

### 1. Purpose

The purpose of this policy is to ensure that all assessments conducted by The Leisure Experts Qualifications (TLEQ) are valid, reliable, fair, and carried out with integrity. It outlines the standards and processes that protect the credibility of TLEQ qualifications and supports compliance with the requirements of the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT).

### 2. Scope

This policy applies to the following:

- TLEQ qualifications
- Approved education hubs
- TLEQ approved Tutors, Assessors, Internal Quality Assurers (IQAs), External Quality Assurers (EQAs)
- Learners undertaking TLEQ assessments
- Any individual involved in the assessment, verification, or certification process

It covers all assessments conducted through TLE Learn Lab and in practical aquatic environments.

### 3. Policy Statement

TLEQ is committed to delivering assessment processes that uphold the highest standards of quality and integrity. Assessment decisions must be accurate, consistent, secure, and based solely on the published Learning Outcomes and Assessment Criteria. No learner should be advantaged or disadvantaged by personal characteristics, location, mode of study, or education hub practices. TLEQ will maintain robust internal and external quality assurance processes to secure the integrity of all assessment and awarding decisions.

### 4. Key Principles of Assessment

All TLEQ assessments must meet the following principles:

#### 4.1 Validity

Assessment methods must measure what they are intended to measure and match the qualification specification.



### 4.2 Reliability

Assessment decisions must be consistent over time, across assessors and across education hubs.

### 4.3 Fairness and Inclusion

Assessment practices must be accessible, inclusive and free from bias and support **TLEQ Equality, Diversity and Inclusion Policy (01.16)**.

### 4.4 Authenticity

All evidence submitted for assessment must be the learner's own work. TLEQ requires learners to confirm the authenticity of their work at the point of submission within TLE Learn Lab, using the platform's built-in digital declaration process.

This declaration confirms that:

- The work has been completed independently
- All sources have been appropriately acknowledged
- No part of the submission has been generated or completed by another person or through unauthorised assistance
- The learner understands that providing false declarations may lead to malpractice investigation and sanctions in line with the **TLEQ Malpractice and Maladministration Policy (01.13)**

Assessors and IQAs must remain alert to potential indicators of inauthentic work and use additional checks where necessary. All authenticity declarations are securely recorded, time-stamped and retained within the learner's digital portfolio on TLE Learn Lab.

### 4.5 Transparency and Security

Assessment criteria, requirements and processes must be clear to learners, assessors and education hubs. Assessment materials and learner evidence must be stored securely and protected from loss, tampering or misuse.



### 5. Roles and Responsibilities

#### 5.1 TLEQ

Responsible for the overall design, quality, integrity and awarding of TLEQ qualifications.

Key duties include:

- Develop and maintain qualification specifications and assessment materials
- Approve and monitor education hubs and key personnel (Tutor/Assessor/IQA)
- Provide secure assessment systems through TLE Learn Lab
- Conduct External Quality Assurance and maintain awarding integrity
- Investigate malpractice, manage risk and meet regulatory requirements
- Analyse data and use findings to improve qualification delivery and standards

#### 5.2 Education Hubs

Responsible for delivering TLEQ qualifications in line with approval conditions and maintaining a compliant assessment environment.

Key duties:

- Implement TLEQ assessment and quality assurance procedures
- Ensure all Tutors/Educators, Assessors and IQAs are approved and competent
- Maintain secure storage of assessment evidence and records
- Promote safe, inclusive learning and uphold safeguarding responsibilities
- Report any concerns, conflicts of interest or suspected malpractice to TLEQ

#### 5.3 Tutor / Educator

Responsible for the delivery of TLEQ qualifications in accordance with approved syllabi and learning outcomes.

Key Duties:

- Plan and deliver engaging, inclusive learning sessions
- Ensure alignment with qualification content and assessment requirements
- Promote equality, diversity, and safeguarding in all learning environments
- Support learners to prepare for assessment and certification



### 5.4 Assessors

Responsible for making assessment decisions on learner competence against the defined assessment criteria.

Key Duties:

- Conduct fair, valid, and reliable assessments
- Provide clear, constructive feedback to learners
- Maintain accurate records and evidence of decisions
- Liaise with IQAs and respond to quality assurance feedback

### 5.5 Internal Quality Assurers (IQAs)

Responsible for maintaining consistency and reliability of assessment decisions within and across education hubs.

Key Duties:

- Sample assessment decisions and portfolios
- Support assessors through feedback, guidance, and observation
- Identify development needs and support CPD
- Maintain IQA reports and action plans for TLEQ review

### 5.6 Learners

Responsible for engaging fully with the assessment process and demonstrating competence through authentic, independent work.

Key Duties:

- Complete all assessments independently and to the best of their ability
- Submit authentic work that reflects their own knowledge, skills, and performance
- Comply with all TLEQ policies, procedures, and assessment guidance
- Seek clarification or support when needed and participate in feedback discussions
- Report any concerns relating to fairness, integrity, or accessibility

## 6. Assessment Delivery Requirements

### 6.1 Use of TLE Learn Lab

All written, digital and reflective assessments must be completed, submitted and stored



within TLE Learn Lab. Education hubs may not rewrite, modify or replace TLEQ assessment materials.

### 6.2 Practical Assessments

Practical assessments must be delivered in appropriate environments that meet the safety and resource requirements set out in the qualification specification.

### 6.3 Standardisation

Assessors and IQAs must participate in regular standardisation activities to maintain consistent, accurate and fair assessment decisions across all education hubs. Standardisation ensures:

- Shared and consistent understanding of Learning Outcomes and Assessment Criteria
- Alignment of assessment decisions and feedback
- Review of sample evidence and borderline decisions
- Identification of training needs or areas requiring clarification
- Consistent assessment practice across all cohorts and assessors

Standardisation may include meetings, online sessions, review of exemplars, comparison of assessor decisions, or analysis of themes identified through IQA or EQA sampling. All assessors and IQAs must actively engage in standardisation and apply agreed actions to their practice. Reference should be made to TLEQ.

#### 6.3.1 Standardisation Frequency

Standardisation activities must take place at least once per year to ensure continued consistency and reliability of assessment decisions.

Additional standardisation sessions may be required where risk indicates, including:

- New assessors
- Changes or updates to qualification content or assessment materials
- Assessment inconsistencies identified through IQA or EQA activity
- Regulator updates or changes to conditions of recognition



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Education hubs must ensure that assessors and IQAs attend all required standardisation sessions.

### 6.3.2 Standardisation Records

A formal record must be maintained for every standardisation activity. Each record must include:

- The date and format of the activity
- Names and roles of participants
- Evidence or materials reviewed
- Agreed decisions, clarifications and updates to practice
- Identified actions, responsible individuals and deadlines

Standardisation records must be retained securely for a minimum of three years and made available to TLEQ, EQA personnel, or the relevant regulatory body on request.

## 7. Maintaining Assessment Integrity

The Leisure Experts Qualifications maintains assessment integrity by:

- Embedding all assessment materials within TLE Learn Lab for secure, version-controlled access
- Requiring assessors to use only approved materials
- Ensuring transparent audit trails for all submissions, decisions, and feedback
- Using risk-based internal and external quality assurance
- Ensuring conflicts of interest are declared and managed
- Maintaining clear malpractice and maladministration reporting routes

## 8. Recording, Evidence and Retention

TLEQ sets clear requirements for how assessment evidence must be recorded, stored, and retained by all individuals involved in assessment and quality assurance. The following standards apply to TLEQ, Education Hubs, Tutors, Assessors, IQAs and EQAs:

- All assessment evidence must be stored securely in TLE Learn Lab, providing a complete digital record and audit trail for each learner



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- Education hubs must upload all supplementary or locally generated evidence to TLE Learn Lab, ensuring that a full and centralised assessment record is maintained
- Assessment decisions must include clear justifications and feedback

### 9. Reasonable Adjustments and Special Considerations

TLEQ will ensure that assessment adjustments support inclusion without compromising assessment integrity, in line with **TLEQ Reasonable Adjustments and Special Consideration Policy (01.09)**.

All adjustments must be:

- Requested in advance
- Evidenced
- Recorded and approved by TLEQ

Special considerations may be applied where unexpected circumstances impact assessment performance.

### 10. Malpractice and Maladministration

TLEQ has a zero-tolerance approach to malpractice and maladministration. This includes any action, behaviour or omission that threatens the integrity, fairness or reliability of assessment, internal quality assurance, external quality assurance or certification. All staff, assessors, IQAs, education hubs and learners must adhere to TLEQ policies and report concerns immediately using the designated notification process. TLEQ will investigate all suspected cases and take proportionate action.

#### 10.1 Definitions

**Malpractice** - Any act, intentional or unintentional, that compromises assessment integrity, including (but not limited to):

- Learner misconduct
- Plagiarism
- Unauthorised use of AI tools
- Collusion



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- Impersonation
- Falsification of evidence or records
- Assessor bias
- Failure to follow assessment instructions or criteria
- Actions that disadvantage other learners

**Maladministration** - Any breach of TLEQ procedures caused by error, negligence or omission by staff, assessors, IQAs or education hubs, including:

- Incorrect registration or certification
- Insecure handling of assessment materials
- Non-compliance with assessment or IQA procedures
- Inappropriate record-keeping
- Delays or failures in applying reasonable adjustments
- Mishandling of data or sensitive information

### 10.2 Plagiarism

Plagiarism is the presentation of another person's work, ideas or words as if they are the learner's own. This includes copying published text, online sources, other learners' work, AI-generated content, unreferenced materials. Plagiarism constitutes malpractice and will be investigated under this policy.

### 10.3 Use of AI Tools

Learners must not use artificial intelligence (AI) tools to generate assessment responses, written assignments, reflections or any element of assessed work unless explicitly permitted.

Where AI is permitted, learners must:

- Clearly acknowledge its use
- Ensure the final submission reflects their own understanding
- Comply with TLE Learn Lab authenticity declarations
- Unauthorised use of AI tools is treated as malpractice



### 10.3 Malpractice Indicators

Assessors, IQAs and education hubs must remain alert to potential indicators of malpractice, including:

- Work that is inconsistent with the learner's usual performance or capability
- Identical or highly similar responses across multiple learners
- Overly technical, generic or AI-generated phrasing
- Significant differences in writing style within the same submission
- Discrepancies between written work and observed competence
- Unusual submission patterns, IP addresses or metadata
- Implausible timeframes or sudden unexplained improvements

Where indicators are present, assessors must refer the case to the IQA and follow the **TLEQ Malpractice and Maladministration Policy (01.13)**.

### 10.4 Reporting and Investigation

All suspected cases must be reported immediately to TLEQ via the formal notification route. TLEQ will:

- Conduct an evidence-based investigation
- Interview relevant parties where required
- Apply sanctions proportionately to the severity and intent
- Notify the relevant regulatory body and awarding organisation (CCEA / iTEC / VTCT) where required

### 10.5 Possible Actions and Sanctions

Depending on the outcome, TLEQ may apply:

- Result invalidation
- Withdrawal of marks
- Reassessment requirements
- Temporary or permanent education hub sanctions
- Withdrawal of assessor/IQA approval
- Removal of education hub approval
- Notification to the relevant regulatory body



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### 11. Record of Approval and Review

At TLEQ, regulatory assurance is more than compliance, it is our commitment to quality, fairness, and the lifelong trust placed in our qualifications.

| Version  | Date Approved   | Approved By             | Next Review Due | Owner                     |
|----------|-----------------|-------------------------|-----------------|---------------------------|
| 26.09.02 | 9 February 2026 | TLEQ Board of Directors | 1 February 2027 | Quality Assurance Officer |

### 12. Sign-Off

Approved by:

**TLEQ Board of Directors Chair:** Joni Harding (9 February 2026)

**Responsible Officer:** Paul Cain (9 February 2026)

**Quality Assurance Officer:** Mandy Mason (9 February 2026)

