



QUALITY ASSURANCE FRAMEWORK AND POLICY GOVERNANCE POLICY

Policy reference UKV-QA-01 | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

Policy reference	UKV-QA-01
Version	3.0
Status	New
Effective date	1 October 2026
Next review	September 2027
Policy owner	Quality Manager
Author	Director of Education
Approved by	Principal (Ramanjeet Singh), on behalf of the Academic Board
Approval date	1 October 2026

Quality Assurance Framework and Policy Governance Policy

UK Versity Online Limited | ATHE 889 | Pearson 07737 | OTHM DC1506132 | Ascentis 3286 | NCFE 8465520 | IFA Direct 283334

Document control

Title	Quality Assurance Framework and Policy Governance Policy
Reference	UKV-QA-01
Version	3.0
Status	New
Effective date	1 October 2026
Next review	September 2027 (annual), or earlier if required
Owner	Quality Manager
Author	Director of Education
Approval authority	Academic Board, chaired by the Principal (Ramanjeet Singh)
Approval date	1 October 2026
Applies to	All UK Versity staff, governance bodies, and every policy, procedure, form and learner-facing document in the quality and compliance suite
Supersedes	Quality Committee, Quality Assurance Committee and Academic Committee terms of reference (2019); Annual Monitoring Review and Visit Policy (2023); informal policy numbering (QA-07 to QA-101)
Summary	Sets out how UK Versity governs and assures quality, and the document control standard that gives every policy a fixed reference, version number, owner, approval and review date.

Compliance mapping

BAC College Scheme 2023 standards	1.1-1.6; 4.5; 7.1-7.8
UK Quality Code 2024 (voluntary)	Principles 1, 2, 4, 5 and 6
OfS conditions (benchmark only; not OfS registered)	B1-B5 (benchmark)
Awarding organisations	ATHE; Pearson; OTHM; Ascentis; NCFE; IFA Direct
Legislation and regulation	Ofqual General Conditions of Recognition (as applied to centres through awarding organisation agreements); UK Quality Code for Higher Education (2024), used voluntarily

Version history

Version	Date	Change
1.0	June 2019	Quality, Quality Assurance and Academic Committee terms of reference issued
2.0	2023	Annual Monitoring Review and Visit Policy issued

Version	Date	Change
3.0	October 2026	New framework policy: governance structure, annual quality cycle, single policy numbering and version control standard, Policy Register, external benchmark mapping (BAC, QAA, OfS, awarding organisations)

1. Purpose

This policy explains how UK Versity manages the quality and standards of its provision, and how it controls its policies so that staff, learners, awarding organisations and inspectors always see one current, approved version of each document. It is the parent policy for the UK Versity Quality and Compliance Policy Suite v3.0.

2. Scope

This policy applies to all UK Versity provision leading to qualifications awarded by ATHE (Awarding body for Training and Higher Education), Pearson Education Ltd (Pearson BTEC, including BTEC Higher Nationals), OTHM Qualifications, Ascentis (including Access to HE Diplomas, validated under the QAA Access to HE scheme), NCFE (including qualifications under the NCFE CACHE brand, and NCFE Functional Skills) and Institute of Financial Accountants (IFA) qualifications delivered through IFA Direct, administered in partnership with ATHE. It covers every policy, procedure, form, handbook and published statement that governs learners or assessment.

3. Definitions

Policy: a document approved by the Academic Board that states what UK Versity will do and why.

Procedure: the steps staff follow to put a policy into practice. Procedures sit inside the relevant policy unless stated otherwise.

Controlled document: any policy, procedure, form, handbook or template listed in the Policy Register.

Awarding organisation edition: a version of a policy written for one awarding organisation's qualifications (for example the Pearson HN Policy Suite v3.0, July 2026, and UKV-NCFE-FS-P-01 for NCFE Functional Skills). Where an awarding organisation edition exists, it takes precedence for that awarding organisation's learners where the two differ.

4. Our approach to quality

UK Versity is accredited by the British Accreditation Council as a College. The qualifications it offers are regulated by Ofqual, and UK Versity is an approved centre of each awarding organisation. UK Versity is not registered with the Office for Students and is not reviewed by the Quality Assurance Agency (QAA). It chooses to benchmark its provision against:

- the BAC College Scheme (2023) accreditation standards, which UK Versity must meet;
- each awarding organisation's centre approval and quality assurance requirements, which UK Versity must meet;
- the UK Quality Code for Higher Education (2024) Sector-Agreed Principles, used voluntarily for its Level 4 to 8 provision; and
- the Office for Students conditions of registration B1 to B5, C1 to C5 and E6, used as good-practice benchmarks only.

The quality principles UK Versity works to are:

1. Learners come first: every decision is tested against its effect on learners.

2. Standards are set by the awarding organisation and protected by UK Versity.
3. Decisions are evidence-based, using learner data, feedback and external reports.
4. Quality is everyone's job, and roles are clear.
5. Findings lead to action, and actions are tracked to completion.
6. Policies are clear, current, accessible and consistently applied.

5. Governance structure

Body	Membership	Meets	Remit
Academic Board	Chaired by the Principal; Quality Manager; Centre Coordinator; Registrar; a tutor representative; at least one external academic adviser where available	Termly (at least three times a year)	Approves policies and programmes; oversees academic standards, assessment outcomes, external quality assurance reports, complaints and appeals data; approves the annual self-evaluation and quality improvement plan
Senior Management Team (SMT)	Principal; Quality Manager; Centre Coordinator; Financial Controller	Monthly	Day-to-day management, recruitment, finance, risk register, staffing, action tracking
Assessment Board	Principal; Quality Manager; Registrar; at least one Internal Quality Assurer	At least quarterly	Confirms results before certification claims; reviews achievement and referral data (see UKV-QA-15)
Standardisation meetings	Quality Manager; assessors; Internal Quality Assurers	At least quarterly	Consistency of assessment judgements (see UKV-QA-16)
Learner voice	Learner surveys after every unit; annual learner survey; learner representatives invited to the Academic Board	Continuous	Learner feedback and "you said, we did" reporting

The Principal is Head of Centre for every awarding organisation and is accountable for UK Versity's compliance with each centre agreement.

6. The annual quality cycle

When	Activity	Lead
September	Annual policy review completed and Policy Register updated; conflict of interest declarations collected; IQA sampling plan for the year approved	Quality Manager
Every term	Academic Board receives: achievement and retention data; IQA and standardisation findings; external quality assurance reports and actions; complaints, appeals and malpractice cases; cancellation and refund data; learner feedback	Quality Manager
After each external visit	External quality assurance or inspection actions logged in the action tracker within 10 working days of the report, with owners and dates	Quality Manager

When	Activity	Lead
Every unit	Learner feedback survey	Course Coordinator
Annually (by November)	Self-evaluation report against the BAC College Scheme standards and awarding organisation requirements, and a quality improvement plan (BAC 7.1 to 7.8)	Principal and Quality Manager
Annually	Tutor observations and appraisals (UKV-QA-14 and UKV-QA-27); risk register review (UKV-QA-03)	Quality Manager and Principal

7. Policy numbering and version control standard

7.1 References

Every controlled document has one fixed reference that never changes, even when the document is revised:

- UKV-QA-01 to UKV-QA-32: the core policies in this suite;
- UKV-QA-REG: the Policy Register;
- UKV-QA-MAN: the compiled Quality and Compliance Policy Manual;
- UKV-QA-MAP: the compliance mapping matrix;
- awarding organisation editions keep their own references (for example QA-PHN-POL-REG-01 for the Pearson HN suite and UKV-NCFE-FS-P-01 for NCFE Functional Skills).

A reference is never reused for a different document. If a policy is withdrawn, its reference is retired and recorded as withdrawn in the Policy Register.

7.2 Version numbers

Change	Example	Version change	Approval
Substantive change: new requirement, changed timescale, fee, right or responsibility, or a change required by law, an awarding organisation, BAC or an external quality assurance action	New refund schedule	Next whole number (3.0 to 4.0)	Academic Board
Minor change that does not alter any right, duty or timescale: contact details, job titles, typing errors, updated reference to a renamed document	New staff name	Next decimal (3.0 to 3.1)	Quality Manager, reported to the next Academic Board
Annual review with no change	Review confirmed	Version unchanged; "last reviewed" date and next review date updated in the Policy Register	Quality Manager, reported to the Academic Board

The whole suite was reissued as Version 3.0 on 1 October 2026 so that every policy starts from one approved baseline.

7.3 Document control block

Every controlled document shows on its cover and first page: title; reference; version; status (new, updated, consolidated); effective date; next review date; owner (role); author; approval authority and date; who it

applies to; the documents it supersedes; and its mapping to the BAC standards, QAA principles, OfS benchmarks and awarding organisations. Every page footer shows the reference, version and page number. Every document carries a version history table. No approval or signature field is left blank.

7.4 Drafting and approval

1. The owner drafts or revises the document using the UK Versity policy template and this standard.
2. The Quality Manager checks it against the current awarding organisation documents, the BAC standards and the rest of the suite, and removes any reference to the wrong awarding organisation or to another organisation's centre numbers.
3. The Academic Board approves substantive changes. Approval is minuted and the minute reference is recorded in the Policy Register.
4. The Quality Manager publishes the approved version.

7.5 Publication and communication

1. Approved policies are published as PDF on the UK Versity website and on Moodle within 10 working days of approval (BAC 4.5). The Word version is held as the master copy in the controlled policy folder.
2. Staff are told of every new or changed policy by email and at the next team meeting; changes that affect learners are announced on Moodle.
3. Only the current version is available to staff and learners. Printed or downloaded copies are uncontrolled; the website and Moodle copies are the current versions.
4. Awarding organisations are sent updated policies when they ask, and before any external quality assurance visit.

7.6 Superseded versions

Superseded versions are moved to an archive folder, marked "Superseded" with the date, and kept for at least 6 years so that UK Versity can show which version applied to a learner at any time. They are not published.

7.7 Review

Every policy is reviewed at least once a year. A policy is reviewed earlier if:

- the law or statutory guidance changes;
- an awarding organisation changes a requirement or its own policy;
- BAC changes its standards (BAC has announced a Common Accreditation Framework from early 2027, which will require the mapping in this suite to be refreshed);
- an external quality assurance report, inspection, complaint, appeal or incident shows the policy is not working.

8. External benchmark mapping

The Policy Register (UKV-QA-REG) and the compliance mapping matrix (UKV-QA-MAP) show, for every policy, the BAC College Scheme standards, the QAA Quality Code Principles, the OfS conditions used as benchmarks, the awarding organisations and the legislation it addresses. Each policy's front page repeats its own mapping. The Quality Manager updates the mapping at each annual review and uses it to prepare for BAC inspections and awarding organisation visits.

9. Roles and responsibilities

Role	Responsibility
Principal and Director of Education	Head of Centre; chairs the Academic Board; approves the suite; accountable to BAC and each awarding organisation
Quality Manager	Owns this policy and the Policy Register; runs the quality cycle; checks and publishes policies; tracks external quality assurance actions; prepares the self-evaluation report
Policy owners	Keep their policies accurate and current; propose changes; apply their policies consistently
Academic Board	Approves policies and substantive changes; monitors quality data and actions
Centre Coordinator	Maintains the website policy page and BAC liaison; checks published information matches approved policies
All staff	Follow current policies; report anything that is out of date or not working

10. Related policies and legislation

- UKV-QA-REG Policy Register v3.0 and UKV-QA-MAP compliance mapping matrix v3.0
- All policies UKV-QA-02 to UKV-QA-32
- Pearson HN Policy Suite v3.0 (July 2026), register QA-PHN-POL-REG-01
- UKV-NCFE-FS-P-01 Plagiarism, Malpractice and Examination Conduct Policy v1.0 (NCFE Functional Skills)
- BAC College Scheme (2023) and BAC Accreditation Handbook
- UK Quality Code for Higher Education (2024)
- Office for Students conditions of registration (used as benchmarks)
- Ofqual General Conditions of Recognition

11. Monitoring and review

The Quality Manager reports to every Academic Board meeting on: policies due for review, changes made since the last meeting, open external quality assurance and inspection actions, and the status of the quality improvement plan. The Academic Board reviews this policy annually. Governance minutes, self-evaluation reports and action trackers are kept for at least 6 years.

Approval and review

Stage	Name and role	Date
Prepared by	Director of Education	30 September 2026
Checked by (policy owner)	Quality Manager	30 September 2026
Approved by	Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board	1 October 2026
Next review due	Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG	September 2027