INTERNAL QUALITY ASSURANCE POLICY

PURPOSE

Sarum Learning ('the Centre') operates an internal quality assurance system to maintain the consistency and accuracy of assessments.

Internal Quality Assurance (IQA) is the process of ensuring that training delivering and assessment practice is monitored in order to ensure that they meet national standards.

OBJECTIVES

- To provide a continuous check on the consistency and quality of delivery and the consistency, quality and fairness of marking, grading and overall assessment of learner's work.
- To meet and exceed the requirements placed upon us by awarding bodies and the learner charter.
- To ensure that valid assessment decisions are reached for all our learners and that external requirements are fully met.
- To support academic staff in their classroom delivery by affording them the opportunity to receive critically supportive comment and to be able to conduct peer observation.
- To support academic staff in their assessment activities by affording them the opportunity to receive critically supportive comment on the assessment decisions reached.

The key features of an effective system are that it must:

- include the monitoring of assessments and a way of standardising assessment judgments
- sample assessments on a 'formative' basis, therefore giving feedback to assessors on an ongoing basis (not at the end of the accreditation process)
- support and develop the assessment team
- be accurately recorded to provide a clear audit trail
- be carried out by suitably qualified and occupationally competent staff.

SCOPE

For the purpose of this policy, the term IQA encompasses all forms of activity that check and validate assessment. It may be implemented through the systems of verification as required or laid down by examining or awarding bodies; or it may occur through shared observation of learner activities, second marking of learners' work, or team grading/assessment of learners' work.

Any task, activity, essay or project that contributes to the learners' final achievement in a vocational area, academic subject or key skill will fall within the scope of this policy.

RESPONSIBILITIES

The Head of Centre has the responsibility to ensure that all IQA policies are being followed and that the appropriate evidence is being correctly completed and submitted.

The IQA policy is integral to the induction process and all associate staff have a responsibility to give full and active support for the policy by ensuring that it is known, understood and implemented by all.

ASSESSORS

The role of an assessor is to:

- ensure that each learner is aware of his/her responsibility in the collection and presentation of evidence
- agree and record assessment plans with each learner
- fully brief learners on the assessment process
- observe learners' performance through formative assessment and/or in simulated situations, and/or conduct other forms of assessment in accordance with the qualification requirements
- ensure that assessment of performance by observation is unobtrusive
- judge the evidence and record assessment decisions against the standards/syllabus
- provide learners with prompt, accurate and constructive feedback
- manage the system of assessment from assessment planning through to marking and recording assessment decisions
- ensure validity, authenticity, currency and sufficiency of evidence
- maintain accurate and verifiable learner assessment and achievement records
- confirm that learners have demonstrated competence/knowledge and have completed the required documentation
- agree new assessment plans with learners where further evidence is required
- demonstrate commitment to anti-discriminatory practice and equal opportunities
- ensure maintenance of confidentiality for sensitive information.

INTERNAL QUALITY ASSURER

The Internal Quality Assurer monitor the work of all assessors to ensure that assessment processes and practices have been adhered to and assessment decisions are consistent across assessors. Internal Quality assurers are responsible for:

- ensuring that assessors follow the assessment guidance provided
- advising and supporting assessors to assist them in interpreting and applying the standards/syllabus correctly and consistently
- regularly sampling assessment activities, methods and records to monitor consistency of assessment decisions as specified by qualification documentation
- providing assessors with prompt, accurate and constructive feedback on their assessment decisions
- undertaking an active role in raising issues of good practice in assessment
- ensuring that equal opportunities and anti---discriminatory practices are upheld in the assessment process
- liaising with other staff members and the External Quality Assurer to implement the requirements of the assessment system
- ensuring that all learners' achievement records and Centre documentation are completed in accordance with requirements
- countersigning appropriate assessment documentation

- ensuring assessors have opportunities for updating and developing their vocational and professional competence
- supporting, countersigning, dating assessments and quality assuring judgements by assessors not holding the appropriate assessor/Internal Quality Assurer qualifications as approved and specified by the Regulatory Authorities.

CONFLICTS OF INTEREST IN ASSESSMENT

- The Centre has a process to identify, monitor and manage any conflicts of interest in assessment outcomes.
- Therefore the Centre will take all reasonable steps to avoid any part of the assessment of a learner being undertaken by any person who has a personal interest in the result of the assessment. This includes internal quality assurance activities.
- Due to the size of the Centre, some roles may be undertaken by the same person, for example Head of Centre and IQA. However, the assessor role and the internal quality assurer role are always carried out separately. The assessor will not quality assure their own assessments as this would present a conflict of interest.
- Individuals should not be involved in the assessment or the quality assurance of assessment decisions at a Centre in which they have a personal interest or, where this happens, they must ensure that the assessment process is subject to scrutiny by those without personal interest.

ACTIONS TO IMPLEMENT AND DEVELOP POLICY

- The IQA policy must be applied to every programme with work that is internally assessed and which contributes to the final assessment outcome of a learner.
- Appropriately qualified staff must carry out all internal quality assurance.
- Assessors and Internal Quality Assurers must be given sufficient time, resources and authority to perform their roles and responsibilities effectively
- Where trainee internal quality assurers undertake IQA, this must be verified by a qualified IQA and countersigned.
- Each programme/course must have an identified member of staff who will conduct a minimum of one Quality Assurance observations of the training package delivery.
- Where a trainer delivers in more than one training centre, an observation should be conducted at each location.
- IQA observation of trainer delivery should include
  o learner performance
  o briefing a learner
  o questioning and giving feedback
- The observation will be recorded on an IQA of Delivery Report.
- Feedback from an IQA observation of trainer delivery must be delivered to the relevant trainer as soon as practicable, preferably by the end of the working day. The feedback will be recorded in a report within 3 working days of completion.
- An action plan may be agreed between an IQA and a trainer as a result of observation. The IQA will then monitor the trainer's development points with an extraordinary IQA observation prior to the end of the course.
- Each programme/course must have an identified member of staff who will verify or standardise the assessments for that particular programme. This must be indicated on the IQA data Excel Spreadsheet.
- IQA must be carried out continuously throughout the year. In addition to this, each programme will identify appropriate periods of time when IQA takes place. These times will be included in a course calendar, which each course must have in place in either the IQA file or course file.

- A sample of 20% of assignments per course must be Internally Quality Assured two weeks after being assessed. The sample will be pre-selected at the start of each course. For each course the sample must include every learner, at least one of each assessments and each assessment type. The final IQA must be completed within four weeks of the completion of the course.
- Where discrepancies are found, a Moderation meeting must be held between the IQA and the assessors within 5 working days in order to share their findings and to confirm any amendments to results.
- Any evidence that is produced must meet the requirements of the awarding bodies.
- The evidence must be recorded on appropriate documentation, which takes into account the requirements of awarding bodies.
- Internal quality assurance must take place before assessment decisions are finalised and notified to learners and certification is requested.
- Records of IQA must be kept in a secure location and accessed by staff authorised to do so.
- All IQA or moderation must be in line with current awarding body and Joint Awarding Body recommendations.
- Sampling must be across all assessors, all types of evidence and all learners including plans, reviews and records in addition to candidate evidence.
- IQA must attend standardisation meetings and maintain a current continuous professional development file.
- With Direct Claim Status, the specific awarding body guidelines must be followed.

MONITORING AND EVALUATION

This policy will be monitored by the Head of Centre and through established quality audit procedures. Where discrepancies are found, or evidence of malpractice or maladministration are found, then appropriate policy will be initiated by the Head of Centre.

POLICY REVIEW

Policy reviewed on an annual basis by Sarum Learning's Head of Centre. Next review due on 11th October 2024.

	Name	**Date**
Approved by	Luke James	11/10/23
Updated by		
Reviewed by		