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Internal Quality Assurance Policy

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Internal Quality Assurance Policy

1: Background and Purpose

This policy has been produced to support WELL Associate's Strategic Objectives to be the preferred supplier of choice for Leadership & Management, Coaching & Mentoring and Teaching and Learning qualifications.

This policy sets the specifications for internal quality assurance of all WELL Associates Ltd, across all qualification levels offered, there are no exceptions to this policy.

2: Scope of the Policy

The policy will cover all internal quality assurance activities (including CIEAG) throughout Well Associates and will be standard across all Well Associates qualification offer (these qualifications are detailed on Appendix 1).

The Internal Quality Assurer (IQA) is key to the quality assurance and verification of the assessment of performance evidence in the workplace.

3: Internal Quality Assurers

Within Well Associates there is **ONE** main lead for Internal Quality Assurance:

- Karen Mellor is the lead IQA for all qualifications

Additional IQA activities are undertaken throughout the team (Team Matrix)

Lead IQA requirements:

Be occupationally knowledgeable in respect of the competences they are going to verify prior to commencing the role.

It is crucial that internal verifiers understand the nature and context of the assessor's work and that of their candidates 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 assessors, provide authoritative support, arranging training and development as necessary, call meetings as appropriate, visit and observe assessments and carry out all the other internal verification roles as defined by the relevant national occupational standard i.e.) VI.

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They must hold or be working towards the appropriate IQA qualification.

Internal verifiers 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 and must be familiar with demands and opportunities offered by work-based learning.

Internal verifiers must have at least two years' experience of being an N/VQ Assessor prior to commencing the V1 award, and as above, Internal verifiers must be in a position to give credence to quality assurance requirements of each N/VQ scheme.

4: Operating and evaluating Internal Assessment and Quality Systems

Lead IQA main responsibilities are:

- Operate and evaluate internal assessment and quality assurance systems.
- Support assessors.
- Monitor the quality of Assessor performance.
- Meet external quality assurance requirements.
- Ensure learners are on the right level of qualification to meet their identified learning needs (and relevant to their job role/progression opportunities).

WELL ASSOCIATES Sampling Strategy:

The Lead internal verifier will:

- Sample all assessors, over all units, in each qualification they assess, over a period of time.
- Ensure assessors delivering one qualification are observed once per annum.
- Ensure assessors delivering more than one qualification will be observed once per annum, per qualification, and if applicable, per level of qualification delivered.

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- Ensure sampling is planned in advance, per scheme, by each Lead Internal Verifier and recorded on a sampling plan, each individual IV will keep a sampling plan.
- Ensure their sampling evidences a mix of summative and formative assessment judgements.

Sampling will not be:

- End loaded
- Fixed date, regardless of throughput
- Flat rate (%) sampling, regardless of circumstances
- For CMI qualifications sampling is 100% due to family connections (WELL Associates is a family business and needs strong governance in the IQA process)

Standardising assessment judgements:

The Lead IQA will:

- Manage assessment resources.
- Manage the assessment team.
- Monitor candidate progress (IAG, induction, retention, achievement and progression).
- Monitor special assessment arrangements (if any are identified from candidate registration forms).

5: Supporting Assessors

- The Lead IQA will ensure that all Assessors within their occupational area have:
- Copies of all standards they are to Assess.

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Awarding body information on IQA

A set of all assessment tools, e.g. assessment paperwork, underpinning knowledge requirements, report forms, guidance notes about qualifications and evidence matrix sheets.

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 candidate progress.
- Standardise assessment practices and agree evidence requirements for candidate's competence.
- Get updates from awarding bodies, in relation to changes in standards/practice.
- Get feedback from EQA visits.

The Lead IQA 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.

Appoint a dedicated Independent Assessor for A1 candidates to support the Primary Assessor.

Ensure Assessors working towards L3 Certificate in Vocational Achievement (within 12 months)

Ensure trainee IQA's have served at least two years' service as an active Assessor(s) before recommending L4 Certificate in IQA and ensure that Trainee IQAs are in a significant role to support junior Assessors (i.e. able to arrange additional training for their assessors, as and when necessary).

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Ensure any IQA decisions by an internal IQA working towards L4 CIQA are checked and countersigned by an occupationally competent and qualified additional internal verifier.

The centre co-ordinator will ensure:

- There is an up-to-date occupational CV for each Assessor operating throughout the Company.
- Inspect original assessor certificates and authenticate copies for centre file.
- Prepare a central matrix of staff occupational competence across all qualifications throughout Well Associates.

6: Verifying Assessments

The Lead IQA will go through the planned IQA sample:

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

7: Monitoring Quality of Assessor Performance

The Lead internal verifier will:

Ensure national standards of assessment (currently defined L3 Certificate of Vocational achievement) are adhered to by all assessors.

- Identify problems or areas where Assessors require advice/development.
- Ensure that candidates are aware of, and satisfied with, the assessment process.
- Observe Assessors in action (frequency outlined in section IV).

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- Ensure Assessors try to use at least four 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 candidate 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 candidate;

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

Sufficient: Meets in full ALL the requirements of the standards.

8: Meeting External Quality Requirements

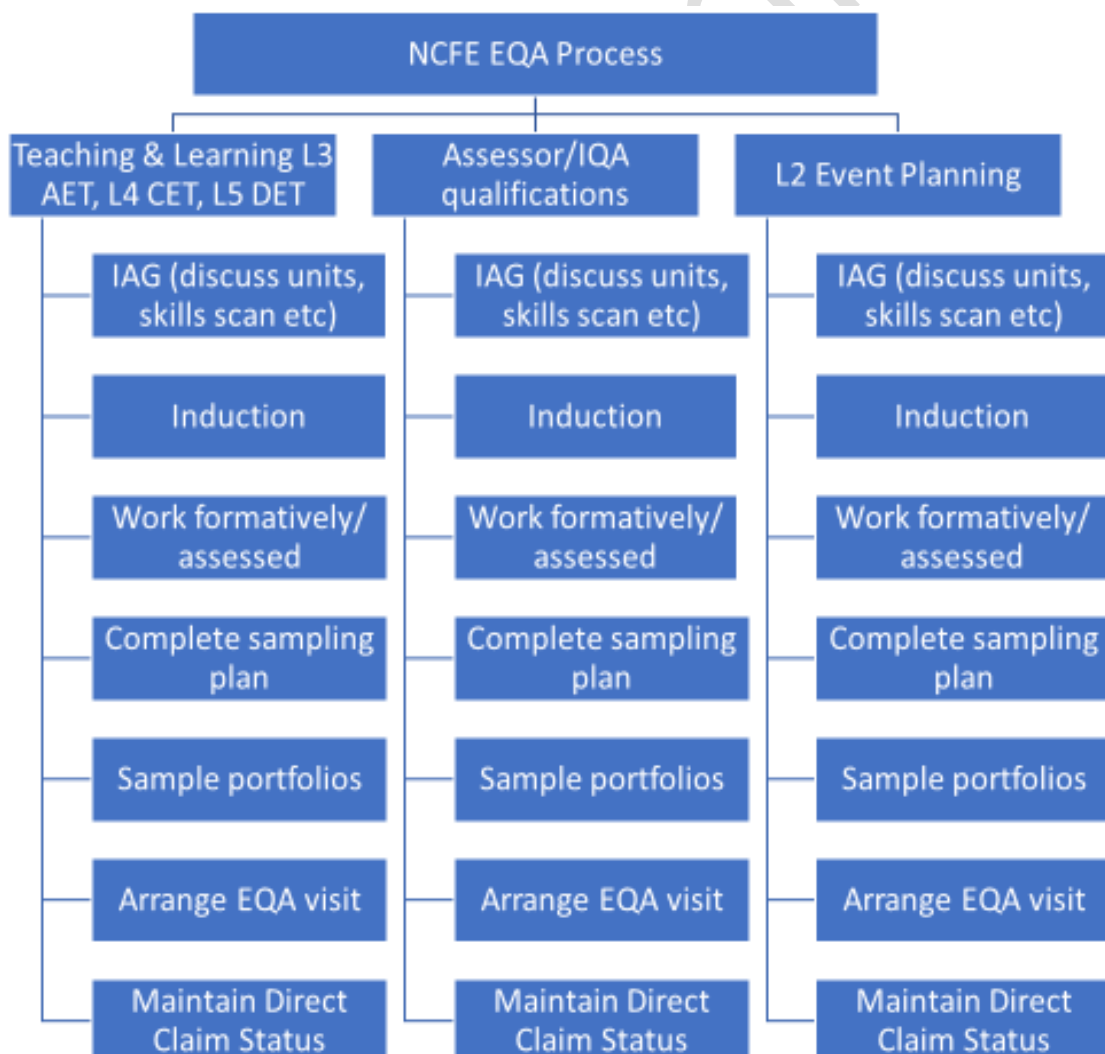
The Lead IQA will ensure the following information is readily available for their area of occupational competence:

- Numbers of current registered candidates per level.
- Candidate centre enrolment and awarding body registration details.
- Candidate progress reviews and achievements, special assessment requirements, Equal opportunities monitoring information.
- Assessment records, plans, reviews and tracking sheets.
- Candidate support resources available (Scheme of Work, workbooks, resources for underpinning knowledge, such as Hot Topics).
- Assessment sites **if applicable**.
- Satellite and franchise arrangements **if applicable**.
- Internal IQA strategy.

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- Internal verifier records including feedback to Assessors, discussions & interviews with candidates and Assessor observation records, for example.
- Records of claims for certificate.
- Candidate evidence files/portfolios (ensuring confidentiality of information contained within).
- Minutes of internal verification/standardisation meetings.
- Ensure awarding bodies are notified of any staffing changes in relation to qualifications assessed/verified (especially in relation to qualifications where DCS is awarded).

Figure 1 NCFE EQA process:



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Figure 2 CMI EQA process:

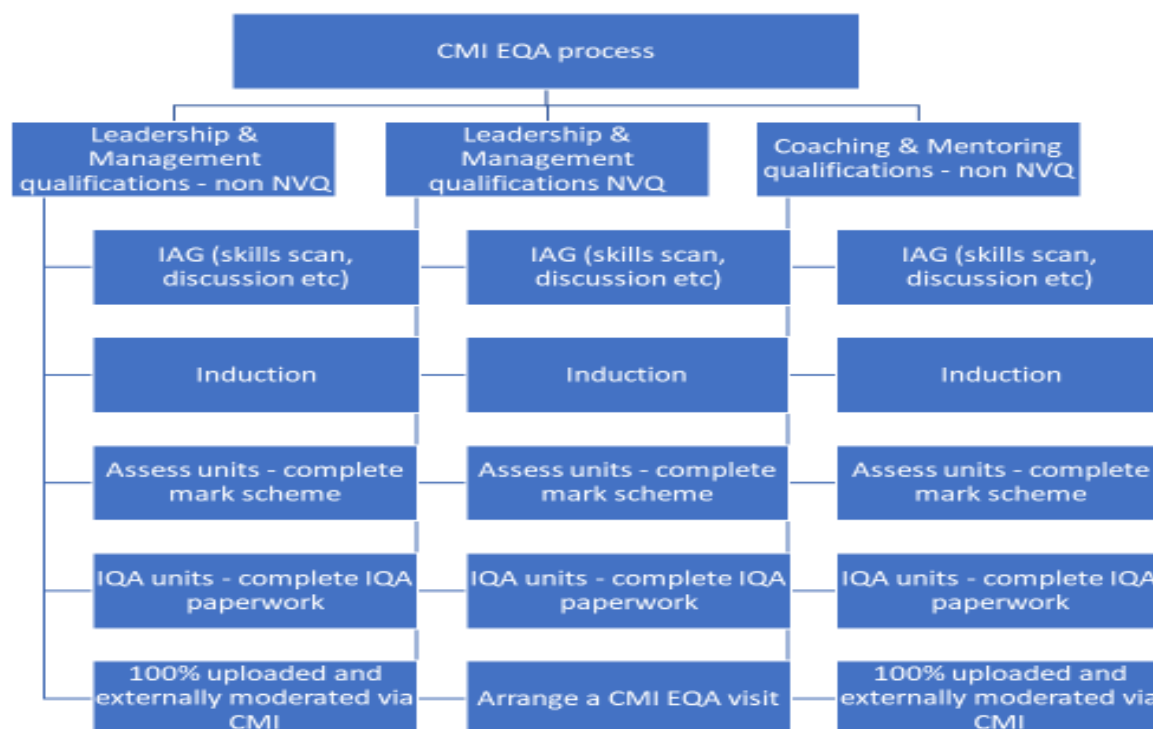
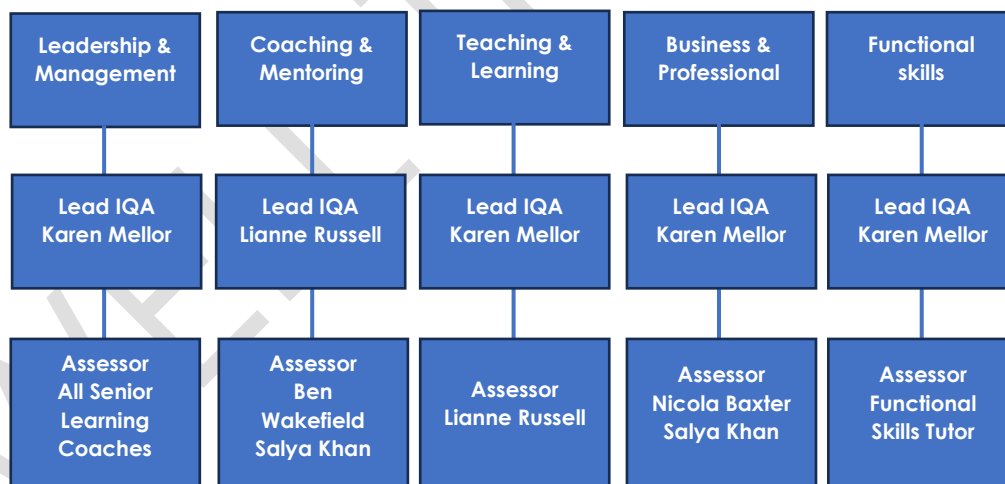


Figure 3 IQA Lead Responsibilities:



- To meet the needs of the business sometimes these roles will transpose.
- All Assessors and IQAs within the centre are occupationally competent and qualified to either assess or IQA each strand.

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Appendix 1

Qualification Offer for Well Associates Ltd

AWARDING BODY	QUALIFICATIONS TO BE OFFERED
<p>CMI www.managers.org.uk</p> <p>Full qualification brochure available at ⁽¹⁾</p>	<p>Level 7 Strategic Management and Leadership (all combinations) https://www.managers.org.uk/education-providers/qualification-resource-library/level-7-in-strategic-management-and-leadership</p>
	<p>Level 7 Leadership Coaching and Mentoring (all combinations) https://www.managers.org.uk/education-providers/qualification-resource-library/level-7-in-leadership-coaching-and-mentoring</p>
	<p>Level 6 Management and Leadership (all combinations) https://www.managers.org.uk/education-providers/qualification-resource-library/level-6-in-management-and-leadership</p>
	<p>Level 5 Management and Leadership (all combinations) https://www.managers.org.uk/education-providers/qualification-resource-library/level-5-in-management-and-leadership</p>
	<p>Level 5 Management Coaching and Mentoring (all combinations) https://www.managers.org.uk/education-providers/qualification-resource-library/level-5-in-management-coaching-and-mentoring</p>
	<p>NEW Level 5 Management & Leadership (all combinations) https://www.managers.org.uk/education-providers/qualification-resource-library/new-level-5-in-management-and-leadership</p>

¹ https://www.managers.org.uk/~media/Files/Marketing%20Resources/qualifications_brochure.pdf

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AWARDING BODY	QUALIFICATIONS TO BE OFFERED
CMI www.managers.org.uk	Level 4 Management and Leadership (all combinations) https://www.managers.org.uk/education-providers/qualification-resource-library/level-4-in-management-and-leadership
	Level 3 First Line Management (all combinations) https://www.managers.org.uk/education-providers/qualification-resource-library/level-3-in-first-line-management
	Level 3 (new qualification) Principles of Management and Leadership https://www.managers.org.uk/education-providers/qualification-resource-library/new-level-3-in-principles-of-management-and-leadership
	Level 3 Coaching and Mentoring https://www.managers.org.uk/education-providers/qualification-resource-library/level-3-in-coaching-and-mentoring
	Level 2 Team Leading (all combinations) https://www.managers.org.uk/education-providers/qualification-resource-library/level-2-in-team-leading
	Level 7 NVQ in Management https://www.managers.org.uk/education-providers/qualification-resource-library/nvq-level-7
	Level 5 in Management https://www.managers.org.uk/education-providers/qualification-resource-library/nvq-level-5
	Level 4 in Management https://www.managers.org.uk/education-providers/qualification-resource-library/nvq-level-4

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AWARDING BODY	QUALIFICATIONS TO BE OFFERED
NCFE www.ncfe.org.uk	L3 Award in Education and Training https://www.qualhub.co.uk/qualification-search/qualification-detail/ncfe-level-3-award-in-education-and-training-3670
NCFE www.ncfe.org.uk	L4 Certificate in Education and Training https://www.qualhub.co.uk/qualification-search/qualification-detail/ncfe-level-4-certificate-in-education-and-training-3415
NCFE www.ncfe.org.uk	L5 Diploma in Education and Training https://www.qualhub.co.uk/qualification-search/qualification-detail/ncfe-level-5-diploma-in-education-and-training-3423
NCFE www.ncfe.org.uk	L3 Certificate in Assessing Vocational Achievement (CAVA) https://www.qualhub.co.uk/qualification-search/qualification-detail/ncfe-level-3-certificate-in-assessing-vocational-achievement-3680
NCFE www.ncfe.org.uk	L4 Certificate in Leading the Quality of Internal Assessment Processes and Practice (CIQA) https://www.qualhub.co.uk/qualification-search/qualification-detail/ncfe-level-4-certificate-in-leading-the-internal-quality-assurance-of-assessment-3417
NCFE www.ncfe.org.uk	L2 Certificate in Event Planning https://www.qualhub.co.uk/qualification-search/qualification-detail/ncfe-level-2-certificate-in-event-planning-4429
NCFE www.ncfe.org.uk	L1 Certificate in Travel and Tourism https://www.qualhub.co.uk/qualification-search/qualification-detail/ncfe-level-1-certificate-in-travel-and-tourism-4304
NCFE www.ncfe.org.uk	Functional English L2 https://www.qualhub.co.uk/qualification-search/qualification-detail/ncfe-level-2-functional-skills-qualification-in-english-4896

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AWARDING BODY	QUALIFICATIONS TO BE OFFERED
NCFE Functional Skills (²)	Functional Mathematics L2 https://www.qualhub.co.uk/qualification-search/qualification-detail/ncfe-level-2-functional-skills-qualification-in-mathematics-4904

² <https://www.qualhub.co.uk/delivery-and-learner-support/functional-skills/functional-skills-qualifications/>