



Quality Assurance Policy

September 2026

Quality Leisure Management Ltd, The Old Church, 31 Rochester Road, Aylesford, Kent ME20 7PR

tel: 01622 717700 www.qlmconsulting.co.uk

Quality Leisure Management Ltd is a wholly owned subsidiary of PHSC Plc

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Purpose and scope

Quality Leisure Management Ltd (QLM) provides quality management, health and safety consultancy and training services to organisations within the leisure, culture, hospitality and related sectors. QLM aims to deliver effective solutions that provide business benefits, reduce risk and improve performance.

This policy applies to QLM employees, consultants, tutors, assessors, internal quality assurers and others involved in the delivery, assessment, review or administration of QLM services. It covers quality assurance in training, assessment, client reports and associated administration.

Quality commitments

QLM will:

- develop and maintain clear processes that support delivery of agreed services within specified timescales;
- review and update training courses and service materials to maintain relevance and accuracy;
- peer review an appropriate sample of client reports;
- listen to clients and learners, monitor performance and use feedback to improve services;
- maintain the competence and expertise of personnel through appropriate qualifications, experience and continuing professional development;
- consider and meet applicable statutory, regulatory, awarding, licensing and endorsing requirements; and
- consider the needs and reasonable expectations of clients, learners and other interested parties.

Quality assurance in training

Internal quality assurance is the process used to monitor training delivery and assessment practice, support consistent standards and contribute to external quality assurance where applicable.

QLM will operate an internal quality assurance system designed to maintain the consistency and accuracy of assessment decisions and support continual improvement in working practices, resources, processes and procedures.

QLM will periodically monitor course delivery through observation or peer review by the Managing Director, a Principal Consultant or another suitably competent person. Tutors will normally receive at least one observation each year, either through QLM arrangements or through the relevant awarding, licensing or endorsing organisation.

Persons undertaking internal quality assurance should have appropriate competence for the activity. Relevant internal quality assurance training or an equivalent qualification is desirable where the person is monitoring assessment practice.

Feedback following an observation should be provided as soon as practicable. Any required actions, responsible persons and target dates will be agreed and recorded.

Tutor competence

Tutors involved in delivering QLM health and safety training will have qualifications, experience and professional competence appropriate to the course and any applicable external requirements. The expected profile may include:

- a Level 3 Award in Education and Training, a higher teaching qualification, another relevant adult-learning qualification or significant relevant training experience;
- a Level 3 health and safety qualification or higher, or another qualification appropriate to the subject delivered and membership of a relevant professional body demonstrating continuing professional development;
- relevant operational experience within leisure, culture, hospitality or the applicable course sector; and
- any qualification, approval, occupational competence or membership specified by the relevant awarding, licensing or endorsing organisation.

QLM will assess tutor competence against the particular course rather than relying solely on a generic qualification profile. Where a requirement is imposed by an external organisation, that requirement will take precedence.

Roles and responsibilities

The Managing Director is responsible for ensuring that:

- applicable quality requirements of awarding bodies, endorsing organisations and training partners are identified and met;
- quality assurance policies and procedures are maintained, reviewed and communicated;
- personnel involved in service delivery, assessment and quality assurance are appropriately competent and supported in continuing development;
- course administration follows QLM's documented processes;
- course bookings are supported by an agreed proposal or other documented requirements that identify the course purpose, content and delivery conditions;
- assessment disputes and appeals are considered under the Examination and Appeals Policy; and
- identified quality failures are addressed through QLM's Complaints and Corrective Action Policy.

Tutors are responsible for:

- confirming course arrangements, timings, housekeeping, equipment, materials and identified learner requirements;
- delivering courses professionally and communicating expectations clearly;
- following the administrative and assessment requirements of relevant training partners and external organisations;
- supporting learners throughout the course and adapting delivery where reasonably possible;
- providing timely feedback and following up questions that require further research;
- conducting assessment fairly and transparently in accordance with the Examination and Appeals Policy;
- demonstrating inclusive and non-discriminatory practice; and
- maintaining confidentiality and complying with QLM's data protection arrangements.

- Internal quality assurers are responsible for:
- advising and supporting tutors and assessors;
- observing delivery and providing formative feedback;
- checking adherence to the applicable assessment principles and external guidance;
- providing guidance on the interpretation and application of assessment criteria;
- sampling or reviewing assessment decisions where required; and
- auditing relevant course documentation to confirm that QLM and external processes have been followed.

Course administration and assessment control

Course administration will be completed using current approved documentation and systems. Learner registration, attendance, reasonable adjustments, assessment evidence, results and certification information will be recorded accurately and retained in accordance with QLM and relevant external requirements.

Examinations and assessments will be administered in accordance with the Examination and Appeals Policy, the Malpractice and Maladministration Policy and the current requirements of the applicable awarding, licensing or endorsing organisation.

Quality assurance in client reports

QLM will maintain arrangements intended to support the consistency and accuracy of reports prepared for clients. Consultants are expected to seek peer review where a technical second opinion is required.

The Managing Director, a Principal Consultant or another suitably competent reviewer will review an appropriate sample of reports before submission. Review will take place during a consultant's initial induction and thereafter at a frequency determined by competence, risk, complexity, client requirements, previous findings and the profile of the work.

Where work is undertaken for another subsidiary company, responsibility for client approval and any required review will be agreed with that subsidiary.

Non-conformance and corrective action

Where monitoring, feedback, an appeal, a complaint, an external review or another quality activity identifies a non-conformance or improvement need, QLM will record proportionate corrective or preventive action. The record will identify the issue, immediate action, root cause where known, responsible person, target date and verification of effectiveness.

Monitoring and organisational learning

QLM will review observations, sampling activity, learner and client feedback, assessment outcomes, complaints, appeals, external quality assurance and corrective actions to identify recurring themes, risks and opportunities for improvement.

Significant findings and actions will be considered through QLM's management review arrangements. Information used for monitoring will be limited to what is necessary and handled in accordance with QLM's data protection arrangements.

Policy review

This policy will be reviewed biannually and sooner where required by changes to QLM's services, external organisation requirements, legislation, identified risks, quality findings or management review outcomes.

Signed:

A handwritten signature in black ink, appearing to read 'Leigh Simmonds', written over a horizontal line.

Date: September 2026

Leigh Simmonds

Quality Leisure Management Ltd