



NATIONAL QUALIFIED ENTITY (NQE)

QUALITY POLICY

V1.0

01 AUG 18

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3 Glossary

Abbreviation	Full Description
ANO	Air Navigation Order
COSS	Controller of Site Safety
DSE	Display Screen Equipment
H&S	Health & Safety
HSE	Health & Safety Executive
OH&S	Occupational Health & Safety
PTS	Personal Track Safety
RCD	Residual Current Devices
COSHH	Control of Substances Hazardous to Health Regulations

4 Introduction

Quality management ensures that an organization, product or service is consistent.

It has four main components:

- planning
- assurance
- control and
- improvement

Quality is top down led and should permeate throughout an organization during its corporate life.

Quality management is focused not only on product and service quality, but also on the means to achieve it. Quality management, therefore, uses quality assurance and control of processes as well as products to achieve more consistent quality. To enable quality to be maintained it needs to be constantly reviewed so that proactive action can be applied at the right time.

Quality sits at the core of every responsible business and must guide their performance at all times.

5 Quality Policy

HALO Industries strength and growth is built upon effectively fulfilling the needs of our customers. We aim to continuously deliver a high degree of customer satisfaction by providing high quality, good value and appropriate goods and services. We also do our utmost to act fairly and with integrity in all aspects of our operation and ideally delight our customers by exceeding their expectations in all we do.

We recognise that being customer focused is vital to the future of our business and we continuously strive to improve our products, services and attitude towards our customers in order to deliver genuine customer satisfaction day after day.

The key means by which we will aim to deliver customer satisfaction are through Quality Objectives whereby HALO Industries:

- Reacts appropriately and with integrity to customer feedback
- Properly trains and develops our staff to increase productivity
- Operates work procedures that guard against poor quality or customer dissatisfaction, whilst giving our employees the freedom to exceed customer expectations

The quality policy applies to all staff at all levels of the business and must be applied in a consistent way to ensure that we meet and, where possible, exceed customer expectations.

6 Quality Objectives

These are the measurable activities that we undertake in order to drive continuous customer satisfaction improvement and the achievement of our quality policy.

Quality Objective – 2018

- 95% Pass Rate
- 95% Excellent rating via Customer Feedback survey

The measurable objective is to continuously improve our Customer Satisfaction Rating achieved in the Customer Feedback surveys and maintain the Customer Satisfaction Rating above an agreed acceptable level.

7 Quality Management System

7.1 Scope of the Quality Management System

The scope of the HALO Industries Quality Management System is as follows:

- The provision of instruction, advice and other services to individuals in pursuit of a PFCO who may be from a multitude of industries using unmanned aircraft

Exclusions to the scope of supply:

- HALO DRONES does not design or produce unmanned aircraft technology as part of its business

7.2 Responsibilities

These are generally defined in job descriptions and the QMS Work Procedures. The Managing Director (MD) is the nominated management representative for the specific responsibilities defined by the ISO standard. The MD will devolve responsibility for Quality Management to a nominated and appropriately trained and authorized individual. Contact details for nominated personnel are as follows:

- HALO MD – Phil Tarry
- HALO QM – Peter Mayes

7.3 Data Management

The management of all personal data will be compliant with the rules and guidelines outlined in the publication 'Overview of the General Data Protection Regulation (GDPR)' published by the Information Commissioners Office. The Accountable manager is responsible for the control and process of the data. The processing of data will be undertaken by the course administrator or other nominated individual. The Quality Managers is to manage the compliance of data control and processing.

7.4 Forms

Forms are used to help generate a physical record of the implementation of the Quality System. Each form is created for a specific purpose and is reviewed routinely to ensure that it is current and fit for purpose.

8 Training and Assessment

Internal Quality Assurance (IQA)

HALO DRONES is committed to continuous quality improvement in all that it does, particularly in terms of learner achievement. Assessment and quality assurance are pivotal in ensuring that our commitment to learners, employers and the CAA are met.

All candidates will be provided with access to high quality learning, assessments governed by a quality assurance processes to ensure meet the CAA standard for submission for PfCO.

Internal Quality Assurance (IQA) is a process by which HALO DRONES:

- continuously monitors its administration function
- continuously monitors its course material
- regularly samples and evaluates its' assessment practices and decisions

As a result of the above quality analysis HALO DRONES acts on the findings, to ensure consistency and fairness. IQA is:

- Pivotal in maintaining internal quality systems

- A key factor in managing risk and ensuring that when certificates are claimed, the requirements of the national standards have been fully met
- A supportive one, essential so that all assessors/tutors are fully supported to help them in turn provide support and appropriate assessments to their learners
- To ensure that assessment is appropriate, consistent, fair and transparent and does not unintentionally discriminate against any learner
- To ensure that learners clearly understand assessment requirements and are given opportunities to achieve against the assessment criteria by completing appropriate assessment tasks
- Evidence that Learner's work is presented in a manner that enables effective verification to take place
- Evidence that Learner's assessed work presented as evidence for the award of credit is authentic
- Evidence that learner achievement is clearly mapped to the assessment criteria
- Evidence that recommendations for the award of credit are valid, reliable and consistent

8.1 Implementation

The IQA system underpin delivery of its courses. As a small centre, the role of IQA will be undertaken by a nominated Quality Assurance Officer (QAO). The QAO will report directly to the Managing Director. The identified individual responsible for the role of the Quality Assurance Officer include and are not limited to the:

- Director of Training
- Quality Manager

The person undertaking the IQA will have experience relevant to the area for which they have responsibility. They will also have an understanding of quality assurance and improvement, and HALO DRONES will ensure that they develop their practice in this field.

QAOs may not verify any course on which they are also the assessor. To maintain the integrity of the assessment process, QAOs must scrutinise the assessment practices and assessment decisions of any instructor or assessor who has a conflict of interest, such as assessing a family member or friend, before awards are made. Equally, a QAO must declare any similar conflict of interest.

8.2 Internal Quality Assurance activities

Internal quality assurance activities encompass all areas of course development and delivery. Specific activities include Quality assurance of:

- Administration function
- Course material
- Course delivery
- Assessment process
- Instructors, Invigilators and assessors

8.2.1 Internal Quality Assurance cycle

Quality assurance is a cyclical review process. It is either:

- continuous or
- periodic

The overarching cycle is to:

- identify
- plan
- act
- decide
- evaluate

Identify what is to be assessed and internally quality assured and why. The activity may be related to course administration or NQE operations.

Planning – devise a sample plan to arrange what will be monitored, from whom and when. Plan the dates to observe administrator, instructor and/or assessor performance, hold team meetings and standardisation activities. Information will need to be obtained from assessors to assist the planning process, and risks taken into account such as assessor knowledge, qualifications and experience.

Activity – carry out the activities such as observing administrator, instructor and/or assessor performance, and sampling records and decisions. This aspect also includes holding meetings and standardisation activities, supporting and training relevant staff and communicating with others involved in the assessment and IQA process.

Decision and feedback – make a judgement as to whether the administrator, instructor and/or assessor has performed satisfactorily and made valid and reliable

decisions. Provide developmental feedback as to what was good or what could be improved. Agree action points if necessary and follow them up.

Evaluation – review the whole process of assessment and IQA to determine what could be improved or done differently. Agree action plans if necessary; implement and follow up. Follow any action plans from external quality assurers or others involved in the IQA process. Write self-assessment reports as necessary.

A plan of the proposed IQA activity will be developed before any cycle begins. There is a planned structure for IQA and an annual timetable for IQA activities including IQA meetings. See annex A.

8.2.2 Quality assurance of NQE Administration function

The quality assurance of NQE administration function is solely to do with the activities surrounding the delivery of the drone training courses. The function of general business administration falls outside the remit of this quality assurance activity.

Quality assurance of this function will be a continuous process and all stakeholders are invited to:

- conduct review activities
- provide feedback

The QM will periodically sample relevant data to ensure best practice is being observed and appropriate feedback is being acted upon.

Managing course schedule

A schedule of courses will be maintained and booking for each course kept up to date to ensure viability of a course and prevent over subscription.

The QM will periodically sample relevant data to ensure best practice is being observed and appropriate feedback is being acted upon.

Managing web site

Contents of the web site will be continuously monitored to ensure that it is compliant and consistent. It will be the responsibility of a nominated individual to action amendments approved by the MD.

Email and phone enquiries from potential candidates

All email and phone enquiries from potential candidates will be responded to within by next working.

Email communication will be via an official HALO DRONES address using and approver email server. All email communication will be kept for auditing purposes.

Telephone communication will be via a device approved by HALO DRONES.

In all communications, it is mandated that the communication is deemed to come from an official of HALO DRONES whether they are a staff member or a subcontractor.

The QM will periodically sample relevant data to ensure best practice is being observed and appropriate feedback is being acted upon.

Booking venues

The booking of venues will be in accordance with the Health and Safety policy (Supplement 2). The primary consideration for the booking of a venue is its suitability for the event. The evaluation of premises will form part of the assessment of course delivery.

Pre- course materials

It is the responsibility of the course administrator to ensure that there is sufficient stock of all required material for pre-course delivery. The course administrator will ensure that all relevant and up to date pre- course materials is sent out to candidate within a single working day.

The QM will periodically sample relevant data to ensure best practice is being observed and appropriate feedback is being acted upon.

Queries from candidates

All email and phone enquiries from candidates booked on a course will be responded to by next working.

Email communication will be via an official HALO DRONES address using and approver email server. All email communication will be kept for auditing purposes.

Telephone communication will be via a device approved by HALO DRONES.

In all communications, it is mandated that the communication is deemed to come from an official of HALO DRONES whether they are a staff member or a subcontractor.

The QM will periodically sample relevant data to ensure best practice is being observed and appropriate feedback is being acted upon.

Arranging support

It is the responsibility of the course administrator to ensure that a candidate obtains the support they require. In the first instance the course administrator will be the first in line with this provision. If the course administrator is unable to provide the support, they will escalate the request to a second level of support. The allocation of this level of support will be at the discretion of the TM. All support enquiries must be actioned within one working day of the enquiry being made.

The QM will periodically sample relevant data to ensure best practice is being observed and appropriate feedback is being acted upon.

Maintaining and processing data records

The maintenance and processing of course data will be in accordance with the Data Management section 7.3

The QM will periodically sample relevant data to ensure best practice is being observed and appropriate feedback is being acted upon.

Production of learning materials

The course administrator will be responsible for the production of learning materials for each course. They must ensure that the latest version of the materials is being used.

The QM will periodically sample relevant data to ensure best practice is being observed and appropriate feedback is being acted upon.

Sourcing and maintaining learning assets

The sourcing of learning assets is the responsibility of the TM. The maintenance of learning assets will be the responsibility of the course administrator and instructors.

The QM will periodically sample relevant data to ensure best practice is being observed and appropriate feedback is being acted upon.

8.2.3 Quality assurance of Course material

All stakeholders are invited to provide feedback on the course material. This feedback must be recorded by the course administrator for review by the TM. Amendments and updates must be implemented at a time that does not cause inconsistency of material during course delivery. It is the responsibility of the course administrator to ensure that course material is consistent and destroy out of date material.

The QM will conduct a quality assurance on course material during the quality assurance of the course delivery

8.2.4 Quality assurance of Course delivery

A fundamental aspect of ensuring quality will be consistency across the course delivery process. Instructors will be induced into course methodology and must become familiar with the delivery materials.

New instructors will attend a live course to become familiar with the methodology.

New instructors will be observed during their first course by either the TM or QM to ensure that are comfortable with the course and the expected delivery methodology

The QM will conduct periodic quality assurance on course delivery using derivative version of the Course module assessment form (Annex H).

8.2.5 Quality assurance of Assessment process

Sampling assessment

Quality assurance of the candidate assessment is the most critical activity for the validity of the NQE. It is the QAO's responsibility to monitor the quality of assessment through the sampling of a range of assessment practices and decisions. The QAO, not the assessor, should specify the sample of assessed work that s/he wants to see, and it is important that the sample is sufficient for the QAO to form a view on the consistency and validity of the assessment. The minimum sample size is 10% of portfolios or five portfolios, whichever is the greater.

The QAO should ensure that:

- Assessment tasks are standardised and appropriate for the course and the learners
- Assessment decisions are fair and consistent, both across provision and over time
- Assessors are providing learners with clear and constructive feedback on their work
- Clear and accurate assessment records are maintained

It is not usually possible, or necessary, to verify every aspect of assessment at each IQA exercise or event. A properly selected representative sample should identify any issues with assessment practices and decisions.

Depending on the context and the number of learners involved, inspection of a combination of activities is recommended for an effective review of the IQA sample including but not limited to:

- Scrutiny of all assessments (for the particular exercise or event) completed by individual learners to ensure assessment tasks are appropriate and that all assessment activity for the relevant unit(s) has been completed

The form used for this activity is at Annex C.

Induction and updating for assessors

All new assessors must be introduced to all relevant policies and processes. They must know who is managing the IQA process and who will actually carry out the IQA of the work they will be assessing. They need to know what is in the IQA plan and about any issues relevant to their work that may have arisen from previous internal or external verification or from evaluation of the verification process.

It is essential that they:

- Have all the relevant units, assessment materials and other course documents
- Clearly understand the assessment requirements and procedures
- Have completed an Assessor's Induction Checklist (Annex B)

The QAO is to guide and support all assessors. This will be essential at the following stages:

- When assessors are new to HALO DRONES
- Following an IQA review
- Following External Quality Assurance monitoring

The QAO is to make sure that all assessors have access to the following:

- Copies of all internal and external procedures, to include full assessment and invigilation procedures
- A set of all assessment documents
- The Appeals Procedure
- Information about support resources, equipment and facilities
- Information about the Awarding Bodies and External Verifiers
- Information about their candidates including:
 - Existing achievements/accreditation
 - Special learning or assessment needs
 - Workplace/contact details, for supervisors/managers

- Contact point for advice from Quality Assurance Manager and/or Managing Director

The QAO must ensure that assessors are competent to perform their role. Assessors must comply with requirements for recording assessment decisions, for maintaining assessment records, and be aware of all policies and procedures that underpin this.

The QAO will ensure that Assessors carry out centre assessment and validation, and will be accountable and take responsibility for:

- Recording assessment decisions against qualifications and assessments
- Assessing evidence of learner competence/capability against the assessment criteria or marking schemes
- Ensuring that candidates' evidence is valid, authentic and sufficient
- Ensuring that invigilation protocols are adhered to without fail and with no bias

The QAO is responsible for organising regular standardisation meetings which must take place at least every six months with all instructors and assessors and are to ensure that:

- Assessors consistently make valid decisions
- Assessors make the same decisions on the same evidence base
- All candidates are assessed fairly

A standard agenda is to be used for all standardisation meetings, and minutes taken. See Annex E.

Monitoring the quality of Assessor performance

A further responsibility of the QAO is to monitor the quality of Assessor performance in order to safeguard the validity of assessment and the quality of all candidates progress. This includes observing delivery and assessment practices and observing invigilation practices to uphold the credibility and ensuring the reliability of assessment judgments, using IQA feedback records. See Annex C.

All monitoring must be conducted within a supportive environment and appropriate support provided to meet the individual needs of the Assessor. Where appropriate, improvement measures must be agreed and recorded.

All records will be kept of all staff development in order for sampling and monitoring by External Quality Assurers (CAA).

Assessors and learners must provide a written declaration that the learner evidence is authentic and that the assessment took place under the conditions or context set out within the qualification and assessment documentation.

The role of QAO in monitoring the quality of Assessor performance is to:

- Identify problems or areas where Assessors need advice or development
- Ensure that learners are aware of and are satisfied with the assessment process
- Ensure all Assessors are fully involved in the learners' programme

It is expected that a large amount of internal verification will take place "live" whilst observing the Assessor. When observing the Assessor, the QAO must ensure that all aspects of the form at Annex C is completed.

8.3 Meeting External Quality Assurance Requirements

IQA has an on-going responsibility for quality improvement and the systems and processes described in earlier sections are designed to maintain quality of assessment.

The Quality Assurance Manager is responsible for all aspects of the training organisation quality improvements and is therefore also responsible for the systems and procedures contained within the Quality Improvement procedures. This includes:

- Internal Quality Assurance meetings (see Annex E)
- Internal Quality Assurance Self-Assessment Reports (see Annex F) to be undertaken 6 monthly.
- Liaison with the External Quality Assessor to:
 - Arrange External Verifier visits and ensure the Managing Director is aware of dates and action points of the External Verifier.
 - Ensure that appropriate documentation, records, learner evidence and Assessors are available for an External Verifier visit.
 - Present to the External Verifier, any recommendations for the Awarding Organisation action to maintain quality of assessments.
 - Ensure records of learner achievements are retained.

9 Addendums

List of agendas

Agenda A - Annual Timetable for Internal Quality Assurance

Agenda B - Standardisation Meeting

Agenda C - Internal Quality Assurance Meeting

List of forms

Form 1 - Internal Verification Monitoring and Sampling of Assessments

Form 2 - Live Internal Quality Assurance Report

Form 3 - Internal Quality Assurance Self-Assessment Report

Form 4 - Training Evaluation Form

Form 5 – Course module assessment form

Annex A - Annual Timetable for Internal Quality Assurance

1. IQA meetings to be held quarterly. To include all HALO DRONES staff involved in course delivery. There will be a standing agenda.
2. Standardisation meetings to be held 6 monthly. To include all Assessors and the Director of Training. There will be a standing agenda.
3. 100% students complete Internal Evaluation on completion of each course (See Annex G)
4. 100% students requested to complete External Evaluation within 6 months of course completion.
5. All new assessors subject to initial Internal Verification and thereafter every 6 months.
6. Each course will be subject to Internal Verification on first delivery, then every 6 months. If significant changes are made, then on first delivery of the new course.

Questioning	Witness report	PGD	Other	Product
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	Yes	No	Comments
Was the Learner observed directly by an assessor?			
Was knowledge and understanding assessed?			
Was a combination of performance and questioning used to assess knowledge?			
Is their evidence of ongoing planning?			
Are the records completed in sufficient detail and reference to enable the evidence to be tracked?			

Countersignatures

How has the assessor confirmed the authenticity, sufficiency, consistency, and validity of the evidence?	
--	--

I can confirm that the records show all the standards have:	Been achieved	Not been met
All evidence requirements:	Been achieved	Not been met
All knowledge requirements have:	Been achieved	Not been met
All the units and elements for this qualification have been covered and signed off by the assessor:	Been achieved	Not been met

Feedback

Strengths

Actions to be taken by the Assessor in relation to portfolio verification:

Assessor Comments:

I am satisfied that the evidence submitted meet the quality assurance requirements and recommend certification.

Assessors signature: Date:.....

Internal verifier signature: Date:.....

I confirm that all action points as above have now been completed and the evidence requirements satisfied.

Assessors signature: Date:.....

Internal verifier signature: Date:.....

Areas for development:

Annex C - Live Internal Quality Assurance Report

Name of Assessor:	Date:
Title of session:	Length of session:

Preparation	Y/N	Comments:
Did the Assessor:		
Check the environment and resources beforehand?		
Take into account any health & safety issues?		
Ensure there were enough resources for all participants?		
Have a session plan to show: aim/objectives/learning outcomes?		
Deliver an introduction, main content and conclusion?		
Establish and maintain a rapport with the group?		
Demonstrate knowledge of their subject?		
Take into account different learning styles?		
Use a range of activities?		

Use relevant resources as appropriate?		
Communicate effectively?		

Appear confident and professional?		
Take into account equality, inclusivity and diversity?		

Monitoring	Y/N	Comments:
Did the Assessor:		
Ask questions and involve the group where appropriate?		
Give positive feedback where relevant?		
Summarise the session?		
Achieve their aim/objective/learning outcomes?		
Clear the area afterwards?		
Evaluate their sessions?		

<p>Overall feedback</p> <p>Significant strengths:</p>

Areas for Development:

Actions to be taken:

Trainer comments:

Observer signature.....Name.....Date.....

Trainer/Assessors signature.....Name.....Date.....

Annex D - Standardisation Meeting

Agenda:

- Assessments
- Equal Opportunities
- Equality and Diversity
- Review of InVal
- Review of ExVal
- Future Courses

Present:

Apologies:

Annex E - Internal Quality Assurance Meeting

Agenda:

- Review of Internal Evaluation
- Review of External Evaluation
- Assessments
- Assessors/Tutors
- Any Other Business

Present:

Apologies:

Annex F - Internal Quality Assurance Self-Assessment Report

Internal Verifier Name:	Date:
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Key Indicator	Met	Action
IQA CVs are checked and validated to ensure Occupational background and at an appropriate level in the particular sector		
A system of professional updating is in place for all IQA		
Training/development is carried out to address identified needs of all IQAs and development plans kept		
All IQAs had a clear understanding of their role in quality assurance		
There is a system in place which ensures that validation of assessment decisions is made by a qualified IQA who has not made the assessment decision		
A sampling strategy is maintained by all IQA for each programme		
A clear sampling plan is maintained		
The strategy ensures that all Assessors are included		
All units and range of assessment methods are covered		
Sampling is ongoing		

Key Indicator	Met	Action
The system responds to particular problems or needs identified by IQAs		
Records of sampling and monitoring assessment/training practices are maintained		
The Managing Director takes responsibility for ensuring that each programme has sufficient number of IQAs to fully support Assessors/Trainers		
The ratio of Assessors to IQA is appropriate to the level of award		
<p>Assessor Monitoring:</p> <ol style="list-style-type: none"> 1. Assessors CVs are checked and validated to ensure Occupational background and at an appropriate level in the particular sector 2. A system of professional updating is in place for all Assessors 3. Newly Appointed Assessors are monitored on a regular basis to ensure constituency within the assessment team 4. All summative decisions are made by qualified Assessors 5. IQAs positively encourage Assessors to discuss assessment issues and meet with them on a regular basis 6. All Assessors are monitored and given the type and level of support which is suited to their needs 7. Assessors are given informal feedback which is constructive and relevant 8. Assessment time and resource implications have been specifically considered and reviewed 		

Key Indicator	Met	Action
9.The IQA manager has access to required resources to maintain quality of programmes		
All IQAs have sufficient time to devote to their responsibilities		

IQA Signature:	Date:
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Accountable Signature:	Date:
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Annex G - Training Evaluation Form

Date:	
Name:	
Title and location of training:	
Trainer:	

Please indicate your level of agreement with the statements listed below.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. Pre-award communication was informative	<input type="radio"/>					
2. Participation and interaction were encouraged	<input type="radio"/>					
3. The objectives of the training were clearly defined	<input type="radio"/>					
4. The topics covered were relevant to me	<input type="radio"/>					
5. The content was organised and easy to follow	<input type="radio"/>					
6. The materials distributed were helpful	<input type="radio"/>					
7. The trainer was knowledgeable about the training topics	<input type="radio"/>					
8. The trainer was able to answer relevant questions to meet my individual needs	<input type="radio"/>					
9. The trainer was well prepared	<input type="radio"/>					
10. The training objectives were met.	<input type="radio"/>					
11. The allotted time for training and questions was sufficient.	<input type="radio"/>					

12. The meeting room and facilities were adequate and comfortable.

➤ **What did you like most about this training?**

➤ **What aspects of the training could be improved to enhance your learning experience?**

➤ **How do you hope to develop your job as a result of this training?**

➤ **Please feel free to add any further comments in relation to this course:**

**May I take this opportunity to thank you for your feedback on our performance?
These views will help us to continue to improve in all that we do.**

Annex H - Course/module/activity assessment

Element	Assessment criteria	Notes
Module	DS3, SS1, DL1, DL3, DL4, DL5, DL6, DL10, DL11, EV1, EV2	

Scene setting

Competence	V	Comment
SS1 The Instructor has provided an overview of the context of the course/module/activity that enables the learning participants to actively engage in the course/module/activity.		

Course - Delivery

Competence	V	Comment
DL3 The Instructor used appropriate questioning/enquiry techniques that engaged the participants and fostered learning.		
DL4 The Instructor was clear and objective in their style and content of communication.		
DL5 The Instructor demonstrated the appropriate use of different methods of learning delivery.		
DL6 The Instructor demonstrated sufficient knowledge, skills and expertise in conducting specific exercises, tools or assessments.		
DL10 The Instructor related the learning to the practical needs of all learners.		

Competence		V	Comment
DL11	The Instructor conducted the course/module/activity in a manner that was sufficiently close to the Course/module/activity Framework as to be seen as the identified activity.		

Course - Evaluation

Competence		V	Comment
EV1	The Instructor checked at appropriate times that learning progress was taking place.		
EV2	The Instructor evaluated whether the objectives of the course/module/activity had been met.		

9.1.1 Assessor comments