

PARK EDUCATION AND TRAINING CENTRE

INTERNAL QUALITY ASSURANCE POLICY

POLICY STATEMENT

This policy describes the process of Internal Quality Assurance within Park Education And Training Centre.

INTRODUCTION

The role of the Internal Quality Assurer is central to the Quality Assurance of NVQs both within the National Framework and the Park Education and Training Centre. Internal Quality Assurers must ensure assessment practise consistently meets national standards and that the Awarding Body Guidance is adhered to.

The three main aspects of the Internal Quality Assurer role are:

- Verifying assessment
- Developing and supporting Assessors
- Managing the quality of NVQ delivery

The Internal Quality Assurer will hold the relevant D34/V qualification or will be working towards it. In addition, Internal Quality Assurers will have occupational expertise as specified by the standards setting body for the NVQ they are verifying.

QUALITY OBJECTIVES

This policy is designed to:

- Provide clarity in relation to Internal Quality Assurance and sampling activities.
- Ensure the accuracy and consistency of assessment decisions.
- Ensure Assessors are consistent in their interpretation and application of the national occupational standards contained within the award.

RESPONSIBILITIES AND AUTHORITIES

Primary responsibility for the review of this policy will rest with:

The Quality Assurance Co-ordinator (QAC) - 3 yearly.

1. The QAC is responsible for inducting new Internal Quality Assurers and Assessors in this policy.
2. Internal Quality Assurers are responsible for familiarising themselves with and implementing this policy.

CUSTOMERS AND INTERESTED PARTIES

External Quality Assurer Candidates
Assessors
QAC Internal Quality Assurers

MEASUREMENT & IMPROVEMENT

Effectiveness of this procedure will be monitored through:

- Feedback received from Customers and Interested Parties
- Assessor and Internal Quality Assurer meetings
- I.V. Feedback form

RELATED POLICIES AND OTHER DOCUMENTS

The following documents should be read in conjunction with this policy:

QCA Internal Quality Assurance of NVQs
QCA Joint Awarding Body Guidance on Internal Quality Assurance of NVQs

FORMS USED SPECIFIC TO THIS PROCEDURE

<i>Form</i>	<i>Issue Date</i>	<i>Appx. No.</i>
IQA Feedback Form	25.01.2019	1
Second Line Assessment Record	25.01.2019	2
Internal Quality Assurance Sampling Report	25.01.2019	3
Sampling Plan	25.01.2019	4
Record of Monitoring Assessment Practise	25.01.2019	5
Internal Quality Assurer Report on Assessor Performance	25.01.2019	6
Candidate Interview Record	25.01.2019	7
Induction Programme	25.01.2019	8
Assessor Training and Development Record	25.01.2019	9

Signed

Date

1.0 VERIFYING ASSESSMENT

1.1 Allocation of Internal Quality Assurer

1.1.1 Each Candidate will be allocated an Internal Quality Assurer at the start of their award.

1.2.0 Verifying assessment decisions

1.2.1 An Internal Quality Assurer must not verify their own assessment decisions.

1.2.2 Internal Quality Assurers who are not yet certificated will have their decisions checked, authenticated and countersigned by an Internal Quality Assurer who is qualified and occupationally competent for the award.

1.2.3 Internal Quality Assurance will take place 3 times in each cohort. Therefore, each candidate can expect 3 Internal Quality Assurer contacts during the completion of their award, If additional time is required by the Internal Quality Assurer this must be approved by the QAC.

1.2.5 The quality Assurance of assessment decisions must include:

- Study the collection of evidence in a portfolio which has been ‘signed off’ by the Assessor as sufficient;
- Observe summative assessment interviews by an Assessor with a candidate;
- Observe a range of assessment activities and provide feedback.

1.2.6 Quality Assurance of assessment decisions may lead to the identification of development needs of the Assessor/s. This may be the result of:

- Assessment decisions not being properly recorded
- Over assessment is taking place
- Poor/no cross referencing of evidence
(This list is not exhaustive)

In such circumstances the IV must complete the *IV feedback form* (appendix 1) and forward this to the QAC at the earliest opportunity.

2.0 QUALITY ASSURANCE SAMPLING STRATEGY

Sampling is a review of the quality of Assessors’ judgements at formative, interim and summative stages. Formative sampling is where an Internal Quality Assurer ‘dips in’ prior to decisions being made. This enables the Internal Quality Assurer to identify and rectify problems early on and share good practice. At the interim and summative stages the Internal Quality Assurer evaluates how an Assessor has reached their decision.

2.1 Trainee and new Assessors

- 2.1.1 Where an Assessor is not yet certified, they will be assigned a second line Assessor. The second line Assessor will review the first completed unit and complete the ‘*Second Line Assessment Record*’ (Appendix 2) and countersign the unit summary sheet. The second line Assessor must feedback promptly to the trainee Assessor and ensure any areas of good practise, concern and/or training and development needs are recorded and addressed. (appendix 2) The Internal quality Assurer will conduct their sampling activities based upon the experienced Assessor. See pt.2.2 below.
- 2.1.2 When a new experienced Assessor is appointed to the Assessor Pool, the Internal Quality Assurer must conduct a full sample of the first unit as soon as it is completed. The Internal Quality Assurer must feedback promptly, to the Assessor and ensure any concerns and/or training and development needs are addressed. The Internal Quality Assurer must conduct a full sample of the next unit and if concerns remain s/he must refer the matter on to the QAC using the *IV feedback form* (appendix 1)
- 2.1.3 If the Internal Quality Assurer is satisfied with the assessment s/he will conduct a 50% sample of the next 2 units and then sample every other unit from then on. The evidence sampled must be rotated to ensure an even sample across the award.

2.2 Qualified Experienced Assessors

- 2.2.1 The Internal Quality Assurer will conduct a 50% sample of the first unit, across the range of evidence presented and then sample every other unit. The evidence sampled must be rotated to ensure an even sample across the award.
- 2.2.2 If the Internal Quality Assurer has any issues or concerns or has noted areas of good practise in relation to assessment s/he must record these on the *IV feedback form* (appendix 1) and forward this to the QAC at the earliest opportunity.

2.3. Quality Assurance process and record keeping

- 2.3.1 The Internal Quality Assurer will record their quality Assurance on the *Internal Quality Assurance Sampling Report*, (appendix 3) and forward a copy to the QAC at the earliest opportunity.
- 2.3.2 To ensure all aspects of the assessment process are audited, the Internal Quality Assurer will maintain an overall minimum *Sampling Plan* (appendix 4) for each cohort of candidates. The Lead Quality Assurer will develop the plan. The Internal Quality Assurer will send a copy of the plan to the QAC following quality Assurance activity.
- 2.3.3. Where two Internal Quality Assurers are allocated, a single shared record will be maintained and held centrally.
- 2.3.4 The Internal Quality Assurer must sign the Unit Summary Sheet and evidence sampled in **RED**.

- 2.3.5 The Internal Quality Assurer does not need to sign the Unit Summary Sheet where evidence has not been sampled.
- 2.3.6 The QAC/Lead Quality Assurer reserves the right to determine units that must be sampled especially where units require specific evidence or the standards are at a high risk of misinterpretation. The Internal Quality Assurer will be notified at the beginning of a programme if such units are included.
- 2.3.7 The Internal Quality Assurer will be expected to increase the size and/or frequency of a sample if there are concerns with assessment practise. This will be discussed and agreed with the QAC.

3.0 MONITORING ASSESSMENT PRACTICE

- 3.1.1 Internal Quality Assurers are required to monitor assessment practise to:-
- Ensure that the national standards of assessment are fully adhered to.
 - Identify any problems or areas where assessors require development or training.
 - Ensure candidates are aware of, and satisfied with, the assessment practise.
- 3.1.2 In order to ensure adequate monitoring of assessment, the Internal Quality Assurer must undertake and record specific checks (appendix 5). These are as follows:-

1st visit check:

- Initial assessment and learning agreements completed and signed.
- Candidate resume & enrolment record completed.
- Witness and participant signature lists are being maintained.
- Candidate has knowledge and access to relevant policies and procedures.
- Assessment records are being properly maintained and demonstrate appropriate planning and review.

2nd visit check:

- The portfolio structure and ease of tracing evidence.
- Observe an aspect of the assessment process and record on the '*Internal Quality Assurer Report on Assessor Performance*'. (appendix 6)
- Interview candidate using the '*Candidate Interview Record*' (appendix 7)

3rd visit check:

- Check dates and signatures are complete.
- Agree and record arrangements for further internal quality Assurance and target completion date.
- Check the final portfolio structure.
- Check the summary of achievements record is complete.
- Check dates and signatures are complete.

- 3.1.3 Following each visit the Internal Quality Assurer must meet the Assessor in private and provide him/her with constructive and positive feedback. The Internal Quality Assurance Feedback Form may also be completed if appropriate.
- 3.1.4 The Internal Quality Assurer must complete all documents, keep a copy and forward the original to the QAC at the earliest opportunity.
- 3.1.5 Claims for the certification of a unit/s or full award must only be made by a certified Internal Quality Assurer.

4.1

4.2 DEVELOPING AND SUPPORTING INTERNAL QUALITY ASSURERS & ASSESSORS

- 4.1.1. The QAC will provide an induction to newly appointed Internal Quality Assurers and Assessors and will complete the '*Induction Programme*' (appendix 8). The QAC will also conduct a training needs analysis and will be responsible for ensuring the training and development needs of the Internal Quality Assurer/ Assessor are addressed and are reviewed annually. (appendix 9)
- 4.1.2. If an Internal Quality Assurer/Assessor has not yet achieved their award the QAC will agree a date for their achievement of the award and ensure the Assessor has an action plan in place. In the interim all of their quality Assurance/ assessment decisions will be validated by a qualified Internal Quality Assurer/ Assessor. In the case of an Assessor this will not be their named Internal Quality Assurer.
- 4.1.3. The QAC will maintain a confidential file for each Internal Quality Assurer and Assessor. This will include:-
- A record of induction
 - Training needs analysis
 - C.V. demonstrating occupational competence
 - Original D32/33/A – D34/V certificates or a validated copy
 - IV reports on performance, assessment decisions and candidate interviews

4.0 MANAGING THE QUALITY OF NVQ DELIVERY

- 5.1.1. The QAC will allocate candidates to Assessors and Internal Quality Assurers taking account their workloads, location etc. The QAC will inform the Internal Quality Assurer, Assessor and Candidate by letter.
- 5.1.2. The QAC will ensure regular standardisation meetings take place as an integral part of the delivery of each NVQ programme. To achieve this Internal Quality Assurers and Assessors working with the candidates on each programme are required to attend an allocated part of each unit workshop.
- 5.1.3. The QAC will arrange separate development meetings with the pool of Internal Quality Assurers and Assessors following visits from the External Quality Assurer and following changes in standard documentation, the awards etc. These meetings will serve to ensure the knowledge base of individuals is kept up to date and that members of the pool have relevant copies of information and guidance provided by the Awarding Body, QCA and other regulatory bodies. There will be at least 4 meetings per year.
- 5.1.4. The QAC will maintain candidate tracking information for each candidate on each NVQ programme. All Internal Quality Assurers and Assessors must ensure copies of all completed documents are sent to the QAC as soon as possible to enable the update of these.

- 5.1.5. The QAC will meet the External Quality Assurer and will ensure any actions arising from their visit is addressed within the timescales given.
- 5.1.6. The QAC will ensure the safety and security of completed candidate portfolios that have been certificated between visits of the External Quality Assurer.
- 5.1.7. The QAC will maintain records of assessment for a period of 3 years for the purpose of External Quality Assurance and to allow for appeals to be progressed and resolved.
- 5.1.8. The QAC will provide Internal Quality Assurers and Assessors with the advice and support necessary to enable them to comply fully with their requirements as detailed within this procedure. However, failure to comply will represent a breach of the policy and may result in removal from the pool.

INTERNAL QUALITY ASSURANCE FEEDBACK FORM

To be completed by the Internal Quality Assurer and sent to the QAC at the earliest opportunity

Name of Assessor _____

Area/s of feedback & suggested action:

Signed _____ Date _____

Action taken:

Signed _____ Date _____

NVQ SECOND LINE ASSESSOR REPORT FORM

Name(s) of Assessor.....

Name of Countersigning Assessor.....

Name of Candidate.....

Unit No./Title & Level.....

Check and countersign the first assessment decision made in each unit by the unqualified assessor ensuring that all the assessment methods used are checked in rotation. The assessment process should also be checked.

Method(s) of assessment (Please ✓ or ✗ as appropriate)	Direct Observation	Witness Testimony	Questions/ Professional Discussion	Work Product
	Simulation	Assignment/Projects/Case Study/Reflective/Candidate Accounts	APL/E/A	
Evidence (Please ✓ or ✗ as appropriate)	Valid	Authentic	Current	Sufficient
Is there evidence of consistent practice?			Yes	No
Are the following satisfactory (Please ✓ or ✗ as appropriate)	Planning	Reviewing/Feedback	Recording	Judgement
Evidence is adequately (Please ✓ or ✗ as appropriate)	Recorded	Referenced	Signed	Dated

Summary of evidence, and if necessary, action required e.g. regarding a) the candidate b) appropriate evidence gathering methods c) consistent assessment practice d) portfolio structure and tracking

The evidence assessed, methods and process used by this unqualified assessor have been checked and authenticated by a qualified assessor.

Countersigning (Qualified) Assessor Signature.....Date.....

Assessor signature.....Date.....

INTERNAL QUALITY ASSURANCE SAMPLING REPORT

Report number: _____ Name of IQA. _____

Name of Candidate:
Name of Assessor:
Status of Assessor: Qualified? Yes/No Experienced? Yes/No
Award & Level:
Type of Evidence Sampled:
Unit/s Positively Sampled:

	YES	NO
Has the candidate supplied sufficient job / personal details?		
Are the Candidates Assessment Records being completed on an ongoing basis?		
Is there evidence of: Assessment meetings and their frequency?		
Is there evidence of Feedback to candidate		
Has the assessor confirmed authenticity, sufficiency, consistency and validity?		
Are Witness Testimony and Participant Lists being updated?		
Is the Portfolio organised correctly?		
Formative/ Interim / Summative Sample Report?		
I confirm that all criteria on which to base a judgement of candidate's competence has / has not been met and all evidence requirements are satisfied / not satisfied for the units sampled.		

IQA FEEDBACK & ACTION POINTS

Feedback

Action Points

Internal Quality Assurer Signature:

Assessor Comment

I confirm that all action points, as above have now been completed and the evidence requirements satisfied.

Assessor Signature:

Date:

Internal Quality Assurer Signature:

Date:

Any Appeals? YES / NO.

SAMPLING PLAN (Sample Chart)

Plan period from _____ to _____ Candidate name _____

IV name/s _____ Qualified Yes/ No _____ Qualified Yes/ No

Assessor name/s _____ Qualified Yes/ No _____ Qualified Yes/ No

Units selected to complete award		Mandatory Units					Optional Units				
Date	Assessment Site / Location	IV Sampling Report No.	Unit	Evidence Sampled	IV Signature and date of internal quality Assurance						

INTERNAL QUALITY ASSURERS REPORT ON ASSESSOR PERFORMANCE

Assessor _____

Candidate _____

Internal Quality Assurer _____

NVQ _____ UNIT/S _____

	YES	NO	EXAMPLES
1. Candidate put at ease.			
2. Assessment procedure explained and negotiated.			
3. Candidate encouraged to relate evidence to standards.			
4. Relevant questions asked.			
5. Evidence requirements met.			
6. Clear, evaluative feedback provided.			
7. All possible sources of evidence have been considered.			
8. Further action agreed with candidate where appropriate.			
9. Necessary assessment documentation completed.			
Assessment activity observed			
Candidate _____ Date _____			
Assessor _____ Date _____			
Internal Quality Assurer _____			
Date _____			

Form date 2/6/14

INTERNAL QUALITY ASSURANCE – CANDIDATE INTERVIEW
RECORD

Candidate:	NVQ / Level:
Assessor:	Internal Quality Assurer:
When did you begin the programme?	
How were you introduced to the programme? What topics were covered in your induction?	
Was any of your prior experience considered / used towards the qualification?	
Did anyone find out about any training you needed?	
Did you have any training whilst working towards your qualification? If so, what?	
Who gave you the training? Where and when was it carried out?	
Was equal opportunity law and policy explained to you? Did you understand it?	
Was the process of getting your qualification explained to you? If so, what do you understand this process to be?	
Did you draw up a plan to achieve the qualification with your Assessor?	
Does your Assessor involve you in planning assessments in advance?	
When, where and how does assessment take place?	
What types of evidence have you collected so far?	

Do you understand what aspects of your NVQ the evidence covers?	
How soon after you started was your first assessment?	
Who assesses your evidence? Does anyone else see your portfolio?	
How often do you see your Assessor? Do you feel this is often enough? If not, how often would you like him / her to visit?	
Does your Assessor give you feedback after assessment? Is this feedback in written form?	
What units have you completed so far? Have you signed any documentation to confirm completion?	
What kind of help and guidance have you received to put your portfolio together?	
Do you think the qualification will help you in your work now and in the future?	

I agree that the contents of this form may be shared with my Assessor.	
Candidate signature:	Internal Quality Assurer signature:
Date:	Date:

Form date 2/6/04

NVQ ASSESSOR INDUCTION PROGRAMME

Name _____ Date started _____

	Signed by Assessor	Date completed
Contact details of the QAC given.		
Production of sample signature and certificates.		
Received a copy of the Common Accord, NVQ Code of practice and QCA guidance on Assessing NVQ		
Centre documentation relating to assessment of the award explained and copies given. (knowledge evidence questions/handbooks etc.)		
Received centre assessment and quality Assurance documentation		
Internal quality assurance procedures explained.		
Contact details of the Internal Quality Assurer given		
Contact details of second Assessor given. (if applicable)		
Centre Equal Opportunities policy and Appeals procedures explained and understood.		
Information regarding NVQ resources available		
Personal copy of NVQ standards given		
Details about candidate/s- contact details; existing achievement; special needs; workplace		

details and name of manager; any other relevant information.		
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QAC signature _____ Date _____

Form date 2/6/14

INTERNAL QUALITY ASSURER INDUCTION PROGRAMME

Name _____ Date started _____

	Signed by IV	Date completed
Initial contact made by the QAC		
Production of sample signature and certificates.		
Received centre procedures and Internal Quality Assurance guidance.		
Centre documentation and procedures explained and understood.		
Received centre assessment and quality Assurance documentation.		
Internal quality assurance procedures explained.		
Received the centre organisation chart.		
NVQ equal opportunities policy and monitoring procedures explained and understood.		
Received NVQ appeals procedure which was explained and understood.		

Aware of NVQ resources available.		
Received personal copy of NVQ standards		
Received NTO guidance on occupational competence and CPD		

QAC signature _____ Date _____

Appendix 9

Assessor Training & Development Record

Name _____

Needs Assessed by _____ Date _____

Training need identified	To be met by	Date achieved

OHP F

Internal Quality Assurer Training & Development Record

Name _____

Needs Assessed by _____ Date _____

Training need identified	To be met by	Date achieved
