

Evidence Sampling

and Feedback Process

Standard Operating Procedure · Level 3 Award in Essential Work Skills

1. Purpose

This Standard Operating Procedure (SOP) establishes a consistent and proportionate approach to sampling learner evidence across all National Talent Academy (NTA) partner centres. It ensures compliance with TQUK requirements for the Level 3 Award in Essential Work Skills and provides a structured framework for delivering timely, actionable feedback to Facilitators and Programme Leads.

2. Scope

This SOP applies to:

- All centres delivering NTA provision for the Level 3 Award in Essential Work Skills.
- NTA Internal Quality Assurance (IQA) team responsible for evidence sampling.
- Facilitators, Programme Leads and delivery teams.

3. Document control

Document title	Evidence Sampling and Feedback Process
Version	2.0
Date	May 2026
Owner	NTA IQA
Review frequency	Annual, or in response to changes in TQUK requirements or NTA policies
Related documents	Evidence Standards: What Is Permissible · Sampling Decision Record

4. Roles and responsibilities

Role	Responsibilities
NTA IQA	• Select a sample of 10% of each Facilitator's learners using the defined sampling method. • Review evidence against NTA and TQUK requirements. • Complete the Centre Monthly Report (Sampling Tab) with findings. • Provide written feedback to Facilitators within 5 working days of completing sampling, copying in Programme Leads. • Trigger and conduct additional sampling where required.
Facilitators and Programme Leads	• Disseminate feedback to relevant delivery teams. • Ensure team members understand required actions and timescales. • Monitor progress on outstanding evidence completion. • Confirm completion of actions to NTA within agreed timescales.

5. Sampling methodology

5.1 Sample size

A minimum of 10% of each Facilitator's learners will be sampled.

5.2 Selection criteria

The sample must ensure proportionate representation across:

- All active Facilitators within the centre.
- A range of learner performance levels where sufficient data is available (e.g. high-performing, on-track and at-risk learners).

5.3 Selection process

NTA IQA:

- Identifies the total number of learners per Facilitator.
- Calculates 10% of each Facilitator's learners, rounding up to ensure adequate coverage.
- Selects learners systematically or at random to ensure fair representation.

6. Evidence review

6.1 Evidence types

Sampled evidence includes all materials required by TQUK for the Level 3 Award in Essential Work Skills. The detail of what is required – and what is permissible – for each unit is set out in the companion document [Evidence Standards: What Is Permissible](#).

6.2 Quality standards

Evidence is reviewed against:

- TQUK assessment criteria for the Level 3 Award in Essential Work Skills.
- NTA quality standards and internal verification requirements.
- Awarding body regulations and guidelines.

6.3 Evidence status

Each sampled learner file is classified as one of the following:

Complete	All required evidence is present, meets quality standards and is appropriately verified. Learner tagged with 'L3 Evidence Sampled' in the system.
Partially complete	Some evidence is present but gaps exist, or some elements do not fully meet quality standards. Specific actions required.
Incomplete	Significant evidence gaps or evidence does not meet minimum standards. Immediate action required.

All findings are recorded in the Centre Monthly Report (Sampling Tab), including learner identifiers, evidence status, specific gaps identified and required actions.

7. Additional sampling

7.1 Process

Additional sampling is not triggered automatically. Where initial sampling indicates that a Facilitator may be struggling, NTA IQA may – by agreement with the centre – increase the sampling rate for that individual Facilitator. Any additional sampling is carried out at NTA IQA's cost.

8. Feedback to Facilitators and Programme Leads

8.1 Format

Written feedback is provided to the Facilitator, with the Programme Lead copied in, via:

- A formal email summary highlighting key findings.
- The completed Centre Monthly Report (Sampling Tab) with a detailed breakdown.

8.2 Content

All feedback includes:

- Identification of strengths and examples of good practice.
- Clear specification of incomplete or missing evidence, referenced to TQUK criteria.
- Specific, actionable recommendations for addressing gaps.
- Defined timescales for completion – normally 10 working days, or as agreed with the Facilitator based on the volume and nature of actions required.

8.3 Timescales

Feedback is issued to the Facilitator within 5 working days of completing the sampling activity. Where urgent compliance issues are identified, verbal notification is provided within 24 hours, followed by written confirmation.

9. Monitoring and review

NTA IQA monitors the outcomes of sampling through regular reviews of Centre Monthly Reports. NTA IQA will conduct an internal annual review to assess whether evidence is consistently hitting the required standard across centres, and to inform any adjustments to the sampling process.

10. Review and maintenance of this document

This SOP is reviewed annually by NTA IQA. Ad hoc reviews are conducted in response to changes in TQUK requirements, NTA policies or regulatory frameworks. All revisions are documented with version control and communicated to relevant stakeholders.

Feedback from Facilitators, Programme Leads and NTA IQA informs continuous improvement of the sampling process.