



## **Internal Quality Assurance Policy**

This policy was updated: **August 2018**

This policy will be reviewed: **August 2020**

Statutory policy? **Yes**

## **Introduction**

This policy sets out recommendations and specifications for the verification and quality control of all Nulogic Training's approved qualifications and levels. There are no exceptions to this policy.

The Internal Quality Assurer is key to the quality assurance and verification of the assessment of performance evidence in the centres.

## **Lead Internal Quality Assurance Requirements**

- Be occupationally knowledgeable in respect of the competences they are going to lead on and quality assure prior to commencing the role. It is crucial that Internal Quality Assurers understand the nature and context of the Assessor's work and that of their learners due to the critical nature of the work and the legal and other implications of the assessment process.
- Occupy a position that gives them authority and resources to co-ordinate the work of Internal Quality Assurers (IQA's) and Assessors, provide authoritative support, arrange training and development as necessary, call meetings as appropriate, visit and observe assessments and carry out all other IQA roles as defined by the relevant national occupational standard and qualifications i.e. TAQA.
- Hold, or be working towards, the appropriate IQA qualification.
- Lead IQA's should normally have had a minimum of three years' experience in a capacity which involved them making judgements as to the quality of provision offered.
- IQA's ideally have at least two year's experience of being an Assessor prior to commencing the TAQA award and must be in a position to give credence to quality assurance requirements of each qualification scheme.

## **Operating and Evaluating Internal Quality Assurance**

Lead Internal Quality Assurance main responsibilities are:

- To fully support the team of Internal Quality Assurers (IQA's) and Assessors within their remit
- To regularly monitor the quality of IQA performance
- To moderate IQA decisions
- To liaise with and meet External Quality Assurance (EQA) requirements

Internal Quality Assurer main responsibilities are:

- Operate and evaluate internal assessment and quality assurance systems.
- Manage and support Assessors with resources, caseload management, new developments and changes.
- Monitor the quality of Assessor performance through standardisation, observation and learner feedback
- Meet external quality assurance requirements.
- Manage assessment resources.

- Monitor candidate progress, with the support of the Lead IQA.
- Monitor special assessment arrangements
- Manage timely qualification registrations and claims

### **Nulogic Training Sampling Strategy**

Each Internal Quality Assurer will:

- Sample all Trainer/Assessors over all units, in each qualification and level they assess, over a period of time.
- Ensure sampling is planned and tracked in advance, by each IQA and recorded appropriately. Each IQA will keep a sampling plan that is electronic and can provide an accurate overview of performance.
- Ensure that sampling will not be end loaded or set at a continuously flat rate (%), regardless of circumstances.

### **Supporting Assessors:**

Internal Quality Assurers will ensure that all Assessors within their occupational area have:

- Copies of all National Occupational Standards they are to assess against
- Pearson Guide to Assessment Practices
- A set of all assessment tools, e.g. assessment paperwork, underpinning knowledge requirements, report forms, guidance notes about qualifications.
- Contact information in relation to advice.
- Have established a series of Assessor meetings arranged annually, in advance, to ensure Assessors can meet regularly to discuss learner progress.
- Obtain feedback from External Verifier visits

### **Internal Quality Assurance/Centre Managers will Ensure:**

- All new Assessor staff are thoroughly inducted into the Centre's assessment and internal verification procedures.
- All Assessors maintain their CPD, if necessary arranging occupational updates.
- Identify and support any identified training needs as a result of sampling either internal or external sampling.
- Ensure trainee Assessors are supported and have any assessments countersigned by an occupationally competent and qualified additional Assessor.
- Ensure any decisions and judgements made by a trainee IQA working towards TAQA are checked and countersigned by an occupationally competent and qualified additional IQA.

### The Centre Contact will ensure:

- There is an up-to-date occupational CV for each Assessor operating throughout the Company.
- Inspect original 'D' unit, A1, V1 or TAQA certificates and authenticate copies for centre file.

### Verifying Assessments:

IQA's will, through the planned internal verification sample:

- Ensure each Assessor consistently makes valid decisions.
- Ensures that ALL Assessors make the same decisions on the same evidence base.
- Ensure that all learners are assessed fairly and safely.

### Monitoring Quality of Assessor Performance

IQA's will:

- Ensure national standards of assessment (currently defined in TAQA) are adhered to by all Assessors.
- Identify problems or areas where Assessors require advice/development.
- Ensure that learners are aware of, and satisfied with, the assessment process.
- Observe Assessors carrying out their role.
- Ensure Assessors try to use at least three assessment methods per unit (unless the qualification specific assessment strategy states differently).
- Monitor the quality and consistency of assessment paperwork as fit for purpose and meeting the needs of the learner and their chosen qualification.
- Ensure Assessors have judged evidence to be:

**Valid** - Relevant to the standards for which competence is claimed;

**Authentic** - Produced by the candidate;

**Reliable** - Accurately reflects the level of performance which has been consistently demonstrated by the learner;

**Current** - Sufficiently recent for the Assessor to be confident the same level of skills/understanding/knowledge exists at the time of the claim;

**Sufficient** - Meets in full **ALL** the requirements of the standards.

### RAG Grade

IQA's will risk assess Assessors/Trainers/ for the timeliness of submissions. A tutor's/risk assessment banding is subject to change at any time, this is at the discretion of the allocated IQA. The RAG grade will be monitored and updated monthly.

**Guidelines to Guide You During the Risk Assessment of Your Allocated Assessors/Tutors.**

TRAINER/ASSESSOR	SUGGESTED SAMPLING FREQUENCY
<p><b>RED</b></p> <p>Above 40% of submitted portfolios rejected OR/AND</p> <p>Consistent untimely submissions (more than 28 days completion target date)</p>	<p>This staff member carries an increased risk and therefore requires an increased level of sampling. 100% of submitted portfolios will be checked. Feedback will be given via oral and written feedback.</p> <p>Additional support and guidance required and specific actions for improvement will be issued</p>
<p><b>AMBER</b></p> <p>No more than 21-39% of submitted portfolios rejected OR/AND</p> <p>Untimely submissions (not more than 28 days after completion target date)</p>	<p>This staff member is a medium risk and therefore requires a medium level of sampling. 30% to 50% of submitted portfolios will be sampled. Feedback will be given via written feedback.</p> <p>Support and guidance required and specific actions for improvement will be issued.</p>
<p><b>GREEN</b></p> <p>No more than 20% of submitted portfolios rejected OR/AND</p> <p>Timely submissions (submitted within 14 days after of completion target date)</p>	<p>This staff member is a low risk and therefore requires a minimal level of sampling. 20% of portfolios submitted will be sampled. Feedback will be given via written feedback.</p> <p>This staff member may be Rubber stamped on completed units/portfolios at allocated IV's discretion.</p>
<p><b>PURPLE</b></p> <p>New tutor to Nulogic Training or a new qualification (new qualification to Nulogic Training or new qualification to the Assessor delivering the subject).</p>	<p>This staff member will sit outside the RAG grading for a maximum period of 3 months. A minimum of 20% of submitted portfolios will be sampled. Feedback will be given via oral and written feedback.</p> <p>Additional support will be made available throughout this period to ensure that the tutor receives the best possible guidance in all aspects of the delivery.</p>

## **Meeting External Quality Requirements**

Lead and Internal Quality Assurance will ensure the following information is readily available for their area of occupational competence:

- Numbers of current registered candidates per qualification and level.
- Assessor details, specifically CVs, CPD records, Assessor qualifications and associated development plans.
- Learner reviews and achievements, special assessment requirements, equal opportunities monitoring information.
- Assessment records, plans, reviews and tracking sheets.
- Learner support resources available (PowerPoint, notes, workbooks, resources)
- Assessment sites.
- Internal verification sampling strategy.
- Internal Verifier records including feedback to Assessors, discussions/interviews with candidates, Assessor observation records etc.
- Records of claims for certificate.
- Candidate evidence files/portfolios (ensuring confidentiality of information).
- Minutes of internal verification/standardisation meetings.
- Ensure Awarding Organisations are notified of any staffing changes in relation to qualifications assessed/verified (especially in relation to qualifications where DCS is awarded).