



# Centre Feedback

## EQA Visit Policy

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## 1. Introduction

The role of the External Quality Assurer (EQA) is essential in maintaining and improving the quality of delivery, assessment, and learner achievement across Centres. This policy outlines the process and guidelines for providing feedback to Centres following an EQA visit. Feedback is vital for promoting continuous improvement and ensuring that Centres meet the required standards for quality assurance and compliance.

## 2. Purpose of the Policy

The purpose of this policy is to:

- Ensure that feedback from EQA visits is constructive, clear, and actionable.
- Support Centres in identifying strengths, areas for improvement, and compliance with regulatory and awarding body requirements.
- Provide a structured approach to delivering feedback that encourages professional development and enhanced quality of service.

## 3. EQA Visit Process

The process of an EQA visit involves the following steps:

### 1) Pre-Visit Preparation:

- The EQA reviews Centre documents such as learner portfolios, assessment plans, and records of achievement.
- The Centre is notified of the upcoming visit, and the agenda is set.

### 2) On-Site Evaluation:

- The EQA conducts observations of assessment practices, reviews of learner work, and discussions with Centre staff and learners.
- The EQA assesses the Centre's adherence to LICQual UK's policies, procedures, and regulatory requirements.

### 3) Post-Visit Feedback:

- After the visit, the EQA will provide feedback to the Centre in writing. The feedback will address strengths and areas for development.

## 4. Key Areas for Feedback

The EQA visit focuses on the following key areas:

- **Assessment and Quality Assurance:**  
Evaluating how assessments are designed, conducted, and monitored to ensure fairness, reliability, and validity.
- **Learner Support and Guidance:**  
Assessing the support mechanisms in place to assist learners throughout their learning journey, including induction, mentoring, and access to resources.
- **Compliance with LICQual UK Policies:**  
Ensuring that Centres are following the policies, procedures, and guidelines set by LICQual UK, including those related to assessments, malpractice, and learner achievements.
- **Staff Development and Training:**  
Reviewing the Centre's approach to staff training, development, and ongoing support to ensure competence in delivering qualifications.

## 5. Feedback Delivery

Feedback from the EQA visit should be delivered through the following methods:

- **Written Report:**  
A formal written report will be provided, outlining the strengths, areas for improvement, and any non-compliance issues. The report should be clear, objective, and constructive, providing actionable recommendations for improvement.
- **Verbal Feedback:**  
A follow-up meeting between the EQA and Centre management may be held to discuss the findings in detail. This provides an opportunity for clarification and ensures that the Centre fully understands the feedback.

## 6. Centre Feedback Action Plan

Following the EQA visit and the delivery of feedback, the Centre is expected to:

1) **Review the Feedback:**

The Centre should review the written feedback provided and ensure they fully understand the findings and recommendations.

2) **Create an Action Plan:**

Based on the feedback, the Centre should develop an action plan that includes specific measures to address any areas for improvement. The action plan should include:

- Clear objectives for addressing feedback.
- Timeframes for implementation.
- Designated staff responsible for carrying out improvements.

3) **Submit the Action Plan:**

The action plan should be submitted to LICQual UK for review. LICQual UK will provide guidance, if necessary, and ensure that the plan aligns with regulatory requirements.

## 7. Monitoring and Follow-up

LICQual UK will monitor the Centre's progress in implementing the feedback and action plan through:

➤ **Regular Communication:**

Ongoing communication between the Centre and LICQual UK to track progress and provide support where necessary.

➤ **Follow-up Visits:**

In some cases, a follow-up EQA visit may be scheduled to verify the implementation of the action plan and assess the Centre's improvements.

## 8. Confidentiality and Transparency

LICQual UK will maintain confidentiality in all feedback processes. The Centre's feedback report and action plan will be shared only with relevant staff and stakeholders within the Centre and LICQual UK. Transparency will be upheld in the feedback process, ensuring that all parties are informed and that feedback is consistent with the quality standards of LICQual UK.

## 9. Compliance and Continuous Improvement

Centres are expected to comply with the feedback and action plans derived from EQA visits. Non-compliance or failure to address significant areas of concern may result in further action from LICQual UK, including additional visits or suspension of approval to offer qualifications. The feedback process is an integral part of LICQual UK's commitment to continuous improvement in the quality of education and training provided by its Centres.

*The EQA visit and the associated feedback process are essential for maintaining high standards across LICQual UK's qualifications. By providing Centres with constructive feedback, LICQual UK ensures that all learners receive the quality education and training they deserve, and Centres have the support they need to grow and improve.*