

Internal Quality Assurance Policy

Purpose of this Policy

All delivery, assessment and internal verification activities undertaken at Skills Centre Ltd are bound by the requirements of The NVQ Code of Practice, quality assurance regulatory requirements, National Occupational Standards, awarding body guidance, the Common Inspection Framework and the requirements of any relevant government funding bodies.

It is the company's aim to ensure that all staff involved in the delivery of qualifications are supported in their role to ensure that they are up to date with the award body requirements and maintain continuous professional development and occupational competence.

The Internal Quality Assurance process ensures that all policies and procedures are maintained to enable the delivery and assessment of all qualifications delivered by The Skills Centre Ltd.

Responsibilities

- Head of Assessment – ensures that the Internal Quality Assurance and standardisation processes operate effectively and acts as contact for awarding organisations. Additionally, ensures that all internal verification documentation is stored and retained for a period of three years.
- Internal Verifiers/IQA's – to ensure consistent and reliable assessment and internal verification decisions and to monitor the quality of assessment and highlight problems, trends and development needs of vocational tutors.
- All staff (managers, tutors, vocational tutors, and support staff), are responsible for the implementation of the policy.
- It is the Head of Assessment's responsibility to ensure there is an annual review of the policy.
- It is the responsibility of all to engage positively in that review and ensure implementation follows.

Purpose

To ensure that:

- Assessment is valid, authentic, reliable, current, and sufficient to the needs of the learner.
- It covers all vocational tutors and learning programmes.
- There is an audit trail of the learner's progress and achievement
- Detail of how the company manages the quality of its delivery can be found in the **Internal Quality Assurance Policy and Handbook**

To achieve this, procedures are in place to ensure that:

- Learners understand the standards and how they will be assessed
- Learners are matched to the most appropriate qualification to suit their level of competence and work role

- Performance activities produce evidence across a range of elements using a range of methods
- Portfolios are correctly constructed and cross referenced
- Effective and efficient assessments take place on a regular basis
- Regular time is set aside for sampling and providing feedback on Vocational tutors assessment decisions
- A minimum sample of 20% is applied to cover all routes delivered and all delivery staff i.e. Vocational tutors/Tutors. This sample can be increased dependent on factors which increase risk rating i.e. new route/newly qualified personnel
- All vocational tutors have a thorough understanding of the standards and how to use the assessment documentation
- Written guidelines are available on assessment and internal verification procedures
- Regular 1-1 meeting dates are set with vocational tutors and IQAs
- All vocational tutors will be supported by standardisation and best practice team meetings
- Formal records are kept showing any matters discussed relating to assessment/verification decisions and any actions to be taken and by whom
- All vocational tutors will be allocated a risk rating depending on experience, qualifications and grading of qualifications presented
- Electronic internal verification sample plans are in place for each qualification delivered by The Skills Centre Ltd and can be viewed on the Learning Assistant Eportfolio
- Sample plans are in place to direct interim internal verification activities based on risk ratings for routes and vocational tutors
- Internal Verifiers/IQA's will follow the Internal Verification and Internal Quality Assurance strategies for determining their sampling rationale
- IQA decisions will be recorded on an Internal Quality Record
- Internal Verifiers/IQA's will have a thorough knowledge of the route/standards he/she is internally verifying/quality assuring
- Copies of the CV's of Vocational tutors/Tutors/Internal Verifiers, copies of D/A/CAVA/TAQA unit certificates and evidence of working towards CAVA/TAQA units for trainee Vocational tutors and Verifiers are to be made available for Awarding Bodies
- Planned dates are in place for internal quality assurance activities including standardisation
- Appeals procedures are in place
- Lead IQA will support the Training Manager to facilitate External Quality visits required by the awarding bodies
- Lead IQA/Head of Assessment will carry out on-going and regular monitoring of Internal Verifiers/IQA's
- Lead Internal Verifier/Head of Assessment will have thorough knowledge of external and internal quality assurance processes and procedures as well as relevant standards and assessment strategies of all qualifications delivered by The Skills Centre Ltd

Strategy for Internal Verification

Forecasts will be made for each candidate at the start of their program, and this will be used to create sampling plans. Formative (30-50% complete), and Summative (100% complete) IQAs will be completed where applicable.

Candidate interviews will be carried out by the IQA to verify the records as provided by the vocational tutor, monitor progress of their qualification, and gain feedback on their experience and support received throughout their qualification.

Standardisation Activities

Standardisation meetings will be held on a quarterly basis, minutes will be taken and distributed to the team. All vocational tutors and IQAs will be expected to attend all standardisation meetings.

The meetings will help to develop a supportive, non-threatening environment, where vocational tutors can share issues and concerns in order to ensure each vocational tutor makes valid assessment decisions. The meetings will focus on areas such as revisions to standards, problems with generating evidence, the validity and sufficiency of evidence, and sharing best practice between vocational tutors.

All vocational tutors and trainers will be observed with their candidates quarterly as a minimum by their IQA. Feedback will be documented and provided to the vocational tutor / trainer. This is to ensure consistency of style, quality of assessment / training against standards, and support the vocational tutors/ trainers with any development needs they may have.