy is to ensure that the learners have a similar experience and can be confident in their qualification. Our business relies on renewal and repeat business, so our reputation is critical to our ongoing viability. We aim to sample 25% of our courses. Due to holidays we have a replacement tutor in for August and have taken the precaution of planning IQA observations on each course. This is in excess of our standard 25% target.

We plan to sample courses via a range of methods as set out below:

Month	Course	T/A	IQA	Type	Month	Course	T/A	IQA	Type
January	Pool Lifeguard EFAW	1	1	Ob	July	EFAW FAW	1 1	1	Ob
February	Pool Lifeguard FAW	1			August	EFAW FAW	2 2	1 1	Ob Ob
March	SAT	1	1	Ob	September	SAT	1		
April	Pool Lifeguard	1			October	Pool Lifeguard	1	1	
May	Pool Lifeguard	1	1	Ob	November	EFAW	1		
June	EFAW SAT FAW	1 1 1			December	EFAW SAT FAW	1 1 1	1	Ob

## Leisure Trust / Operator / Franchise

Example 3: The business in question 'LT trust' runs multiple facilities and has a large number of employees who train or subcontract to train courses during the year. These form a vital part of the workforce development needs of the business and at some sites a welcome source of additional revenue. The example has 20 sports centres in 5 areas.

IQA Policy (Incorporating Strategy and Sampling Plan)

LT Trust is committed to offering a quality experience in all of our internal and external training. As part of that we use this quality assurance policy to help our training team monitor and review the quality of our educational experience.

We operate a flexible training program across our sites. We normally run 12 Swimming Teaching courses over the year (alternating an Award / Certificate / BPS course every three months) We also run 10 Pool lifeguard courses and 6 Revalidations every year (although this is variable depending on renewal cycles. We deliver 5 Pool Plant courses and we use FAW training although we are moving to the new STA Pool Lifeguard and intend to integrate this at our aquatic facilities. Whilst we aim to fill each course normally operate at 75% occupancy.

Course	Course Numbers	Learner Numbers
Pool Lifeguard (inc Reval)	16	160
First Aid at Work	8	80
Pool Plant	5	40
EFAW	5	44
Swimming Teaching Award	4	40
Certificate	4	36
BPS	4	36

We normally deliver to around 400 learners in a twelve-month period. We aim to observe each tutor / assessor 1 time every 12 months and as we plan to run 42 courses, we aim to have some form of IQA activity in 11 of our courses which is just over 25% of our planned activity. Should we add or remove courses we will review this level of activity.

Sampling plan across all sites –

Month	Course	Site	T/A	IQA	Type	Month	Course	Site	T/A	IQA	Type
January	Pool Lifeguard x2 FAW BPS	1	1	1 2	Ob R	July	Pool Lifeguard x2 Pool Plant BPS	17	1	1	Ob
		10	2					14	2		
		9	3					1	3		
February	Pool Plant Award FAW	2	1	1	Ob	August	Pool Lifeguard x2 FAW Award	2	1	2	Ob
		4	2					15	2		
		12	3					8	3		
March	Pool Lifeguard x2 Certificate FAW	3	1	1	LI	September	Pool Lifeguard x2 Certificate EFAW x1	3	1	2	R
		1	2					7	2		
		9	3					9	3		
April	FAW Pool Plant BPS	8	3	2	Ob	October	Pool Plant BPS FAW	2	1	1	Ob
		7	2					7	2		
		10	1					1	3		
May	Pool Lifeguard x2 FAW Award	9	1	2	P	November	Pool Lifeguard x2 FAW Award	9	1	1	LI
		5	2					7	2		
		1	2					3	3		
June	Pool Lifeguard x2 Certificate EFAW x2	2	1			December	Pool Plant Certificate EFAW x2	1	1		
		6	2					2	2		
		18	3					13	3		

Notes: P= Paper, LI = Learner Interviews, Ob = Observations, R = Remote | each Tutor Observed twice over 12 months

Sites all part of the training plan, any new sites would automatically include additional IQA activity we would IQA the first course at any new venue, any new tutor / assessors would also normally have an IQA observation depending on their experience. For authenticity and specific relevance, we recommend that you list your staff resources and allocate them in the schedule by name.

# Academic Institution

Example 4: 'A' FE College runs a successful Sport and Exercise Department which includes a vocational training dimension to ensure that students enter the workplace with qualifications that increase their employability.

## IQA Policy

At 'A' College we run a range of STA courses to augment the experience for students. It is part of our policy to use IQAs to ensure each cohort of learners has a similar and effective experience. This is in addition to our existing robust regulatory obligations as an FE college. We operate on 1 site.

Our course runs over a 2 year full time program during which time we deliver the following training as part of the course: Pool Lifeguard Course, Award course, Certificate Course, BPS.

Year 1 – Award Course x 4 and BPS x 4 Year 2 – Pool Lifeguard x 4, Certificate x 4

We have 40 students in each year group and manage the courses to support the demands of the modules whilst ensuring student well-being.

Semester	Course	Tutor	Assessor	IQA
Year 1-1	Award	1	2	2
Year 1-2	BPS	2	1	1
Year 2-1	Certificate	1	2	2
Year 2-2	Pool Lifeguard	2	1	1

We have declared a conflict of interest with STA because our lecturers are all working together but assess, tutor and IQA each other.

We allocate the roles specifically for each cohort. We sample 10% of our learners at the site and deem that 'A' College is low risk. Each staff member has 1 observation per year on either tutoring or assessment as we are already in an academic facility with IQA requirements that mitigate our quality assurance risks.

Should our staffing change or were we to merge with another institution we would review this document. Normally we set our courses over a 24-month period and will review this document every 24 months in normal circumstances.