# PROMETHEUS
### SECURITY AND SAFETY SOLUTIONS

IQA Sampling Plan

**Centre Name:**

**Qualification Sample:**

| Date of Course | Course ID | `Tutor/Assessor | No of Learners | IQA Sample Date | IQA Outcome | Remarks |
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# PROMETHEUS

**SECURITY AND SAFETY SOLUTIONS**

**Quality Assurance Policy**

**Prometheus Security and Safety Solutions Ltd** provides training in the following areas: Fire Safety, First Aid, Security Guarding and Door Supervisors. **Prometheus Security and Safety Solutions Ltd** also provide manned guarding and event medical cover.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. **Prometheus Security and Safety Solutions Ltd** are committed to ensuring continuous improvement within all aspects of our business and have established a Quality Management System and policy statement which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of customer and learner satisfaction and ongoing improvement throughout our business.

**Monitoring/Customer Feedback:**

Customer feedback is recorded on feedback sheets and emails. All emails and Feedback forms are stored in compliance with GDPR. Customer feedback and complaints are dealt with by our quality assurance and compliance manager and we aim to reply to feedback and complaints within 7 working days.

**Standardization:**

Standardization is achieved by ensuring that all tutors registered with Prometheus Security and Safety Solutions Ltd are regularly assessed for competence and standardization across the training sector. Regular Management Meetings are held on a 14-day basis to discuss standardization to ensure that our training and quality assurance meeting high standards

**Continued Professional Development:**

Registered Tutors are asked to ensure that their CPD records are updated every 7 days and submitted every 30 days to the quality assurance and compliance manager to ensure that their competence in the sector for which they are teaching remains up to date.

**Internal Processes:**

Internal Policies, Procedures and Processes are reviewed every 30 days by the quality assurance and compliance manager, they are regularly checked against industry standards and kept in line with any changes made by the awarding body. All changes are recorded and kept securely with the quality assurance and compliance manager.

**Monitoring/Sampling Strategy**

Internal Quality Assurance is a vital process to Prometheus Security and Safety Solutions Ltd in ensuring that it remains professional and at a high standard in line with the training sector.

New tutors have 100% of their courses sampled for the first 1 month of training. Once they have achieved a recognized level of competency and compliance this is reduced to 50% and then once they become more experienced this may drop to 10% sampling.

**IQA Roles & Responsibilities:**

The IQA should:

- Ensure the delivery and assessment is in line with the qualification requirements.
- Ensure all assessment paperwork is completed accurately.
- Ensure all tutors/assessors are sampled over time.
- Support and offer development for tutors/assessors; and
- Provide an audit trail of internal quality assurance.

**Prometheus Security and Safety Solutions Ltd** internal procedures are reviewed regularly and are communicated to all appropriate areas of the business via email. Though the **Quality Assurance and compliance Manager** has ultimate responsibility for quality assurance, all staff have a responsibility within their own areas of work in helping to ensure that quality is embedded throughout the training department of **Prometheus Security and Safety Solutions Ltd**