

B P I F
TRAINING

QUALITY ASSURANCE POLICY

B P I F TRAINING LIMITED

Version 1.0 | Effective July 2026

Policy owner	Head of Quality & Performance
Approved by	Managing Director
Version	1.0
Effective date	July 2026
Review date	July 2027

1 POLICY STATEMENT

BPIF Training is committed to delivering high-quality education, training and assessment services that meet the needs of learners, employers, staff and stakeholders.

We aim to provide an outstanding learning experience that supports learners to develop the skills, knowledge and behaviours required to succeed in their careers, whilst providing employers with a highly skilled and productive workforce.

Quality is at the heart of everything we do. Through robust quality assurance processes and a culture of continuous improvement, we strive to meet and exceed the expectations of learners, employers, awarding organisations, funding bodies, regulators and other stakeholders.

2 PURPOSE

The purpose of this policy is to:

- ◆ Ensure consistently high standards across all areas of provision.
- ◆ Support positive learner outcomes and progression.
- ◆ Promote a culture of continuous improvement.
- ◆ Monitor and evaluate the quality of learning, assessment and support.
- ◆ Ensure compliance with funding, regulatory and awarding organisation requirements.
- ◆ Gather and respond to learner and employer feedback.
- ◆ Support staff development and professional practice.
- ◆ Drive improvements through evidence-based decision making.

3 SCOPE

This policy applies to all aspects of BPIF Training's provision, including:

- ◆ Apprenticeships
- ◆ Commercial training
- ◆ Adult learning programmes
- ◆ Employer engagement
- ◆ Quality assurance activities
- ◆ Internal quality assurance processes

- ◆ Teaching, learning and assessment
- ◆ Learner support services
- ◆ Staff development and performance monitoring

The policy applies to all employees, associates, contractors and partners involved in the delivery or support of learning programmes.

4 QUALITY COMMITMENT

BPIF Training is committed to:

- ◆ Delivering high-quality learning experiences.
- ◆ Supporting learners to achieve their full potential.
- ◆ Working collaboratively with employers and stakeholders.
- ◆ Listening to learner and employer feedback.
- ◆ Continuously reviewing and improving our services.
- ◆ Maintaining compliance with all regulatory and funding requirements.
- ◆ Promoting innovation and best practice.
- ◆ Developing a highly skilled and professional workforce.

5 QUALITY ASSURANCE FRAMEWORK

To support continuous improvement, BPIF Training operates a comprehensive quality assurance framework made up of the following elements:

SELF - ASSESSMENT

We undertake regular self-assessment to evaluate the effectiveness of our provision, identify strengths and areas for improvement, and inform strategic planning.

QUALITY IMPROVEMENT PLANNING

Improvement actions are identified, monitored and reviewed through a Quality Improvement Plan (QIP) to ensure continuous progress and accountability.

OBSERVATION OF TEACHING, LEARNING AND ASSESSMENT

Observation activities are used to:

- ◆ Share good practice.
- ◆ Support staff development.
- ◆ Improve learner outcomes.
- ◆ Maintain high standards of delivery.

Feedback is constructive and focused on continuous improvement.

INTERNAL QUALITY ASSURANCE

Internal quality assurance activities help ensure that:

- ◆ Assessment decisions are fair and consistent.
- ◆ Qualification standards are maintained.
- ◆ Learners receive appropriate support and feedback.
- ◆ Regulatory requirements are met.

LEARNER VOICE

Learner feedback is collected through:

- ◆ Surveys
- ◆ Reviews
- ◆ Focus groups
- ◆ Learner forums
- ◆ Informal feedback

Learner views are used to inform improvements and drive quality enhancement.

EMPLOYER VOICE

Employer feedback plays a critical role in shaping our provision and is gathered through:

- ◆ Surveys
- ◆ Reviews
- ◆ Employer meetings
- ◆ Industry engagement activities

6 PERFORMANCE MONITORING

BPIF Training monitors a range of quality indicators including:

- ◆ Learner achievement rates
- ◆ Learner retention
- ◆ Learner progress
- ◆ Attendance and engagement
- ◆ Employer satisfaction
- ◆ Learner satisfaction
- ◆ Quality of teaching and assessment
- ◆ Compliance performance
- ◆ Destination and progression outcomes

Performance data is reviewed regularly to identify trends, risks and opportunities for improvement.

7 STAFF DEVELOPMENT

We recognise that high-quality provision depends on knowledgeable, skilled and motivated staff.

BPIF Training is committed to:

- ◆ Supporting continuous professional development.
- ◆ Providing training and development opportunities.

- ◆ Encouraging reflective practice.
- ◆ Sharing best practice.
- ◆ Supporting professional qualifications and industry development.

Staff performance and development needs are reviewed regularly.

8 STAKEHOLDER ENGAGEMENT

We value the views of all stakeholders and actively seek feedback from:

- | | |
|--------------------------|--------------------------------------|
| ◆ Learners | ◆ End Point Assessment Organisations |
| ◆ Employers | ◆ External quality bodies |
| ◆ Staff | ◆ Industry partners |
| ◆ Awarding organisations | |

Feedback is reviewed and used to inform decision-making and service improvement.

9 REGULATORY AND FUNDING COMPLIANCE

BPIF Training will maintain compliance with relevant requirements including:

- ◆ Education and Skills Funding Agency (ESFA) funding rules
- ◆ Ofsted expectations
- ◆ Awarding organisation requirements
- ◆ Apprenticeship standards
- ◆ Data protection legislation
- ◆ Health and safety legislation
- ◆ Safeguarding obligations

Compliance monitoring forms an integral part of our quality assurance arrangements.

10 CONTINUOUS IMPROVEMENT

Continuous improvement is central to our quality culture. We achieve this through:

- | | |
|-----------------------------------|--------------------------------|
| ◆ Regular quality reviews | ◆ Self-assessment |
| ◆ Learner and employer engagement | ◆ Internal and external audits |
| ◆ Data analysis | ◆ Quality improvement planning |
| ◆ Staff development | |

We will celebrate strengths while addressing areas for development in a timely and effective manner.

11 RESPONSIBILITIES

ROLE	RESPONSIBILITY
Managing Director	Ensuring quality remains a strategic priority and that appropriate resources are available to support continuous improvement.
Head of Quality & Performance	Overseeing the implementation, monitoring and review of quality assurance arrangements.
Managers	Monitoring quality performance within their areas of responsibility and implementing improvement actions where required.
Staff	Maintaining high standards, participating in quality activities and contributing to continuous improvement.
Learners and employers	Engaging in feedback opportunities and supporting quality enhancement activities.

12 MONITORING AND REVIEW

The effectiveness of this policy will be reviewed through:

- ◆ Quality meetings
- ◆ Performance reports
- ◆ Learner and employer feedback
- ◆ Self-assessment activities
- ◆ External reviews and inspections
- ◆ Quality Improvement Plan monitoring

This policy will be reviewed annually or sooner where required by legislative, regulatory or organisational changes.

13 RELATED POLICIES

This policy should be read alongside:

- ◆ Complaints Policy
- ◆ Appeals Procedure
- ◆ Equality, Diversity and Inclusion Policy
- ◆ Additional Learning Support Policy
- ◆ Reasonable Adjustments Policy
- ◆ Child Protection and Safeguarding Children, Young People and Vulnerable Adults Policy
- ◆ Careers Information, Advice and Guidance Policy
- ◆ Apprentice and Learner Commitment Statement
- ◆ Employer Commitment Statement

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GOOD ISN'T THE FINISH LINE.

We celebrate strengths and act on what needs to improve.