



Quality Assurance Policy

ProLand Skills Academy & Consultancy Ltd

Version Number	V1.0
Date of Version	27/05/2026
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Approved by	Henry Matthews
Approver Job Title	Managing Director
Classification	Public
Next Review	27/05/2027

1. Introduction

ProLand Skills Academy & Consultancy Ltd is committed to maintaining high standards in the delivery, assessment, internal quality assurance and administration of Highfield qualifications.

2. Purpose

This policy ensures all delivery, assessment, and internal quality assurance activities are conducted consistently, fairly, accurately and in line with awarding organisation and legislative requirements.

3. Continuous Review and Improvement

The organisation regularly reviews its delivery, assessment, and quality assurance procedures to ensure they remain effective and compliant. Areas reviewed include assessment practice, learner support, record keeping, certification claims and quality assurance monitoring.

4. Policy and Procedure Review

Policies and procedures are reviewed annually or sooner where there are updates from Highfield, changes in legislation, operational changes, or findings from quality assurance activities.

5. Feedback and Customer Engagement

Feedback is obtained through learner evaluations, staff meetings, employer feedback, complaints, appeals and external quality assurance reports. Feedback is reviewed and used to identify improvements and training needs.

6. Staff Training, Development and CPD

The organisation supports staff through ongoing CPD, standardisation activities, awarding organisation updates, webinars, qualifications and compliance training. CPD records are maintained and reviewed regularly.

7. Internal Quality Assurance

All internally assessed qualifications are subject to internal quality assurance processes including sampling of learner work, observation of assessment practice, standardisation activities and review of assessment decisions to ensure claims for certification are accurate and safe.

8. Sampling Strategy

Risk-based sampling including 100% sampling for new assessors and minimum 25% for experienced assessors.

9. Roles and Responsibilities

Henry Matthews is responsible for operational oversight and compliance. Elle Gibbons, Quality Assurance Lead, is responsible for quality assurance monitoring, policy review, staff support and sampling activities.

10. Example Training & CPD Matrix

The following example matrix demonstrates how staff training and continued professional development (CPD) records may be maintained. A detailed training matrix can be viewed upon request detailing each staff members exact qualifications

Staff Member	Role	Qualification/Training	Date Completed	Renewal Due	Status
Henry Matthews	Managing Director	Example	Example	Example	Current
Fiona Matthews	QA Lead	Example	Example	Example	Current
Henry Matthews	Managing Director	Example	Example	Example	Current

11. Version Control

Version	Date	Author	Summary of Changes
V1.0	25/06/2026	Elle Gibbons	Initial version created