1.0 Mission

Advance Assessments will provide a contemporary, flexible and accessible regulated awarding organisation service. We will reliably produce independent, valid and fair learner assessments. We will support each learner throughout their learning journey to achieve the best outcome attainable. We will offer a cost-effective service realised through regular reviews of costs and service innovation.

2.0 Strategy

To achieve our mission, we have identified four strategic pillars that support our service offer:

2.1 Quality of Practice

2.2 Learner Experience

2.3 Relationships with other stakeholders (Employers, Training Providers and External Quality Assurance Agencies)

2.4 Innovation and cost management

Advance Assessments will work to be regarded as excellent in each of these four areas.

2.1 Quality of Practice

Advance Assessments will:

Continuously improve to ensure that learners, employers, training providers, external quality assurance agencies and other stakeholders have high levels of confidence that Advance Assessments reliably and consistently deliver valid, relevant and standardised awards through a best-in-class practice.

2.1.1 Achieved by:

Following written policies, procedures and protocols to ensure that qualification specifications, awarding and assessment activities are standardised and conducted against published plans.

Using written policies, procedures and protocols to ensure that no conflict of interest exists for any award that takes place under the auspices of Advance Assessments.

Using independent governance to ensure that awards meet the requirements of the relevant standards and external quality agencies.

Using stakeholder feedback to inform our practice and development.

Using internal-verification systems to ensure a high-quality, standardised and contemporary practice is maintained.

Providing the resources and development opportunities to ensure that our organisation maintains and develops a high standard of practice.

Recruiting and maintaining a sufficient 'bank' of suitably qualified and experienced contract qualification and item writers, assessors and internal verifiers to ensure that there are multiple delivery options available for each service offered.

Innovating to ensure class-leading practice.

Regular practice improvement activities to develop our reliability, relevance and efficiency.

Reviews of employer and training provider requirements to consider developing new qualifications, awards and assessments where there is demand.

Managing business continuity and risk using policies and procedures available to all organisation members.

Reviewing potential and actual adverse effects on learners that may occur and developing mitigating actions in a timely manner, following policies and procedures available to all our organisation members.

Having the strategic aim of being a 'learning organisation'.

2.1.2 Evidenced and monitored by:

Regular reviews of stakeholder and assessor feedback, in co-ordination with measured award performance and internal verification evidence.

Reviews of External Quality Assurance feedback.

Having an independent governance system that has the authority to investigate any area of practice and is provided with clear communication channels to senior management and external quality assurance agencies.

Having regular, systematic reviews of our service performance, operating policies and procedures by an independent governor.

Having a standardised recruitment and induction procedure that identifies and records the qualifications and experience of new organisation members.

Having regular reviews of IT system capacity, security and reliability.

Requiring all organisation members working with Advance Assessments to engage in, and record, continuing professional development.

Internal reviews of operating systems and resources, benchmarked against other awarding organisations, particularly the Higher Education Quality Assurance Agency Quality Code and the Ofqual Conditions of Recognition. Other standards may be introduced as identified by the Advance Assessments governing body.

Maintaining records of potential and actual maladministration and adverse effects on learners, the mitigating actions taken and reporting these to the appropriate external quality assurance agency.

2.2 Learner Experience

Advance Assessments will:

Create an awarding environment in which each learner receives what they perceive to be; comprehensive support; a well-organised, positive and fair assessment; timely and helpful feedback.

2.2.1 Achieved by: In addition to actions in item 2.1.1 above.

Publishing expectations and guidance on submissions and grading for learners, in an accessible format.

Providing online support from registration through to completion, enabling learners to achieve high standards.

Having clear arrangements in place to make reasonable adjustments for learners with special needs.

Reviewing the quality of award feedback as part of our internal verification process.

Providing clear opportunities for learners to give feedback on the awarding process and then responding to it.

2.2.2 Evidenced and monitored by:

Reviews of learner, assessor and other stakeholder feedback, in co-ordination with measured award performance and evaluations of assessor to learner feedback.

Regularly reviewing the quality and accessibility of specification, assessment, feedback and support materials, with the objectives of standardisation and continuous improvement.

Providing access to documented complaints and appeals processes for every stakeholder.

Review of qualification specifications, assessment materials and assessments against Equality legislation by an independent reviewer, to ensure freedom from bias.

2.3 Employer, Training Provider and External Quality Assurance Agency Relationships

Advance Assessments will:

Develop relationships with other stakeholders (Employers, Training Providers and External Quality Assurance Agencies) in which we are recognised as a best-in-class awarding organisation.

2.3.1 Achieved by:

Operating a transparent, fair, supportive and efficient awarding practice that learners and other stakeholders view as a high-quality service.

Ensuring that other stakeholders have, subject to confidentiality requirements, access to required information in an accessible and on-demand format.

Ensuring that best value is delivered by using target pricing and focussing on cost management.

Updating stakeholders on our practice and service standards.

Complete, accurate and timely responses to stakeholder requests for information and to external quality reviews.

2.3.2 Evidenced and monitored by:

Regular reviews of stakeholder feedback.

Reviews of information systems access and use.

Reviews of consumer price expectations and competitor prices.

External quality reports.

2.4 Innovation and cost management

Advance Assessments will:

Provide a contemporary service that uses innovation and information technology to provide a best-in-class service at a competitive price.

2.4.1 Achieved by:

Controlling expenditure, income and available cash balance.

Setting fees using a target pricing strategy.

Regular reviews of practice to identify and plan development activity.

Maintaining an up-to-date IT systems and infrastructure.

Reviewing proposals for innovation and development as part of our regular reviews and development of practice.

2.4.2 Evidenced and monitored by:

Regular reviews of IT capacity, functionality and security, updating where necessary.

Regular reviews of financial information, performance and forecasts, taking timely action where appropriate.

Reviews of competitor activity and pricing.

Reviews of market activity.