



TRAINING

Quality Assurance Report 2026

Practical learning. Practitioner expertise.
A structured approach to quality.

Document	Details
Provider	Xcademia Ltd UKPRN 10101097
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Report type	Xcademia quality assurance arrangements
Scope	Professional training, mentoring and organisational development

From Learner to Leader. Skills that deliver.

Purpose and assurance overview

This report sets out how we manage training quality at Xcademia. It describes our quality management system, programme design, delivery controls, learner support and continuous improvement arrangements, giving customers a clear account of the practices supporting our services.

Quality management foundation

Xcademia has a full ISO 9001 aligned quality management system in place. This provides the foundation for programme planning, document control, feedback, performance review and corrective action. Alignment describes the framework used; it does not represent independent ISO 9001 certification.

Training model

Our training combines practitioner instruction, mentoring, practical exercises and role-relevant projects. Delivery options include live virtual, onsite, blended and self-paced learning. XRAY skills assessment supports the identification of capability gaps and targeted learning pathways.

Scope and evidence basis

This report covers our professional training, mentoring and organisational development services. It describes Xcademia's own quality assurance arrangements and is not an external inspection or independent certification report.

Our quality assurance focuses on programme relevance, consistent delivery, practical assessment and learner experience. Performance reporting is agreed for each commission. This report describes our approach without presenting aggregate pass rates, satisfaction scores or independent audit findings.

Our assurance framework

Area	Xcademia arrangements
Quality management	Full ISO 9001 aligned quality management system in place.
Security	Cyber Essentials, supported by information security and data protection policies.
Provider approvals	Applications relating to NCFE, ILM, ECE and ITIL are in progress; approvals remain pending.

Design, delivery and assessment

Understanding requirements

For commissioned programmes, our quality approach begins with an agreed brief: target roles, learner starting points, employer objectives, delivery constraints and intended outcomes. Where appropriate, XRAY findings can inform the learning priorities. The approved programme defines objectives, entry requirements, teaching methods and assessment criteria.

Content and trainer assurance

We check training materials through subject specialist review before release and maintain them under document control. Reviews address accuracy, currency, practical relevance, accessibility and consistency with learning objectives. Trainer records capture relevant expertise, delivery experience and the status of qualifications cited in customer proposals.

Practical learning and consistent assessment

We use labs, simulations and projects to develop workplace capability. Assessments are mapped to the intended skills and supported by clear marking criteria and constructive feedback. Where more than one assessor is involved, sample review and calibration support consistent decisions. We issue completion and achievement certificates against defined requirements.

Delivery readiness

Before delivery, we check learner communications, platform access, resource availability, venue suitability and support requirements. Specialist partners have defined responsibilities and agreed quality expectations. A named programme contact coordinates issues affecting participation.

Evidence to retain

Quality stage	Supporting record
Design	Approved brief, syllabus and assessment mapping.
Readiness	Trainer suitability record and pre-delivery checklist.
Assessment	Marking guidance, assessed work and review records.
Completion	Attendance, achievement and certificate records.

Learner experience and protection

Inclusion, accessibility and neurodiversity

Our programme planning provides a confidential route for learners to identify support requirements. We agree reasonable adjustments with the learner and employer. Examples include clear written instructions, advance agendas, manageable task stages, breaks, additional processing time and alternative participation methods.

Our resources use readable layouts and logical structure. Platform and venue selection takes account of relevant accessibility needs. Assessment adjustments reduce avoidable barriers while preserving the competence being assessed. We share support information only with those who need it to arrange assistance.

Feedback, concerns and complaints

We give learners a clear support contact and explain how to raise concerns. We collect feedback during delivery and at completion so that issues can be addressed promptly. Complaints are recorded, assigned to an owner, investigated and answered within communicated timescales. We provide an escalation route and record resulting actions.

Information security and continuity

Xcademia holds Cyber Essentials and maintains supporting policies. Our privacy policy addresses UK GDPR and the Data Protection Act 2018. We handle information according to agreed access, retention, secure sharing and disposal requirements. Training exercises use synthetic or anonymised information wherever possible.

Our information security policies are aligned with ISO/IEC 27001 principles and our business continuity policies with ISO 22301 principles. These policies document responsibilities, incident escalation, delivery dependencies, alternative teaching arrangements and recovery priorities. Policy alignment is distinct from independent certification.

Learner and customer protection

We address applicable equality, health and safety and safeguarding requirements in programme planning. We explain participation expectations, available support, resource access periods and optional charges before booking. We distinguish external professional examinations and awarding body certification from Xcademia's own certificates.

Performance evidence and evaluation

We evaluate training using measures appropriate to the commission. Results are calculated from delivery records for a defined reporting period, with cohort size and relevant limitations disclosed. We agree targets with customers and distinguish these from achieved results.

Measure	Evidence and reporting method
Participation	Enrolment and attendance registers; attended sessions divided by scheduled sessions, with withdrawals explained.
Completion	Completion records against agreed programme requirements; disclose the denominator and treatment of withdrawals.
Practical achievement	Assessment evidence against published criteria; report first-attempt and final achievement separately where relevant.
Learner experience	Feedback findings, response rate and recurring themes; include accessibility and support experience.
Workplace application	Employer and learner follow-up against agreed objectives; distinguish reported benefit from verified operational change.
Service quality	Support and complaint records, resolution times and recurring issues.
Value for money	Agreed cost per learner/completer and outcomes; explain optional costs and assumptions.

Performance reporting scope

This report sets out our reporting measures and assurance processes. It does not include aggregate attendance, completion, achievement, satisfaction or complaint figures. Programme-specific results are reported against the scope and measures agreed with each customer.

Reporting and interpretation

Our customer reports combine quantitative results with feedback themes and improvement actions. We recognise differences in learner starting points and other influences on operational outcomes. We minimise personal information and handle small cohort reporting carefully to protect confidentiality.

Improvement plan and review

Our improvement plan brings together the recurring activities that maintain quality and support further development. Responsibilities are assigned by role, with actions tracked through programme reviews and management oversight.

Priority	Activity and review timing	Responsible role
Assurance records	Maintain QMS records, trainer evidence, the current Cyber Essentials certificate and policy register.	Quality lead / management
Performance report	Consolidate cohort data, validate calculations and use findings to inform programme review.	Programme administration
Learner support	Confirm adjustment, support and complaint routes before each programme starts.	Programme lead
Content currency	Check before delivery and review quarterly, with earlier updates for material changes.	Subject specialists
Approval status	Track applications and update approval records when formal confirmation is received.	Management
Improvement tracking	Record actions, owners and due dates; review after each cohort and at management review.	Quality lead

Review and accountability

Xcademia management oversees the quality management system and programme improvement priorities. Review records capture findings, assigned actions and follow-up. We update this report following material changes to our quality arrangements and use subsequent editions to communicate developments and improvement progress.

Sources and document control

Xcademia quality management and prospectus information, October 2026.

Xcademia training offer: <https://www.xcademia.com/>

Enterprise training: <https://www.xcademia.com/enterprise>

Skills assessment: <https://www.xcademia.com/xray>

Privacy policy: <https://www.xcademia.com/privacy>

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