

IQA Policy

Document Control	
Document Type:	Policy
Department:	Teaching and Learning
Relevancy:	Total People
Owner:	Fiona Thornton
Approver:	Gina Steele
Published Date:	11/02/2019
Version:	1
Security Classification:	Internal
Last Review Date:	08/02/2019
Next Review Date:	07/02/2020

Internal Quality Assurance Policy

Scope:

Total people operate a robust system of internal quality assurance (IQA) to ensure a high standard of programme delivery for learners and employers across all accredited centres, in accordance with Awarding Organisational requirements.

Content:

Company procedures are in place that provide a description of the internal quality assurance processes accessible to colleagues through the intranet. This policy describes the requirements for internally assuring the quality of assessment based on the current learning and development national occupational standards.

Planning and monitoring:

Each Accredited Centre has an Internal Quality Assurance Strategy, which states the approach to all aspects of internal quality assurance and includes:

Centre co-ordination, Planning, Quality Assurance and Record keeping.

The Internal Quality Assurance Strategy will be reviewed and updated as necessary.

All IQA activities are planned and carried out to ensure that assessment decisions and practices are regularly sampled and findings are acted upon to ensure consistency and fairness.

Evaluate the quality of assessment:

Assessors and IQAs must have the occupational expertise as specified in the relevant assessment strategy before commencing their role and maintain the currency of this expertise for the duration of their role through appropriate CPD activities.

A training needs analysis is completed with new Assessor and IQAs within the first six months of employment and annually thereafter unless through risk assessment this is more frequent.

Evidence sampling and observation of Assessor performance will take place as detailed in the sector's IQA strategy.

Learner and Employer feedback is used to evaluate the quality and effectiveness of the accredited centre against Total People's aims and policies leading to continuous improvement.

Maintain and improve the quality of assessment

IQAs will provide verbal and documented feedback to Assessors following internal quality assurance activities. Where applicable development/training opportunities will be identified and a training needs analysis completed and agreed.

A minimum of four assessment standardisation meetings are held a year to ensure that Assessors and IQAs are operating to the same standard.

Assessors and IQAs are kept up to date with any changes to qualifications and standards through team meeting and communications

Each accredited centre's achievements are monitored and reviewed and used to improve future delivery.

Manage information relevant to the internal quality assurance of assessment

The Teaching and Learning Manager (T&LM) will receive notification that an external monitoring activity is due; this will be communicated to the Cluster Manager (CM) and Programme Lead (PL), evidence required will be submitted to the awarding organisation within the timescales set.

The T&LM will receive notification that the external monitoring activity has taken place and notify the PL to ensure good practice, areas for development and actions are identified. The PL will produce a monthly report based on the findings of these visits which will be shared with the Operations Managers.

Accredited centres maintain documentation in a consistent manner so that information for external quality assurance and internal audits can be easily located. This is retained for a minimum of 3 years as per Awarding Organisation and company procedures.

Maintain legal and good practice requirements when internally monitoring and maintaining the quality of assessment

Policies, procedures and legislation in relation to internal quality assurance, including those for health, safety and welfare are store on the company intranet.

If the occasion arises, IQAs will help to resolve any disputes and appeals in accordance with the Company Assessment Appeals Procedures

Appropriate training and development opportunities are provided for Assessors and IQAs enabling them to meet their responsibilities, gain a common understanding of relevant standards and maintain appropriate CPD records.