



# QUALITY ASSURANCE POLICY

## MISSION STATEMENT

Training phlebotomists to a professional standard, in order to legitimise and standardise phlebotomy profession.

## AIMS

Our training programmes aim to ensure Learners can understand and implement the best-practice skills and techniques of phlebotomy to a professional standard.

This includes not only the various methods of performing the venepuncture procedure itself, but also the roles and responsibilities of a phlebotomist within their working environment.

## ROLES & RESPONSIBILITIES

### It is the Learner's responsibility to:

- Ensure the Assessor is aware of the knowledge and experience that they bring to the course.
- Find relevant research & citations as part of the home study section of the course.
- Present the work in a way that is easily accessible and understandable to the Assessor.
- Advise their Assessor if they are experiencing any problems in finding research or if they are struggling during the course.
- Advise the Assessor and the PPTC if they have any specific needs, which require any reasonable adjustments or special considerations.
- Produce the coursework as required, and meet the set and agreed deadlines.
- Contact the PRO Phlebotomy Training Centre if their contact details change, if they are struggling with home study deadlines and require more time, or if they are experiencing problems with their Assessor.

### It is the PRO Phlebotomy Training Centre's (PPTC) responsibility to:

- Help the Learner to decide which course is most appropriate for them.
- Explain any areas of the assessment process that the Learner does not understand.
- Provide the Learner and Assessor with access to a range of appropriate training and support materials.
- Advise the Learner about how well they are progressing towards the completion of their course.
- Ensure appropriate insurances are in place.



- Support the Learner to gather appropriate research for the home study section of their course.
- Be available to give the Learner information, advice and guidance throughout the course.
- Provide the Assessor with well-maintained training equipment appropriate for the course.
- Support the Assessor to mark the multiple-choice assessments and written assignments.
- Ensure all record keeping, and internal systems, meet the requirements of the Accrediting Organisation.
- Book and liaise with training venues, and ensure Assessors are available to run the courses.
- Book Learners onto the courses, and keep in contact with them, particularly about any changes in course times or venues.
- Inform the accrediting body of any changes in the Assessment Team.
- Record any queries raised with the Awarding Body.

**It is the Assessors' responsibility to:**

- Keep familiar and up-to-date with any changes in phlebotomy and training best-practice and legislation, as part of being committed to developing their Continued Professional Development (CPD).
- Keep familiar with any changes of the procedures of the Awarding Body.
- Work with the IQA to develop appropriate assessment methods, and a sampling strategy for internal moderation.
- Take into account any reasonable adjustments or special considerations for Learners with specific needs, and review these measures throughout the course.
- Create a planned programme outline and timetable to show how they intend to deliver the qualification and track progress.
- Deliver the courses using the presentations and guidance materials provided by the PRO Phlebotomy Training Centre, and the Qualification specification provided by the Awarding Body.
- Ensure the Learners are aware of their responsibilities before the course commences, and that appropriate paperwork has been completed.
- Mark the multiple-choice assessments and written assignments with 10 working days of the agreed deadline.
- Supervise and assess the practical assessment.
- Provide telephone and email support and feedback to the Learner during the home study section of the course.
- Ensure appropriate health and safety measures are in place, and Learner comfort is satisfactory, at the training venue.
- Ensure training equipment is kept in working order, and disposable training equipment (such as sharps) are disposed of correctly.
- Attend monthly Assessment Team meetings with the IQA, and be involved in any External Moderation visits, and assist in carrying out any actions from these meetings.



**It is the Internal Quality Assurer's (IQA) responsibility to:**

- Keep familiar and up-to-date with any changes in training best-practice and legislation, as part of being committed to developing their Continued Professional Development (CPD).
- Champion the importance of internal moderation.
- Keep familiar with any changes of the procedures of the Awarding Body.
- Work with the Assessors to develop appropriate assessment methods, ensuring that all learning outcomes are addressed.
- Devise a sampling strategy for each course, ensuring relevant sampling characteristics are taken into account, and a sufficient sample is taken for each Assessor.
- Ensure that Assessors are involved in the development of the sampling strategy, and aware of timescales and processes.
- Monitor assessment methods and ensure they remain effective.
- Provide guidance and support to the Assessors.
- Undertake periodic classroom observations, provide feedback, and gain insights from the Learners.
- Provide clear and objective feedback to the Assessors in connection with their decisions, and any observations or findings in the sampling that were not up to standard.
- Identify any areas of training and development for the Assessors.
- Uphold quality assurance through the monitoring of assessment decisions.
- Formally record their findings when sampling assessments.
- Support Learners with complaints and appeals.
- Chair monthly Assessment Team meetings with the Assessors, and ensure actions are recorded and followed up.
- Take the lead on External Moderator visits, ensuring that the Assessment Team is prepared, briefed and involved.
- Receive feedback from the External Moderator, discuss any recommendations and actions, and communicate these to the Assessment Team.

**It is the External Quality Assurer's responsibility to:**

- Provide support and advice to the PRO Phlebotomy Training and especially to the Internal Quality Assurers.
- Provide clear and objective feedback to the Internal Quality Assurers.
- Monitor the use of document, procedures and systems to ensure they meet the requirements of the Accrediting Organisation.
- Ensure that PRO Phlebotomy Training is operating to agreed criteria.
- Ensure that PRO Phlebotomy Training are operating policies to provide equal opportunities, reasonable adjustments and special considerations for Learners where necessary.



### More information about the Team

CVs of the PPT Assessment Team are attached at **Appendix A (PP-002A-CVS)**.

An **Organisational Structure** for the PPT Assessment Team is attached at **Appendix B (PP-002B-STR)**.

### Changes to the Team

If there is a change within the Assessment Team, it is the responsibility of the PRO Phlebotomy Training centre to inform the Awarding Body. **See the Staff Induction Checklist.**

## INTERNAL QUALITY ASSURANCE

The purpose of internal moderation is to ensure that:

- Assessment is appropriate, consistent, fair and transparent;
- Learners are clear about assessment requirements <sup>[1]</sup><sub>[SEP]</sub> and are given opportunities to achieve against the assessment criteria;
- Evidence of Learner achievement is mapped to the assessment criteria; <sup>[1]</sup><sub>[SEP]</sub>
- Learners' portfolios are ready for external moderation;
- The awarding of credits is valid and reliable;
- Assessors receive ongoing support and development

The following activities must take place to underpin the internal moderation process:

- Planning for internal moderation;
- Induction of new assessors; <sup>[1]</sup><sub>[SEP]</sub>
- Updates for all assessors. <sup>[1]</sup><sub>[SEP]</sub>

In addition the following principles must be applied:

- Internal moderation and quality assurance will be conducted by a person(s) external to the assessment of the Learners' work;
- Internal moderation will take place on an on-going basis throughout the course and will not be solely an 'end of course' activity;
- Internal moderators will sample Learners' work through a process of random selection;
- Internal moderators will verify the achievement of the Learners and identify any gaps in evidence or issues in the standardisation of assessments;
- Feedback will be given to assessors and an action plan will be followed up and implemented;

Clear records of any activity will be kept at all times both with the assessor and the internal moderator and will be made available to the external moderator.



## REVIEWING THIS POLICY

### Contacts

If there are any queries about the contents of the policy, please contact the PRO Phlebotomy Training Centre on 01332 380 777 or by emailing [info@PROPhlebotomyTraining.co.uk](mailto:info@PROPhlebotomyTraining.co.uk).

### Reviews

The Senior Management Team reviews this policy at least annually during the bi-annual Service Review Meetings.

**Last reviewed: January 2019**

### Declaration

This policy has been reviewed and approved by the Senior Management Team:

SIGNED:		DATE:	23/01/2019
NAME:	Kim Cockerham	POSITION:	Training Centre Manager