

ILLUMIN ACADEMY

Quality Assurance Policy - V1.0

1. Purpose

This policy outlines Illumin Academy's commitment to maintaining and continuously improving the quality of its educational provision and operational practices. Through robust quality assurance systems, the Academy ensures that learners receive high-quality education, support, and services that meet awarding body and regulatory standards.

2. Scope

This policy applies to all areas of Illumin Academy's operations, including teaching and learning, assessment, learner support, staff performance, resources, and administration. It includes qualifications delivered under awarding bodies such as OTHM and NCFE CACHE.

3. Areas Subject to Quality Assurance

The following areas are routinely reviewed as part of Illumin Academy's quality assurance framework:

- Lesson materials and learning resources
- Tutor and assessor performance
- Assessment practices and learner outcomes (in coordination with IQA policy)
- Learner induction, support, and progression
- Administrative systems and learner records
- Policies and procedures to ensure compliance with awarding body expectations
- Online learning and use of LMS platforms (e.g., Illumin Academy, Google Classroom)

4. Review and Action Based on Feedback

Illumin Academy collects feedback from learners, staff, employers, and external stakeholders to improve quality. Feedback is gathered via:

- Learner surveys and evaluations
- Staff appraisals and performance reviews
- Meetings, focus groups, and formal complaints
- External verifier and regulatory body reports

All feedback is reviewed by the Quality Assurance Team, and action plans are developed to



address identified issues. Changes are communicated to relevant parties and reviewed for impact over time.

5. Monitoring and Continuous Improvement

The Quality Assurance Team conducts regular audits and reviews to ensure compliance and promote best practice. This includes monitoring assessment decisions, staff qualifications, CPD activities, resource quality, and learner experience. A culture of continuous improvement is promoted through:

- Staff development and training
- Internal and external moderation
- Regular policy and process review
- Encouragement of innovation in teaching and learning

6. Roles and Responsibilities

- Senior Management Team: Strategic oversight of quality standards
- Quality Assurance Team: Operational responsibility for audits, reviews, and action planning
- Teaching and Assessment Staff: Delivery and review of curriculum and assessment
- Admin and Support Teams: Maintenance of accurate records and learner support

7. Policy Review

This policy will be reviewed annually or in response to updates from awarding bodies or regulatory requirements to ensure it remains effective and compliant.

Contact Information:

Quality Assurance Team

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