

Guidance Notes for Completion of NNAS Quality Assurance

General

These notes should be used in conjunction with the National Navigation Awards Scheme Quality Assurance (QA) form and are designed as an aid to completion.

The QA form is part of the course report on the Tahdah system and must be completed before submitting a course report.

The aim of QA is to monitor, record and report on our quality and delivery and enable the governing body to make changes deemed appropriate. It is a key part of our emerging award and adds value.

Brevity and clarity should be central to the form's completion.

Progress on actions from previous moderator or internal verifier (IV) report

Here you should report any changes or improvements you have made to your practice as a result of any moderation or IV recommendation, or NNAS comments resulting from previous course reports. An example would be perhaps that you have changed the location of where you deliver the award to best reflect the requirements of the learning outcomes.

Questions relating to Assessment

These are asked to ensure that the course has complied with the seven criteria outlined in assessment protocol p 52 1-7 of the Tutors' Handbook, and that assessment was done on practical evidence. If it has not, then you must explain why and how you have delivered the learning outcomes, notwithstanding the exceptions.

You should also state, with examples, how you evidenced the performance at this level. For example, "Bill walked from point to point using his map setting skills to find an appropriate linear feature"

About feedback to client or customer: There needs to be assessment. You should demonstrate by example some feedback given to clients. For example, “Jill was an able navigator who used her confidence and knowledge of interpretation of the key to assist her in relocation”.

If you do not pass an individual you must complete the box next to that person’s name on the results tab of the course report, stating what they failed / were deferred on.

Internal Quality Assurance (IQA) and Standardisation

This section is about provider management. You should record here in brief whether you have attended the NNAS AGM (date and location) and when taken part in appropriate CPD within the last calendar year. You should state what that was, for example “Train the trainer event NNAS Gold conversion course”. You may also record here whether you have been moderated or not, and when.

Complaints appeals and malpractice

Here you should state whether any of your clients or customers have made any complaint, or threat of complaint about you, your staff or provider and if none write none. If yes then NNAS Head office and Board should be made aware, realistically before you submit the course report.

Action plan

This is your action plan for you as a provider, not for the student or client to improve their navigation. It is also an opportunity for you to include any feedback about the award and how it is running. It also refers to risk to the Award associated with actions of providers. You are required to make Head office aware of any outstanding risks of which you are aware as a provider.