



Internal Quality Assurance Strategy and Procedure

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Internal Quality Assurance Policy and Strategy

This Policy Aims:

This document outlines the IQA strategy and procedure, which was agreed by all IQAs.

All IQAs must acquaint themselves with the policy and use these procedures and associated documentation as listed on the strands below as to ensure our quality assurance framework meets current and future needs.

The overarching goals of this policy are:

- To ensure that Internal Quality Assurance (IQA) is valid, reliable and covers all assessors and programme activity.
- To ensure that the IQA procedure is open, fair and free from bias.
- To ensure that there is accurate and detailed recording of IQA decisions.
- In order to do this Courage Consultants Uk Limited will:
- Ensure that all centre assessment instruments are verified as fit for purpose.
- Verify an appropriately structured sample of assessor work from all programmes, sites and teams, to ensure centre programmes conform to national standards and external verification requirements.
- Define, maintain, and support effective internal quality assurance roles.
- Ensure that identified staff will maintain secure records of all internal quality assurance activity.
- Brief and train staff of the requirements for current IQA procedures.
- Promote internal quality assurance as a developmental process between staff.
- Provide standardised IQA documentation.
- Use the outcome of internal quality assurance to enhance future assessment practice.

Internal Quality Assurers Will

- Wear appropriate business dress
- Work flexibly and efficiently to maintain the highest professional standards, observing confidentiality and Data Protection and must not behave in a discriminatory manner.
- Ensure that the range of delivery used reflects the current practice.
- Work in accordance with the policies, guidelines and code of conduct of Courage Consultants UK Limited.
- Comply with Health and Safety, Equal Opportunities, Disability, Discrimination and Data Protection legislation.
- Organise and attend all standardisation meetings (minimum of two per annum)
- Prepare for and be available for External Quality Assurer visits as required.
- Maintain all QCF records in a Centre Portfolio i.e. CVs, CPDs, Team member's details.
- Regularly monitor Centre's resources.

- Ensure communication with both management and the team is regular, informative and effective.
- Take responsibility for the security of candidate files, Assessor records and certification claims.
- Ensure that candidate progress is recorded and monitored.

IQA Procedure Checklist

Does the written procedure include:

- Structure of the training /assessment including roles and responsibilities
- IQAs responsible for arrangement for visiting /monitoring candidates at work placements by Assessor.
- Competence of staff to practice as IQAs and Assessors and CPD plans.
- Arrangements for informing Awarding Bodies of staff changing.
- IQA responsibilities for registration and certification including direct claims, where appropriate.
- New Assessor induction programme and mentoring arrangements.
- Contact details for all Assessors and IQAs in order to facilitate networking between Assessors and in case of emergencies.
- Counter-signature arrangements for trainee assessors and IQAs.
- Sample signatures of Assessors and IQA for reference by E.V.
- Maximum ratios of Assessors to candidates.
- Maximum ratios of IQAs to Assessors.
- Method of allocation of candidates to Assessors.
- Access arrangements by Assessors to the IQAs
- Frequency of standardisation meetings, team meetings.
- Plan/Schedule of observations of Assessor by IQAs
- Candidate support and progress tracking systems and arrangements
- Identification of special assessment requirements of candidates
- Equal opportunities monitoring arrangements.
- Evaluation /Review arrangements, including reports to Centre Manager
- Pattern of EQA visit, if known.

Aims

Internal quality assurance sampling strategy involves reviewing the quality of assessor judgements at both interim and summative stages. Sampling assessment will maintain the quality of assessment for all learners.

The aim of this strategy is to review a representative range of evidence to a depth which varies according to the competence and experience of the assessor concerned.

Verifying assessment involves three main processes:

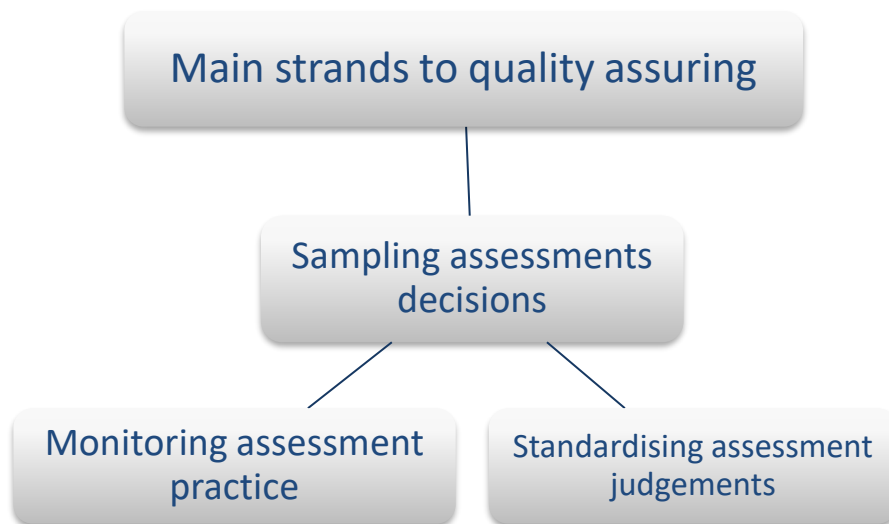
This has included -Sampling of assessments, monitoring of assessment practice through observation and standardising assessment judgements.

It is essential that the following aspects are covered:-

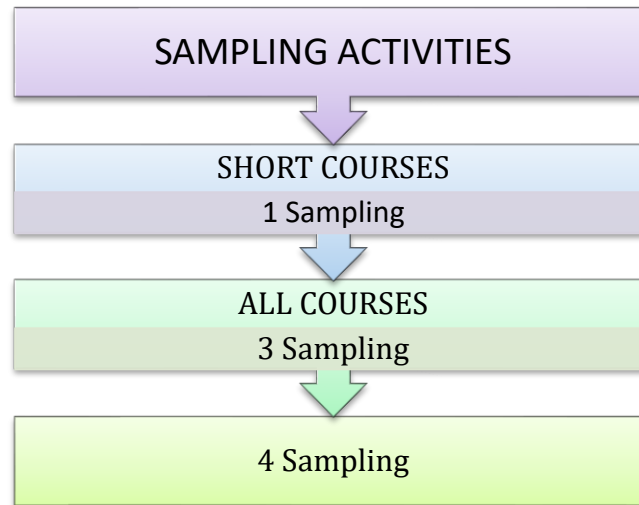
- all assessors over the period
- all evidence gathering methods
- all aspects of the assessment process i.e. planning/review, feedback/judgement
- all awards
- all levels
- all units over time
- all evidence types used
- all locations

All IQAs will need to maintain a current sampling plan for all assessors they are responsible for.

The diagram below summarises Courage Consultants UK Limited Quality Assurance for the key strands of audit quality:



The purpose of the sampling strategy is to ensure the reliability of QCF evidence. Courage Consultants UK Limited will make sure that different units and assessment methods across the learners' portfolios are sampled in order to carry out the full check certification.



IQA Sampling Strategy

In accordance with QCF Framework and Awarding Body Code of Practice, COURAGE CONSULTANTS UK LIMITED will ensure the following:

- All assessors will be sampled over a defined period of time including peripatetic assessors.
- New and less experienced assessors will be sampled more frequently.
- Ensure the sampling includes compulsory units and optional units.
- Internal Quality Assurance is not just an 'end process' . Interim (i.e. informative) as well as summative assessment decisions would be included in the IQA samples.
- Ensure that decisions made by trainee Assessors/IQAs are countersigned by qualified and experienced Assessors/IQA and included in sampling.
- All work based and Specialist Assessors are included.
- IQAs to make conscious efforts to sample all units and evidence overtime.
- Samples of the documentations that will be used to support this strategy and provide an Audit/Evidence trail are displayed in subsequent pages.

Internal Quality Assurance Compliance

Courage Consultants UK Limited's practice of IQA will confirm with Awarding Body requirements.

IQAs must complete the IQA sampling framework record for the Award, level and learner intake, period, cohort for which they are responsible.

The IQA sampling framework record must ensure that all aspects of the assessment process, evidence gathering methods, and observation requirements are recorded and passed on to the IQA on completion of the Award

When working with assessors who have not achieved D32/33, A1, A2, CAVA or TAQA, all units' summaries must be countersigned in black by the second line of qualified assessor and red by qualified IQA.

When working with IQA who have not achieved D34 or V1, CAVA or TAQA, all unit's summaries must be countersigned in red pen by qualified IQA

The Lead IQA will sample quality assurer decisions made within the IQ team taking into consideration the identified common units plus other units from the award.

They will provide feedback to the IQA team using the Lead IQA sampling/standardisation summary sheet

The Lead IQA will provide copies to all IQAs and will hold meeting with the team to establish standardisation raising other issues and standardisation/sampling summary sheet.

Interim formative sampling:

This involves sampling the assessment of a learner at different stages of the process. Internal verification helps to detect problems in assessment and in turn identify development needs of an assessor.

This ensures that the assessment of the learner is proceeding satisfactorily following the principles of plan, judge and feedback.

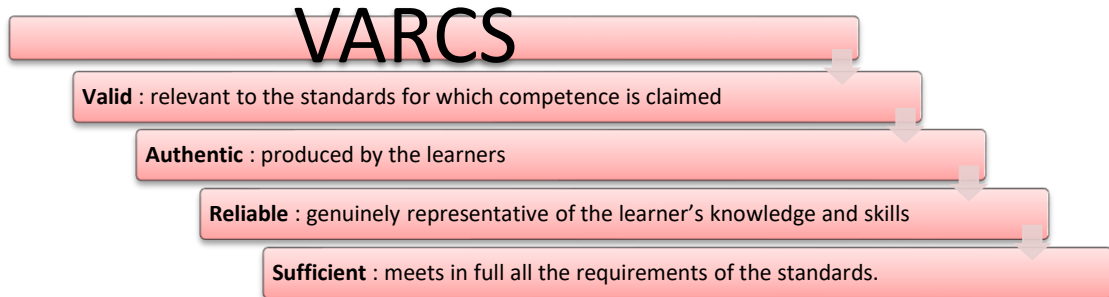
Summative sampling:

This involves reviewing the quality of assessment decisions by evaluating how the assessor has reached the decision. The IQA should be able to follow an audit trail, which clearly demonstrates that the Assessor has checked the validity, authenticity, reliability, currency and sufficiency of the evidence presented. The sample size is defined by agreement between Awarding Organisations (AOs) and Courage Consultants UK Limited, based on an assessor risk assessment.

Sampling Procedure

- The record sampled must record the learner's name, assessor's name, IQA's name, qualification and unit sampled.
- (Initial and date evidence items and assessments sampled must be in red).
- Evidences assessed should be ticked in red against the criteria of the evidence items and on the grids where the judgment of the IQA agrees with the assessor's judgement. It must also be dated in red on the grid (if applicable) against the criteria's sampled
- Disagreement with the assessor's judgement must be circle in red against the criteria on the evidence and on the grid.

- Comment on portfolio, evidence presentation and as appropriate either tick, cross, or enter N/A and explanation of reasoning.
- Comments on VARCS, Valid, Authentic, Reliable, Current, Sufficiency and as appropriate either tick, cross or enter N/A against each and explanation of reasoning.



- All statement must be signed and dated confirming that competence has been demonstrated across all units and evidences meet the requirement of the Awarding Body for validity, authenticity, currency, reliability and sufficiency.
- If the learner has not completed all the units it must be justified and explained in the final IQA report.
- Records, Observation and Assessment not sampled but signed off based on the overall content assessed must be sign and dated in black on the unit, evidence and grid.
- Learner interviews should be recorded on the centres learner interview records sheet
- All centre records must be kept as per awarding body requirements.

Sampling Camera Strategy

Courage Consultants UK Limited sampling strategy use system based on the CAMERA rationale and the sample being representative.

There is no overall fixed percentage ratio of sampling across qualifications; the sampling ratio will be based on the individual risk as listed on the chart above.

The risk assessment that will be carried out on each assessor will clarify the percentage of sampling relevant and plans will be adjusted accordingly.

Risk will be managed by the IQAs who will review the sampling strategy in line with internal and external changes to ensure the quality of assessment is maintained.

CAMERA should be used as a basis for sampling.

The risk rating should so be used as part of the performance management to help staff understand which level they are working at.

CAMERA is an acronym for the sampling strategy:

C: Candidate	• Ethnic origin, gender employed full time /part time, special requirements
A: Assessors	• Experience, qualifications, workload, occupational experience, location, CPD, evidence of countersigning unqualified assessors
M: Methods of Assessment	• Questioning, observation, RPL evidence, Product evidence, Professional discussions, Assignments, Projects , Written Reflective reviews.
E: Evidence types	• Written confirmation that the evidence is valid, authentic, current and sufficient, problem areas, special requirements
R: Records	• Reports from assessors, correct assessment practice, internal quality assurance records, learner portfolios and files
A: Assessment locations	• Workplace assessments, other assessment locations

The IQA must record and report all sampling undertaken in sufficient detail to be able to justify the decision made.

IQA reports will be produced for all sampling and must be signed by both the Assessor and IQA.

After Sampling

- To discuss the sampling reports with the assessors
- To send it by post or email if previously agreed.
- Reports of sampling must be signed and dated by the IQA and the assessor.
- Comments must be recorded on the original IQA report.
- Original IQA reports must be filed and left in situ in the relevant section of the relevant IQA reports folder.
- IQA must updated the original log in folder.
- Copy of the original report must be provided to the assessor and one copy kept in the IQA's folder.

Learner Questionnaires

- The Internal Quality Assurer will complete questionnaires to gather feedback to ensure the management of the quality of the programme.
- These will be planned to be conducted, at a minimum, on a 6-monthly basis so that each qualification is subject to learner questionnaires being conducted every 6-months.
- The results of the questionnaires will be analysed and improvement plans developed and enacted in order to promote the continued improvement of the delivery and certification of qualifications and units within the college.
- Copies of the analysis of results and resulting improvement plans will be kept within the quality assurance folder for viewing by the Awarding Organisation during monitoring activities.

IQA's are asked to sample the first unit submitted by a candidate and then follow the IQA sampling strategy. However, the IQA has discretion to sample more widely if he or she has concerns about the quality of the evidence submitted. For example, if he or she has some concerns about the quality of the second unit submitted, the third unit may be sampled and so on rather than being signed off. It is important for the IQA to distinguish between significant issues which go to the heart of a decision concerning competence and those of a more minor nature which may be viewed as 'housekeeping'. The latter would not normally be a reason for not confirming a decision but should always be fed back to the assessor.

Internal Quality Assurers are asked to vary the extent of the sample to reflect the experience of the Assessor with sampling rates varying. Trainee assessors must have all units countersigned by a qualified assessor.

Once a portfolio is submitted for IQA, this must be returned to the assessor within one week of being submitted with full feedback. When an action is set for an assessor, this should be detailed and referenced, and if required, discussed with the assessor. Any discrepancies should be discussed with the lead IQA.

Quality Assurance Practice

Courage Consultants UK Limited uses Standardisation (sometimes referred to as benchmarking or moderating) practice to monitor assessments and to standardize assessment judgments through regular meetings to be held to conduct standardisation exercises as follow:

- Meetings to be held on a quarterly basis across all qualification (more frequent as required or on release of new standards or qualification).
- Meetings to cover feedback from Awarding Organisation monitoring activities, assessment good practice and interpretation of standards and qualification specifications
- Meetings to cover feedback from learners as to satisfaction levels of both assessment practice and sessions attended
- Minutes of meetings to be produced and copies kept for viewing during Courage Consultants UK Limited Awards monitoring activities.

Standardisation points:

- Witness Statement, RPL and Work Product must be specific and meet the criteria of the qualification.
- RPL is acceptable by Professional Discussion for QCF qualification and within five years of achievement, it must reference the unit entirely.
- Work Product must be signposted and maintained confidentiality.
- Mandatory courses are not part on the RPL
- All new assessors and expert witness must be competent.

Assessor Observations

The Internal Quality Assurer will complete observations of delivery and assessment to ensure the management of the quality of the programme

- Direct observation of the Assessor in action and giving feedback on performance
- Direct observation of an Assessor's planning and review activities with learners

Point to consider during observation:

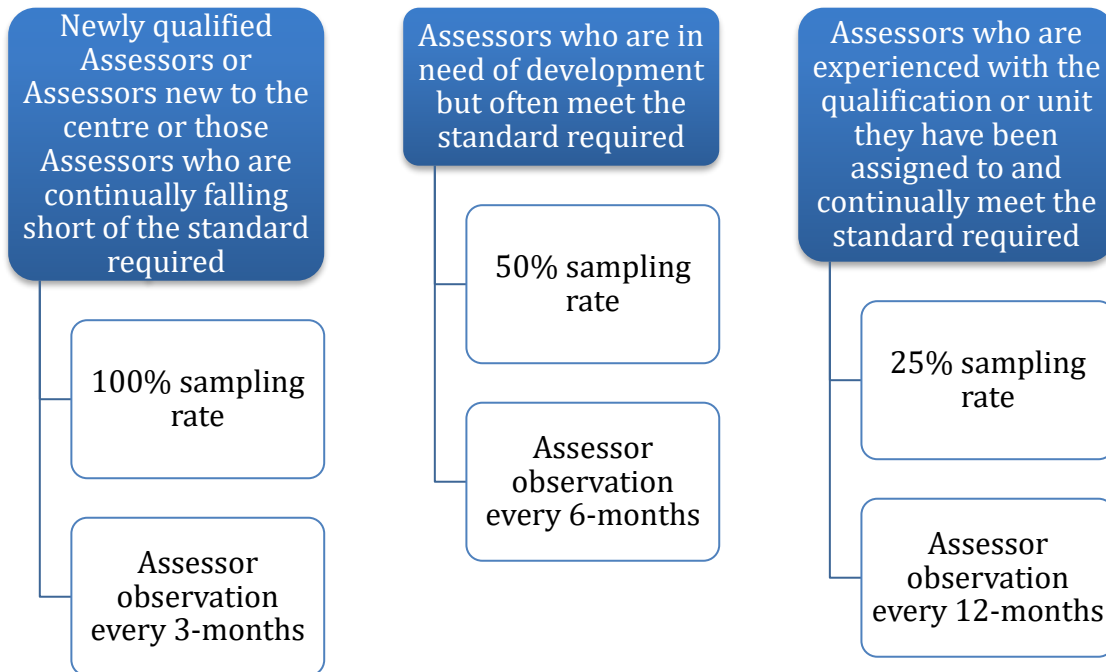
- Development from previous sampling
- Previous Issues identified and check if they have been addressed
- Earlier actions recorded.
- Record of written and verbal feedback immediately after assessments recorded using a generic evidence record sheet and clearly describing nature of IQA
- Follow up on actions identified.

These observations will be conducted, at a minimum, on the timeframes listed above and clear evidence of the conducting of these will be maintained for viewing by the Awarding Organisation during monitoring activities.

(if appropriate – this might not be the case for records checks and learner interviews)

Evidence of the enactment of any associated actions will be recorded and kept within the quality assurance folder for viewing by the Awarding Organisation during monitoring activities.

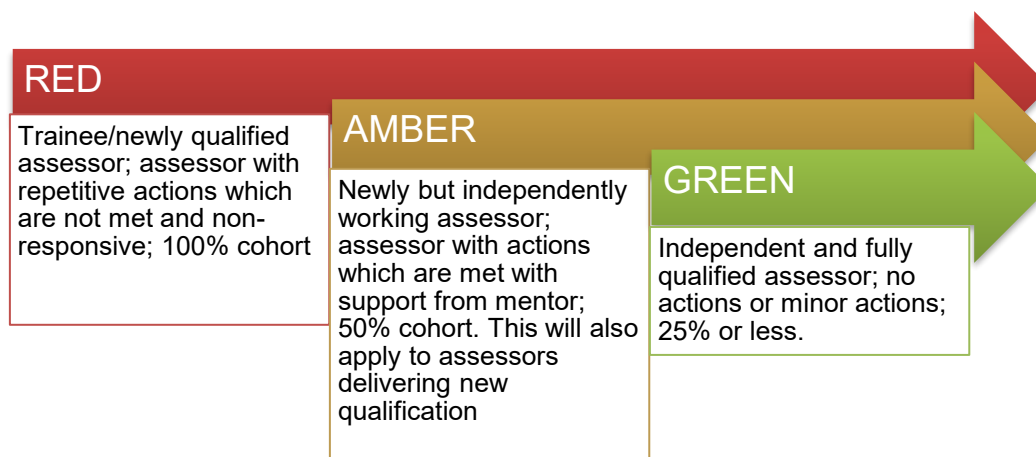
In Summary:



IQA will increase the extent of their sampling beyond the above at any point where concerns about assessment practice will appear. The reason should be recorded.

RAG Rating System

Standardised implementation of the RAG rating system is used (Red, Amber, and Green) to ensure that assessors and tutors are supported across the whole process of working with learners.



Minimum requirements – for experienced assessors (Qualified, Confident with at least 2 years of experience). RAG RATING GREEN

- 25% sample or less per qualification
- Sample learners work holistically, using methods
- Assessment plans and feedback relating to the units being sampled
- A minimum of three units per award
- All levels included in the qualification

Usual minimum requirements – for inexperienced assessors, newly qualified assessor or assessor lacking confidence or with less than 2 years' experience. RAG RATING AMBER

- Minimum of 50% sampling.
- Sample learners work holistically, using methods
- Assessment plans and feedback relating to the units being sampled
- A minimum of 4 units per award and more if you feel it is required.
- All levels included in the qualification

Usual minimum requirements – for assessors with less than one year's experience, or identified extra support needs and new to the centre. RAG RATING RED

- 100% sampling.
- Sample learners work holistically, using methods
- Assessment plans and feedback relating to the units being sampled
- A minimum of 4 units per award and more if you feel it is required
- All levels included in the qualification

Each IQA must try to follow the sampling plan they have set out on the database and update this as verification is carried out; this will be requested prior to a visit by the External/Standards Verifier.

If satisfied with the quality of the assessment decision sign off the unit and update the Record of Achievement. Place a copy of the IQA report in the file designated and lock in the cupboard.

Roles and Responsibilities of the Internal Quality Assurers

- To operate in accordance with the OFQUAL guidelines and procedures
- To support assessors in the completion of their tasks
- To meet with assessors and other IQAs to standardise assessments
- To observe assessments of both qualified and unqualified assessors to ensure the correct procedures are being implemented. Provide feedback and identify any improvements

- To sample portfolios of evidence to check that the quality of assessments is being maintained
- To sign candidates records so that they can be passed to the awarding body for certification
- To meet with the External/Standards Verifier as required
- To advise the organisation on training needs, issues on good practice and areas of practise that need attention
- To help assessors identify training needs
- To advise about candidates with special needs
- To provide new information to assessors as it becomes available
- Ensure all records are stored correctly and meet the awarding body's requirements
- Maintain records of internal verification and sampling strategy
- To network with other quality assurers
- To be committed to equal opportunities
- To ensure rules of combination have been followed
- To ensure that unit credits meet the qualification requirements

Managing the Quality

The systems and processes described above have been designed to maintain the quality of assessment and to ensure that we adhere to the requirements of the Awarding Organisation.

For external monitoring activities, the Internal Quality Assurer is required to have the following information readily available:

- Centre File containing all documents
- Numbers of current registered learners per qualification/unit
- Internal Quality Assurer and Assessor details – especially CVs, up to date CPD records and current Assessor caseloads
- Copies of relevant staff certificates
- Assessment records and plans
- Internal Quality Assurance sampling strategy
- Internal Quality Assurance records including feedback to Assessors, Assessor observations and learner interviews
- Learner evidence records and documentary evidence
- Records of claims for certification
- The Internal Quality Assurer will be responsible for ensuring that all action points raised through Awarding Organisation monitoring activities are addressed within the specified timescale(s).

Claims for certification can only be made by an Internal Quality Assurer holding the appropriate qualification or directive from the Awarding Organisation.

Equal Opportunities

IQA's must monitor Equal Opportunities practices within the workplace with regards to Access to QCF awards and assessment. Any concerns about access to assessment in any programme area must be communicated to the Lead IQA.

Documents Associated with this Procedure

Name	Stored