

## Policy 2: Documented Approach to Quality Assurance

MIDAS Group will utilise a suite of quality assurance tools including course monitoring audit forms, stakeholder feedback surveys, LMS, Internal Verifiers and External Authenticator audit. Qualitative and quantitative data from the above will be analysed and acted upon as appropriate and actions resulting from same will be communicated to all relevant stakeholders.

MIDAS Group's Manager will, in conjunction with the Management Board and the Quality Assurance Committee, conduct an annual review of the quality assurance and improvement policy.

### MIDAS Group QA Framework

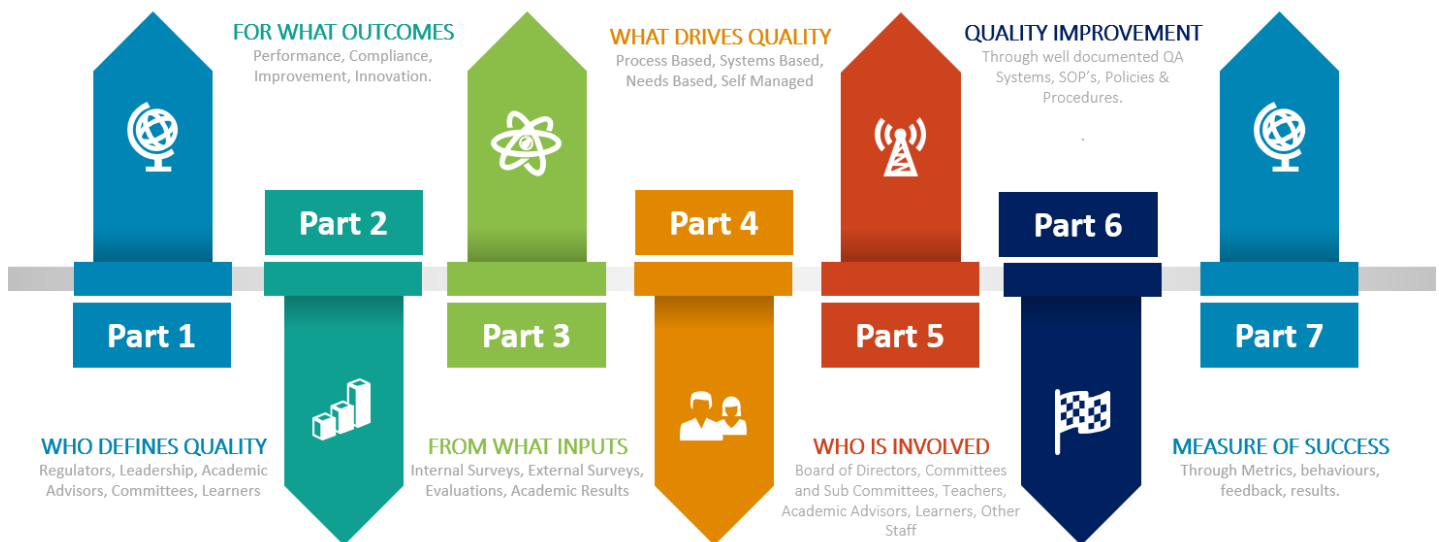


Figure - MIDAS Group QA Framework

Quantitative data will be collected from staff and learners through questionnaires and evaluation forms which will be accessed in a number of ways, including directly from the learner, client as well as on the LMS on the company website.

Policies show full understanding of the legislative obligations of the provider. The policies will inform management and staff as to the general approaches to follow in their work. It will also inform learners and other stakeholders as to what they can expect of MIDAS Group



as a provider. These policies are available on the MIDAS Group LMS and website. Additional guidelines, forms and templates can be requested through our internal procedures, SOPs, and accompanying workflows and documentation. Associated policies and standard operating procedures are listed in our Policies and Procedures manual.