

Internal Verification and Standardisation Policy

V1:090626

Introduction

HHF Training Ltd is committed to maintaining high standards of assessment, internal quality assurance and standardisation across all qualifications and training programmes.

Purpose

This policy outlines arrangements for quality assurance, monitoring, continuous improvement and compliance with awarding organisation and regulatory requirements.

Continued Professional Development (CPD)

HHF Training Ltd ensures that staff involved in assessment, internal quality assurance and learner support maintain current knowledge and professional competence.

Staff participate in internal CPD sessions and online training courses. They may shadow experienced assessors and IQAs to develop knowledge and share good practice. Staff may also attend external conferences and professional development events where relevant.

All staff maintain CPD records, which are reviewed annually to identify development needs and support continuous improvement.

Internal Processes and Regulatory Updates

HHF Training Ltd regularly reviews updates from awarding organisations, regulators and relevant professional bodies. Changes relating to qualification requirements, assessment procedures, quality assurance expectations or regulations are reviewed by management and the quality team.

Where updates are required, policies and procedures are revised, staff are informed

through internal communication channels, and changes are discussed through meetings, standardisation activities or additional CPD.

Monitoring and Customer Feedback

HHF Training Ltd uses learner feedback to improve services and operational processes. Feedback is collected through learner surveys, reviews including Trustpilot feedback, and direct communication.

Feedback is reviewed by management and quality assurance staff. Identified improvements may include updating resources, improving learner support, reviewing communication methods or providing additional staff guidance.

Internal Verification and Standardisation

Internal Quality Assurers undertake sampling, standardisation activities and monitoring to ensure consistency, fairness and compliance. Findings are recorded and used to support action planning and continuous improvement.

Approval

The management of HHF Training Ltd approves this Internal Verification and Standardisation Policy, effective from 9 June 2026.

Review Date: 9 June 2027.