



Meeting	Performance and Resources Board	Agenda Item	12 a
Meeting Date	31 January 2020	Report Number	
Report Author:	Colette Black, ACEO People Values and Culture		
Presented By	Colette Black, ACEO People Values and Culture		
Subject	Quality Assurance		
Type of Report:	Information		

1) RECOMMENDATIONS

Action 36/19 from the Strategic Board dated 10 December 2019 included an action to 'pull together Quality Assurance Reports from EQA's and IQA's' and to share these with the Performance and Resource Board. This paper seeks to provide information about the Service Quality Assurance Framework and provides examples of the quality assurance provided by the Framework. The Performance and Resources Board are asked to note:

- i. The Quality Assurance Framework that the Service has in place (**appendix 1**),
- ii. An example of External Quality Assurance (EQA) – The EQA Report (**appendix 2**) for Ongoing Monitoring of Assessment and Internal Quality Assurance practices conducted on 27 August 2019. This audit is completed by an external Skills for Justice (SFJ) assessors and is in relation to our SFJ centre status. This audit concluded that the 'Centre meets SFJ Awards Compliance requirements' and that there is a 'Very unlikely threat to the security of assessment and quality assurance during the year'.
- iii. An example of Internal Quality Assurance (IQA) - Standardisation Meeting notes (**appendix 3**) dated 22 November 2019.
- iv. An example of Internal Quality Assurance (IQA) – Standardisation Meeting notes (**appendix 4**) dated 18 September 2019.
- v. Examples of feedback which are part of the Quality Assurance process (**appendix 5**).

2) BACKGROUND

The Service is committed to a policy of continuous quality assurance leading to quality improvement. This means robust, accurate and ongoing self-assessment which leads to real improvement in the quality of provision and learner experience and success. Our Quality Assurance Framework describes how we achieve this.

The Framework applies to all training, learning and development undertaken within the Service. It covers each stage of the development process from Training Needs Analysis (TNA), product design and delivery to evaluation and review of training, learning and development.

The framework aims to provide the highest standard of learning experience for all learners and provide us with assurance that training, learning and development is achieving its intended goals

The framework objectives are:

- Establish a governance framework to quality assure operational and other training
- Ensure all learning products are effective and fit for purpose
- Protect the Service against legislative action and reputational damage
- Ensure teaching, learning and evaluation comply with national standards
- Identify and share good practice
- Establish a supportive learning environment

OPTIONS AND ANALYSIS

We will continue to utilise the existing Quality Assurance Framework, it was reviewed in April 2019 and will next be reviewed in March 2020.

BENEFITS AND RISK IMPLICATIONS

The Quality Assurance process is a control measure for which helps to ensure that we can assure ourselves that we have competent and adequately trained firefighters. Inadequately trained firefighters are a risk to themselves, their colleagues and the public.

This Strategy ensures that our service offering is aligned to the PFCC Fire and Rescue Plan and in turn the IRMP 2020 and beyond.

FINANCIAL IMPLICATIONS

The resources required to facilitate the Quality Assurance process are already within the Service.

EQUALITY AND DIVERSITY IMPLICATIONS

There are no direct equality implications with this paper. Any items such as new policies, or courses, attract a requirement for an equality impact assessment in the normal way.

WORKFORCE ENGAGEMENT

None applicable.

LEGAL IMPLICATIONS

The Fire Professional Framework (FPF) details nine core operational areas of competence. By assuring the quality of our training in these areas, we can deliver on our legal responsibilities as part of the Fire and Rescue Service Act 2004 and Civil Contingency Act 2004.

HEALTH AND SAFETY IMPLICATIONS

It is an employer's duty to protect the health, safety and welfare of their employees and other people who might be affected by their business. We must do whatever is reasonably practicable to achieve this; this includes training.

Appendices

1. Quality Assurance Framework
2. The EQA Report for Ongoing Monitoring of Assessment and Internal Quality Assurance practices conducted on 27 August 2019.
3. Internal Quality Assurance (IQA) - Standardisation Meeting notes dated 22 November 2019.
4. Internal Quality Assurance (IQA) – Standardisation Meeting notes dated 18 September 2019.
5. Examples of feedback received