

### 1. Introduction

The Leisure Experts Qualifications (TLEQ) Quality Assurance and Governance Framework explains how we design, deliver, assess, and assure our qualifications with integrity, fairness, and consistency. It sets out how governance, quality assurance, risk management, safeguarding, data protection, and regulatory compliance operate together as a single, coherent system.

Quality assurance at TLEQ is a culture. It reflects our values, our expectations of ourselves, and our responsibility to every learner, education hub, and regulatory body and awarding organisation (CCEA / ITEC / VTCT) we work with. This Framework shows how our processes are aligned, proportionate, transparent, and continuously improving.

### 2. Our Quality Values

Our approach is shaped by a set of values that guide everything we do, it is:

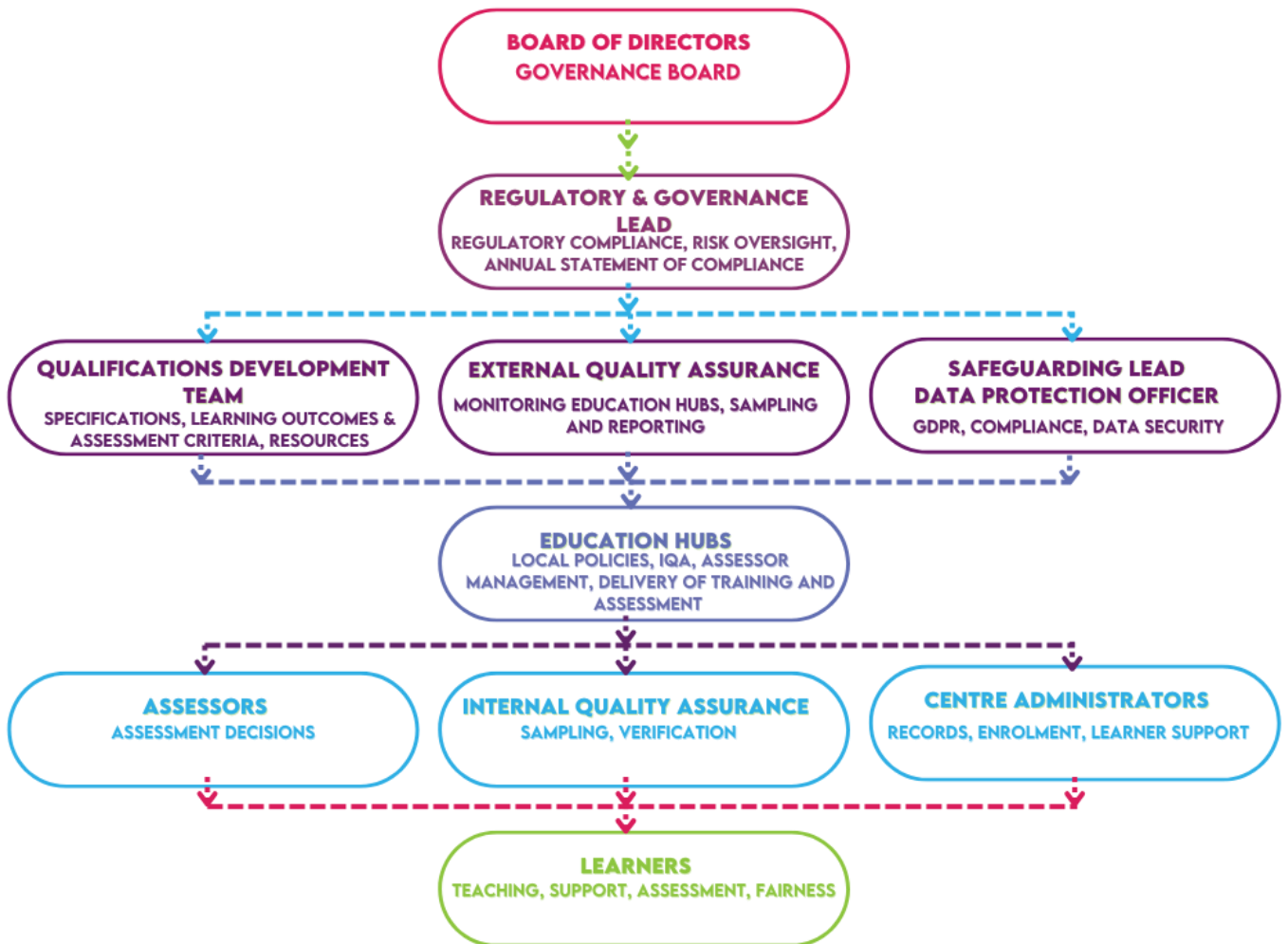
- **Learner First Decision Making** - All decisions prioritise fairness, accessibility, and the protection of learner outcomes
- **Transparency & Accountability** - Roles, responsibilities, and decision pathways are clear, with audit trails showing how decisions are made
- **Inclusive and Accessible Practice** - We ensure that qualification design, delivery, and assessment remain accessible and equitable for all learners
- **Continuous Improvement** - We actively learn from data, feedback, audits, regulatory guidance, and operational experience
- **Integrity of Standards** - Every certificate issued by TLEQ represents real achievement. We protect that trust through strong internal and external quality controls

### 3. Governance Overview

TLEQ governance structure brings together strategic leadership, operational quality assurance, data protection, safeguarding, equality, and regulatory oversight.



## 3.1 Governance Structure



## 4. Governance Responsibilities

### 4.1 Board of Directors

The Board of Directors provides independent strategic oversight. It assures quality, financial viability, risk management, governance maturity, and regulatory compliance. It reviews quarterly reports, approves policies and qualifications, and signs off the Annual Statement of Compliance.

### 4.2 Responsible Officer

The Responsible Officer leads all regulatory communication, reporting, and event notifications. They oversee compliance, risk escalation, and qualification integrity.



### 4.3 Governance Lead

The Governance Lead manages governance systems, policy reviews, internal audits, risk registers, data logs, and oversees ongoing regulatory compliance activities.

### 4.4 Quality Assurance Lead

The Quality Assurance Lead ensures assessments are valid, reliable, fair, and consistently applied across all education hubs. They lead sampling, monitoring, standardisation, and actions following EQA. The Quality Assurance Lead is also responsible for continuous improvement and self-evaluation plans.

### 4.5 Safeguarding, Data & Equality Leads

The Designated Safeguarding Lead, Data Protection Officer, and Equality, Diversity and Inclusion Lead provide specialist oversight and contribute to governance data and breach logs, the **TLEQ Equality, Diversity and Inclusion Policy (01.16)**, and regulatory compliance.

## 5. Quality Assurance System

The TLEQ quality assurance system protects learner outcomes by ensuring assessment and qualification processes are fit for purpose and secure.

### 5.1 Fitness for Purpose

Before development, review, or amendment of any qualification, TLEQ ensures that it is:

- Occupationally relevant
- Evidence-informed
- Accessible and inclusive
- Manageable and deliverable
- Risk-assessed
- Supported by education hubs
- Aligned to industry standards and regulatory expectations



## 5.2 Qualification Development & Review

TLEQ uses a structured design and review process including consultation, regulatory alignment checks, risk analysis, and Board approval.

## 5.3 Internal and External Quality Assurance

Internal Quality Assurance ensures effective monitoring of assessments, sampling, standardisation, and education hub performance. External Quality Assurance provides independent verification of assessment practice and learner outcomes.

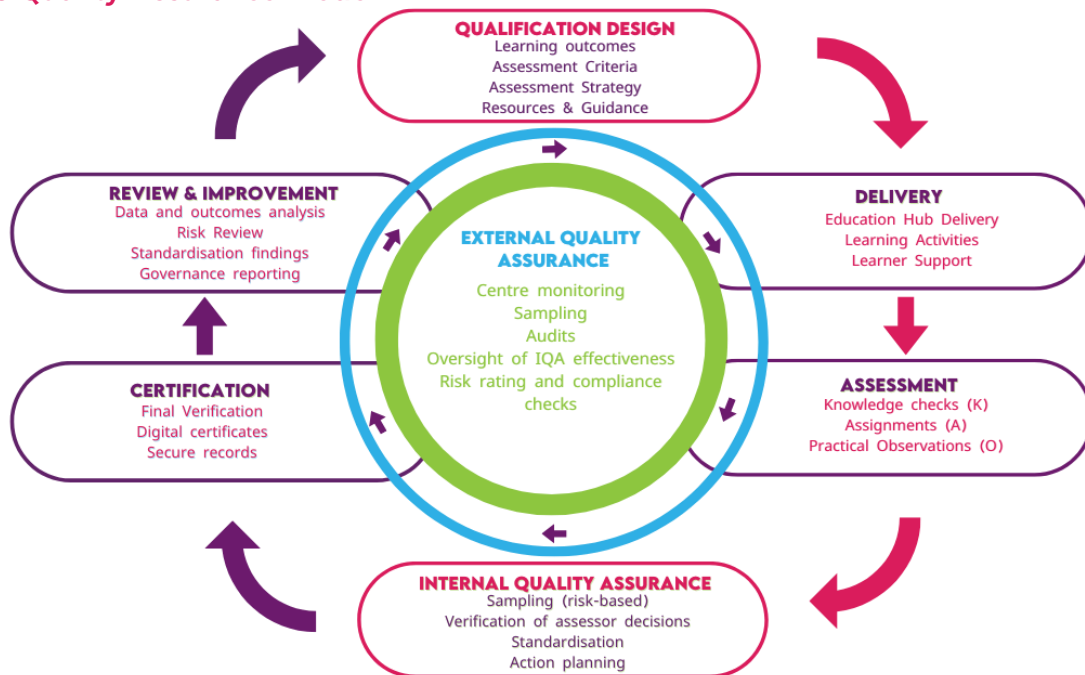
## 5.4 Assessment Integrity

TLEQ maintains clear processes for managing malpractice, maintaining secure materials, and ensuring reliable assessment conditions. Appeals and complaints processes ensure fairness.

## 5.5 Education Hub Management

Education hubs are approved, risk-rated, monitored, supported, and reviewed annually. Actions feed into the AQIP, Governance Log, and Risk Register.

## 5.6 Quality Assurance Model



## 6. Governance Processes

### 6.1 Governance Log

The Governance Log provides an auditable record of decisions, risks, incidents, non-compliances, and improvement actions.

### 6.2 Governance Cycle

The Governance Cycle ensures structured, systematic oversight throughout the year, including quarterly governance reviews, hub monitoring, internal audits, safeguarding and data reviews, and the annual compliance cycle.



## 7. Risk Management

TLEQ uses a dynamic approach to risk management, ensuring risks are identified, analysed, owned, and mitigated.

### 7.1 Risk Register

TLEQ risk register identifies operational, regulatory, assessment, data, safeguarding, and financial risks. Each risk has a severity score, controls, review frequency, and owner. Escalation pathways require high risk or potential adverse effects to be escalated to the Responsible Officer. The Responsible Officer reports notifiable events swiftly and



transparently. All notifications are recorded in the Regulatory Notification Log, and is reviewed quarterly.

### 8. Regulatory Compliance

#### 8.1 Annual Statement of Compliance

The Statement of Compliance evaluates alignment to the general conditions of recognition of the regulatory body and awarding organisation (CCEA / iTEC / VTCT) and demonstrates organisational readiness. It is submitted in accordance with the completion of the Annual Governance Cycle in Q4.

#### 8.2 Regulatory Notifications

TLEQ notifies the relevant regulatory body and awarding organisation (CCEA / iTEC / VTCT) of any event that could cause an adverse effect - identifying, escalating, assessing and reporting such events.

#### 8.3 Internal & External Audit

Internal audits and external review cycles strengthen quality assurance, and compliance.

### 9. Safeguarding, Equality & Learner Protection

TLEQ learner protection system includes safeguarding, reasonable adjustments, special considerations, Equality Diversity Inclusion, accessibility assurance, and data protection. The Designated Safeguarding Lead, Equality Diversity and Inclusion Lead, and Data Protection Officer each provide annual reports.

### 10. Data Protection & Data Quality

Ensuring GDPR compliance, data integrity, accuracy, and secure retention is essential. This includes identity verification, assessment data checks, reconciliation between education hubs and TLEQ systems, and breach reporting.



## 11. Continuous Improvement

### 11.1 Annual Quality Improvement Plan (AQIP)

TLEQ Annual Quality Improvement Plan identifies improvements based on audits, feedback, data, safeguarding reports, and EQA findings. It includes structured monitoring, reflection, policy review, qualification review, and action planning to ensure continuous monitoring and improvement. Learner feedback, education hub feedback, assessor insights, and industry engagement all feed into data logs, risk registers which inform the annual plan.

## 12. Document Control

All policies contain version control, ownership, review frequency, and approval signatures. Updates occur annually or when triggers arise such as audits, regulatory changes, or risk escalations.

## 13. 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 of Approval	Approved By	Next Review	Owner
26.09.02	9 February 2026	TLEQ Board of Directors	1 February 2027	Responsible Officer

## 14. Sign-Off

Approved by:

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

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

