

Cardinal Business Services

IQA RETAINER PROPOSAL

Full Internal Quality Assurance Management

Prepared for training centres with up to 4 Active Trainers

This proposal sets out a comprehensive retainer package to cover all Internal Quality Assurance (IQA) activity for your centre. Rather than paying for each item individually, this package gives you complete IQA management — predictable, professional, and fully compliant.

What Your Retainer Covers

Your retainer gives you complete IQA management across your centre. Here is a full breakdown of everything included:

Scheduled IQA Activity

- 2 x IQA observed* assessments per trainer per year (8 observations in total).
- 2 x desktop reviews per trainer per year (8 reviews in total)
- Written feedback and action points provided after every activity

Ongoing IQA Management

- Annual sampling plan created and maintained throughout the year
- IQA activity tracker kept current so nothing is missed or overdue
- Competency monitoring with proactive alerts when activity is due
- IQA records formatted and maintained, ready for QNUK audit at any time

Advisory Support & QNUK Liaison

- Guidance on when IQA activity is triggered — new qualifications, returning trainers, or concerns raised
- Email and telephone advisory support for any IQA queries throughout the year
- Direct liaison with QNUK on your centre's behalf where required

*Observations may be conducted remotely (via Zoom, or recorded), depending on location.

Retainer Pricing

Cardinal IQA Retainer

Full Centre Cover — Up to 4 Trainers

- ✓ 8 IQA observations per year
- ✓ 8 desktop reviews per year
- ✓ Sampling plan & activity tracker
- ✓ IQA records management
- ✓ Advisory support (email & phone)
- ✓ QNUK liaison on your behalf

£140

per month

£1,680 per year

Monthly retainer

Value at a Glance

The table below compares what you would pay on a per-item basis against what the retainer delivers:

Service	Ad-hoc rate	Retainer package
IQA observations (x8)	£1,000	✓ Included
Desktop reviews (x8)	£200	✓ Included
Annual sampling plan	Not included	✓ Included
IQA activity tracker	Not included	✓ Included
Competency monitoring & alerts	Not included	✓ Included
IQA records management	Not included	✓ Included
Email & phone advisory support	Not included	✓ Included
QNUK liaison on your behalf	Not included	✓ Included
TOTAL ANNUAL VALUE	£1,200 (activity only)	£1,680/year

By moving to a retainer, you gain complete IQA oversight — including everything an audit requires — for just £480 more than bare activity costs alone.

Package Options

Three options are available depending on the level of support you need:

Option	Monthly fee	What's included
Full Retainer	£140/month	Full IQA management as described above — all activity, records, advisory support and AO liaison included.
Lite Retainer	£110/month	IQA observations and desktop reviews only. No records management or AO liaison. Suitable if you have an internal administrator.
Further Trainer Add-on	£30/month	Add any further trainers to any retainer package. Additional observations and desktop reviews included pro-rata.

Next Steps

To proceed with the retainer, or to discuss any aspect of this proposal, please get in touch:

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