



Internal Quality Assurance Procedure

National Talent Academy Limited

3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT

hello@nationaltalent.org | www.nationaltalent.org

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hello@nationaltalent.org

Version	Date	Author	Changes
2.0	February 2026	National Talent Academy	Redrafted to reflect TQUK endorsement, online

			platform delivery model and automatic evidence trail
2.1	September 2026	National Talent Academy	Aligned the sampling rate, feedback timescale and additional-sampling provisions to the published Evidence Sampling and Feedback Process SOP (v2.0, May 2026), replacing the assessor-experience-based sampling rates. Added a document control block recording the document owner, status, date published, next scheduled review and contact. Set the review frequency to annual. Corrected the description of certification: TQUK issues the certificate for the full Level 3 Award and NTA issues certificates for individual units, including the mandatory unit. Changed programme duration from GLH to hours TQT, in line with the agreed terminology standard, and removed the separate mandatory-unit hours figure pending confirmation.
2.2	September 2026	National Talent Academy	Updated the name of the Equity, Diversity and Inclusion Policy wherever this procedure refers to it, following its renaming, and changed one reference to equality being promoted with learners to equity being promoted with learners. No other change.

For use in National Talent Academy policy development

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1. Introduction

1.1 About National Talent Academy

National Talent Academy (NTA) is an educational technology company providing online qualifications in essential work skills for 16–19 year olds and adult learners in Further Education colleges, schools and training providers across the UK.

NTA was founded in 2020 by Cambridge graduate David Jaffa, who previously founded SAM Learning (online GCSE/KS3 revision used in hundreds of UK schools) and Penda Learning (online science/maths for US schools, sold 2019). David received the 2021 BETT Outstanding Achievement Award for his lifetime achievements in EdTech.

1.2 Purpose of This Procedure

This procedure sets out how National Talent Academy conducts internal quality assurance (IQA) across its programme delivery. IQA is concerned with monitoring the learner journey throughout their time undertaking a qualification with NTA, and with ensuring that assessment activities and decisions are valid, authentic, sufficient, fair and reliable.

Internal quality assurance measures the quality of delivery, processes, procedures and learner achievements. It provides NTA with assurance that its assessment practice meets the requirements of Training Qualifications UK (TQUK) as the endorsing awarding organisation.

1.3 Scope

This procedure applies to the NTA Level 3 Award in Essential Work Skills, which is an unregulated qualification endorsed by TQUK as a Certified Learning Course (CLC). The qualification has a total programme length of 35 hours TQT, comprising the mandatory unit and the 30-hour Level 3 Award, and is delivered fully online via the NTA platform as a self-paced learning programme with a 75% pass threshold. TQUK issues the certificate for the full Level 3 Award; NTA issues certificates for individual units, including the mandatory unit.

This procedure covers all staff involved in the management, delivery, assessment and quality assurance of NTA qualifications, including NTA staff, assessors, tutors and internal quality assurers.

1.4 Communication of This Procedure

Each staff member involved in the management, delivery, assessment and quality assurance of NTA qualifications shall be made aware of this procedure during their induction. Learners undertaking NTA qualifications shall be informed of this procedure during their induction process.

This procedure is available for all staff members, delivery partners and learners to access. Copies can be requested by contacting NTA at hello@nationaltalent.org or via www.nationaltalent.org.

1.5 Review Arrangements

NTA will review this procedure annually in line with self-assessment arrangements. It will also be revised as and when necessary, in response to learner and delivery partner feedback or good practice guidance issued by TQUK or other external bodies.

2. Policy Statement

Internal Quality Assurance (IQA) is concerned with monitoring the learner journey throughout their time undertaking a qualification with NTA. IQA involves monitoring the training and assessment activities and the quality of work learners produce, in terms of meeting the correct grading criteria.

Internal quality assurance helps to ensure that assessment and IQA activities are valid, authentic, sufficient, fair and reliable.

3. Principles of Internal Quality Assurance

The key concepts and principles underpinning NTA's internal quality assurance of assessment include:

- Ensuring quality standards throughout the learner journey.
- Ensuring accuracy and consistency of assessment decisions made by assessors.
- Identifying issues and trends that develop.
- Supporting and developing assessors and tutors.
- Ensuring accountability for assessment decisions and that quality standards and TQUK procedures and policies are maintained.
- Ensuring achievement made by learners and judged by assessors is recognised and meets the grading criteria.

- Ensuring the correct and appropriate assessment strategies are used by assessors.
- Ensuring confidentiality of the learner and provider are maintained at all times.
- Ensuring sampling, both interim and summative, is occurring in accordance with sampling plans.

Further principles include ensuring that standardisation activities take place, that assessment decisions embrace inclusion, that equity is promoted with learners and that the diversity of learners is valued by all staff. IQA ensures that fairness is apparent in all assessment decisions and that there are auditable records to demonstrate this.

Other principles include maintaining health and safety practices, ensuring all staff have access to training and continuing professional development (CPD), that assessors and staff are motivated and that clear communication between all parties takes place regularly.

4. IQA Activities

4.1 Sampling of Assessment Judgements

NTA will undertake sampling of learner evidence in line with the sampling plans in place for all qualifications offered. Sampling is carried out by the NTA Internal Quality Assurance team at the rate set out in the Evidence Sampling and Feedback Process (standard operating procedure):

Sampling activity	Rate
Routine sampling	A minimum of 10% of each Facilitator's learners, rounded up.
Additional sampling	Not triggered automatically. Where sampling indicates that a Facilitator may be struggling, NTA IQA may increase the sampling rate for that Facilitator by agreement with the centre. Any additional sampling is carried out at NTA IQA's cost.

Sampling will be both formative (during the assessment process) and summative (on completion). All completed qualifications will be formatively sampled.

Sampling plans will identify learners, assessors and the assessment criteria to be sampled. Sampling activities will meet the requirements of TQUK as the endorsing awarding organisation.

4.2 The NTA Platform and Automatic Evidence Trail

The NTA platform delivers all programme content and assessments fully online. The platform captures an automatic evidence trail for internal and external quality assurance purposes. This evidence trail provides a robust, auditable record of learner progress, assessment submissions and outcomes, supporting the IQA process.

The automatic evidence trail means that NTA has access to a complete record of each learner's interactions, assessment attempts and results, which can be reviewed as part of IQA sampling activities.

4.3 Sampling Reports

Facilitators will receive written feedback within five working days of the sampling activity being completed, with Programme Leads copied in. Where urgent compliance issues are identified, verbal notification is provided within 24 hours, followed by written confirmation.

Any disagreements with an IQA's findings will be reviewed by the Director of National Talent Academy, who will have the final decision on any judgements.

4.4 Standardisation Activities

Standardisation activities will be undertaken regularly (at least every eight weeks) with IQAs, assessors, tutors and relevant managers present. Standardisation activities will meet the requirements of TQUK.

All meetings will have a set agenda and minutes shall be produced and disseminated to all relevant staff members. The standard agenda is as follows:

No.	Agenda Item
1	Actions from previous standardisation meetings
2	Resources, health and safety, equity, diversity and inclusion issues
3	Progression and achievement of learners
4	Examples of learner work to standardise
5	Good practice from assessors

6	Areas for improvement
7	Internal quality assurance reports
8	External quality assurance reports
9	Awarding organisation and qualification updates

4.5 Observations of Staff

Observations of staff will be determined by a yearly cycle, with all training and assessing staff members receiving a minimum of two observations per year. All staff will be required to be observed at grade two or above. Action plans and support will be in place for any staff identified as requiring improvement.

All observations will be documented and moderated.

4.6 Continuing Professional Development (CPD)

All NTA staff will receive access to regular, continuous professional development (CPD) and shall be encouraged to undertake reflective practice.

4.7 Learner Feedback

Learner feedback shall be collected through surveys and focus groups, and through comments, complaints and compliments. Learner feedback will be regularly obtained and analysed, and improvements shall be highlighted and implemented across the organisation where required.

5. Record Keeping and Data Protection

All documents relating to IQA activities will be held securely, in line with data protection and confidentiality requirements. Access will be granted to TQUK as the endorsing awarding organisation, and to any other relevant bodies, to assessment documents and related materials as required.

The NTA platform's automatic evidence trail provides a secure, digital record of all assessment activities, supporting both internal and external quality assurance processes.

6. Roles and Responsibilities

6.1 Director

The Director of National Talent Academy is responsible for:

- Overall accountability for the quality of NTA programmes.
- Final decision on any disputed IQA judgements.
- Ensuring adequate resources are in place to support IQA activities.
- Liaising with TQUK on quality assurance matters.

6.2 Internal Quality Assurer (IQA)

The Internal Quality Assurer is responsible for:

- Developing and maintaining sampling plans.
- Conducting sampling of assessment judgements (formative and summative).
- Producing sampling reports within five working days.
- Leading standardisation activities.
- Conducting observations of assessors and tutors.
- Identifying training and development needs.
- Maintaining accurate records of all IQA activities.

6.3 Assessors and Tutors

Assessors and tutors are responsible for:

- Making fair, consistent and accurate assessment decisions.
- Submitting learner portfolios for sampling in accordance with sampling plans.
- Participating in standardisation activities and observations.
- Engaging with CPD opportunities and reflective practice.
- Responding to IQA feedback and implementing action plans where required.

7. Related Policies

This procedure should be read in conjunction with the following NTA policies:

- Malpractice and Maladministration Policy.
- Enquiries and Appeals Policy.
- Equity, Diversity and Inclusion Policy.
- Reasonable Adjustments and Special Considerations Policy.

- Complaints Policy.
- Safeguarding Policy.

8. Contact Information

If you have any queries about the contents of this procedure, please contact National Talent Academy:

Email: hello@nationaltalent.org

Website: www.nationaltalent.org

Address: 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT