




## Internal Quality Assurance Policy

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## SCOPE OF POLICY

This policy sets out the Internal Quality Assurance (IQA) and forms one part of 2020 Safety Training LTD Quality Assurance Process and focuses on our responsibilities as a training provision and assessment company to ensure of the following:

- An appropriate design of programmes to meet the awarding body qualification or unit specifications and rules of combination;
- Effective delivery that meets learner's expectations of agreed learner journey;
- The accuracy and consistency of assessment decisions between assessors;
- Assessors are consistent in their interpretation of qualification or national occupational standards;
- Maintenance of documentation audit trail to enable certification and distribution to learners; and
- Monitoring, review, and evaluation for continuous improvement: our internal quality assurance covers conception and design of our programmes, recruitment of learners and team members; to delivery, assessment, and evaluation through to certification.

## 1. IQA POLICY AND STRATEGY

We will have a written and current internal quality assurance (IQA) policy and strategy (see Appendix 1).

The internal quality assurance (IQA) policy will show our commitment to the key principles and shared values required to deliver an effective, risk managed internal quality assurance approach.

The internal quality assurance (IQA) strategy will be planned, risk-managed approach which provides for feedback and evaluation via a clear, auditable monitoring system.

The internal quality assurance (IQA) strategy will include:

- a statement indicating a named person (Managing Director) with the overall responsibility and accountability for your centre's internal quality assurance;
- our commitment to recruit and select occupationally qualified team members and the provision for feedback, on-going support and development;
- a communication process for providing key centre policies and information covering items such as equal opportunity policies, health & safety, special assessment arrangements and regulatory requirements; and
- a sampling assessment risk management strategy which includes standardisation, a process for monitoring, reviewing, and evaluating the delivery and assessment from both learners' and employers' perspectives plus accurate documentation showing a clear audit trail.

## 2. OUR PERSONNEL

There must be a minimum of two suitably competent personnel involved in delivery, assessment and internal quality assurance across the learner cohort..

The Training and Quality Director Kelvin Blackburn will act as lead assessor. IQA lead will be performed by Paul Adams.

IQA personnel and additional Assessors will be hired as and when required. They will be assessed for competence in teaching, assessment, and quality control.

**Occupationally Competent Role profiles are located within the qualification specifications, and this will assist us in the selection of team members.**

### ROLE OF THE Trainers/TUTORS

The role of the trainer/tutor is to ensure that the curriculum programme design is fit for purpose and that indicative content of a unit is delivered ensuring the learner can meet all unit learning outcomes and assessment criteria. The role of the deliverer/tutor is to engage, motivate and provide key information to learners such as the assessment schedule, assessment and mark sheet and sufficiency descriptors. They will provide formative feedback on assessments. The trainer/tutor sometimes is required to perform the role of the Assessor. Should this be the case, the roles and requirements of the assessor are also required to be met.

### ROLE OF ASSESSORS

The role of the assessor is to decide whether a learner has demonstrated competence and capability. This is achieved by judging the learner's assignment or evidence against all the learning outcomes and assessment criteria. The assessor must provide support and guidance concerning sufficiency of evidence and provide summative written feedback. They are to utilize the assessment plans set by the center, and use their own judgement whether if adjustments are needed to these. Assessors are empowered to make these adjustments and support the candidates with examples shared at the next IQA standardization meeting for collective discussion.

## ROLE AND RESPONSIBILITIES OF INTERNAL QUALITY ASSURANCE (IQA)

There must be a separation of the assessor and Internal Quality Assurance (IQA) role per learner.

The Internal Quality Assurance (IQA) person (s) has the authority to implement the Internal Quality Assurance (IQA) policy and strategy and report to senior personnel within the organisation to lead to continuous development. The Internal Quality Assurance (IQA) personnel's role is key and has many responsibilities. Ideally, the person must be employed within the organization, so they can implement their various responsibilities fully. However, due to size and turnover of the company, this will initially be subcontracted out to IQA professionals until such time as turnover reaches a sustainable level to justify fulltime staff.

Responsibilities include:

1. Plan and prepare internal quality assurance activities sampling arrangements in line with the risk management strategy, thus ensuring and demonstrating that assessment is valid and consistent through monitoring and sampling assessment decisions. Internal Quality Assurance (IQA) sampling must take place at various stages in the learners' journey to gain an overall picture of the quality and delivery: from induction to the learner evaluation process, and at various interim stages. Further detail is provided on **risk managed sampling and the CAMERA Acronym can be read in Appendix 2.**
2. Periodically organise standardisation activities to aid interpretation of unit specifications, provide guidance and maintain the accuracy, quality, and consistency of assessment decisions. This will be quarterly and include assessors and IQA's.
3. Provide on-going answering of queries relating to assessment or verification process, special consideration or requirements, constructive feedback and advice on a deliverer's and/or assessor's performance to address any identified areas of improvement and maintain good practice. This entails observation, sampling and checking accuracy and completeness of documentation. Written feedback must be provided to assessors and recorded.
4. Take a key role within the internal appeals procedure and contribute to assessment-related appeals in line with the Company's Appeals and Complaints Policy. Where assessment decisions are found to be inaccurate or inconsistent, the Internal Quality Assurance (IQA) personnel

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will require corrective action in line with Awarding Organisation procedures.

5. Take a lead role by understanding the legal requirements in terms of maintaining records such as data protection, confidentiality, secure storage of records and transparency. The internal quality assurance (IQA) personnel will maintain all assessment records meeting awarding body requirements.
6. Take a lead role in the evaluation of trends in terms of equality, diversity, and where appropriate, bilingualism in relation to assessment decisions, monitoring retention and achievement rates.
7. Managing communications, both with deliverers, assessors, senior management, and the External Verifier.

## 3. SAMPLING STRATEGY

Sampling across all National Vocational Qualifications (NVQs) should be managed in line with the following principles:

- Sampling is representative of all activities, is based on the CAMERA rationale, takes account of The Awarding Organisation qualification tariff percentages, and provides evidence of both interim and summative sampling.
- The sampling must be planned (as shown within the Proqual IQA master spreadsheet - <https://www.dropbox.com/scl/fi/w1orbfrxa9lli72peloms/IQA-master-spreadsheet.xlsx?rlkey=q7rvpnk2xvvivy8qxbdqnmfms&st=ommo8gn7&dl=0>), however should be flexible to take account of changes in risk. There will be a clear rationale indication in our records as to how our center decided upon the internal quality assurance (IQA) sampling plan.
- The sampling plan will be requested and subsequently forwarded to the External Verifier (EV) when the Centre completes the form “Centre Activity Form”. For National Vocational Qualification’s (NVQs) the sampling strategy covers the following approach: **CAMERA** (acronym for the sampling strategy). **C**- candidates or learners – sampling must cover ethnicity, gender, employed full or part time and special arrangements, all referrals. **A**- assessors – sampling will cover all assessors considering a higher risk of new assessors or feedback from External Verifier (EV) reports, across all assessment sites, occupational and qualification, experience, evidence of countersigning of unqualified National Vocational Qualification (NVQ) Assessors. **M**- Methods of assessment – sampling will cover all National Vocational Qualification (NVQ) units assessments, a higher percentage if the method of assessment has been adjusted in terms of agreed flexible assessment method, questioning, observation, product evidence or evidence of Recognition of Prior Learning (RPL). **E**- Evidence types – written confirmation that National Vocational Qualification (NVQ) evidence is valid, authentic, current, sufficient, plus a focus on any special requirements and identified problem units. **R**- Records – all documents relating to assessments and assessor feedback to learners. **A**- Assessment locations – across different assessment locations, main centre location and satellite centres. Interim sampling must be built into the plan and will occur at both the early and middle stages of your qualification assessment. Interim sampling enables you to check formative assessment or part of a unit (National Vocational Qualification (NVQ)) and identify consistency or issues at an early stage for corrective action. Summative sampling will occur at the end of the

qualification assessment.

The Qualification Risk Rating will determine the degree of Internal Quality Assurance (IQA) sampling or the recommended percentage sampling across a group of learners for a qualification over time. Generally, 10% of all qualifications will be sampled by the IQA unless an alternative sample portion is requested by the awarding body.

#### **4. STANDARDISATION AGENDA**

Standardisation meetings must be planned and occur at regular intervals in line with your internal quality assurance (IQA) strategy. There must be evidence of these meetings through minutes and your External Verifier (EV) will ask to view these and actions required.

The internal quality assurance (IQA) personnel must ensure all assessors attend and that an agenda is set which covers standardisation of judgements, external quality assurance (EQA) reports and assessor feedback plus other pertinent issues such as qualification updates, introduction of new products or addition of new personnel.

The standardisation agenda is included as **Appendix 3**.

#### **5. APPOINTMENT OF OUR TEAM, ON-GOING FEEDBACK AND DEVELOPMENT**

The appointment of occupationally competent and qualified staff is vital. We will retain team member Curriculum Vitae's (CV's) plus Continuous Professional Development (CPD) records on file. These will be electronic. The External Verifier (EV) may request to see these during their activities with our centre. Updating knowledge of qualifications and procedures must be on going so Curriculum Vitae (CV) and Continuous Professional Development (CPD) records must be updated to capture this.

At times we may hire freelance assessors and IQA staff. This will be due to the small nature of the training company in the initial stages. They will be fully assessed against the requirements of the packages being offered and the knowledge levels required to deliver the qualifications. Freelance staff members will be responsible for their own CPD and further training, however they will be offered the opportunity to undertake additional training in line with our own staff members at personal cost.

We will maintain a staff list of staff delivering and assessing or internal quality assurance (IQA) against each qualification. We will update awarding bodies of changes at our centre by email or the appropriate awarding body form.

All new team members must have induction to cover our centre policies on

internal appeals, Health and Safety (H&S), and special requirements. Team members must receive feedback on the consistency of assessment judgements and/ or delivery observations. The internal quality assurance (IQA) person must also use learner and employer feedback, plus External Verifier (EV) reports as a basis for feedback.

## **6. DOCUMENTATION AND RECORDS**

Most records will be stored electronically in the E-learning portfolio. Additional personal data and suitability assessment questionnaires may be held on a secure cloud/network drive with limited access for key organisational staff members. We will have the following as a minimum to ensure clarity of the audit trail:

- Registration list
- Induction and enrolment records
- Tutorial records Individual Learning Plan (ILP) records (National Vocational Qualifications NVQs)
- Sampling plan
- Assessment tracking record
- Assessment feedback sheets
- Internal quality assurance (IQA) feedback documentation
- Standardisation meetings
- Agenda and minutes from the meetings
- Assessment Appeal records

## APPENDIX 1: IQA STRATEGY

2020 Safety Training LTD commits to providing an accurate representative spread of sampling. A minimum of 10% of all assessments will be sampled. This percentage may increase for newly approved qualifications and new assessors for quality control purposes, or for specific qualification requirements. This ensures that all candidates will receive IQA reviews of their assessors' feedback and decisions.

The sample includes:

- Monitoring at interim and summative stages
- All centre marked assessment components
- All assessment methods
- A representative spread across registered candidates
- Decisions from all Assessors, and all assessments sites. The registration lists are to be used to pre-plan the internal quality assurance samples of each marked assessment component of the qualification and will indicate which candidate's work will be selected for internal quality assurance checks.  
This plan is to be sent to the External Verifier in order that they can establish their external quality assurance sampling plan. The sampling plan is to be revised when changes take place with Assessors or candidates. Sample size is determined by the Qualification Quality Rating – Tariff allocated, taking into consideration circumstances. The plan may also be subject to change based on a candidate's progress and assessment activity. This may be earlier completion in the programme and might necessitate that a larger sample is required if early samples evidence the need for further improvements in procedures. A current IQA plan must be provided to the appointed External Verifier in order that they may establish their own sampling plan. The registration lists will facilitate an effective path to fair sampling. **Assessments** Monitoring is to occur at interim and summative stages. Interim sampling will highlight any problems at an early stage so that corrective actions may take place, and for the communication of good practice. Monitoring assessments are to include Assessor observations, and the provision of feedback to the Assessors, evaluating all aspects of performance as recorded in the IQA records. 2020 Safety Training LTD will also ensure that candidates are aware of:
  - The qualification they are working towards and the associated assessment

process;

- The progress that they are making toward achievement;
- Their right to unit or module certification (where the qualification allows this);
- Their own role in meeting the assessment requirements;
- The role of their Assessor/s;
- The appeals procedure; and
- How to request additional support for learning needs that are unable to be met.

## **ASSESSMENTS JUDGEMENTS – STANDARDISATION**

Whilst 2020 Safety Training have an ongoing set agenda for team meetings to facilitate achievement standardisation. We recognise that these meetings may not satisfy all requirements. Support is to be provided for the development of all members of the assessment team, and they are to have:

- Copies of the Qualification Specifications and its assessment requirements;
- All information produced by the centre in connection with the assessment process, including guidance to candidates, records/report forms;
- Information about appeals, equal opportunities, health & safety, quality and any other relevant policies applicable within the centre;
- Information about the awarding body and the appointed External Verifier/s;
- Information about the candidates, including special learning or assessment needs. All new Assessors are to undergo a thorough induction and mentoring process. This will involve feedback being provided to all Assessors following completion of internal quality assurance activities. Ongoing development and improvement of assessment practices are to be implemented.

**IQA Activities.** 2020 Safety Training LTD commits to the formal and proper

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recording of IQA activities – the qualities and information that these are to include as follows:

- Clear, comprehensive and relevant to the specific programme;
- Maintained consistently with meaningful comments providing a clear audit trail;
- Signed and dated;
- Made available to the centre’s Assessors as and when appropriate; and
- Made available to the External Verifier and other awarding body representatives on request.

## **APPENDIX 2: SAMPLING STRATEGY**

Sampling across all qualifications should be managed in line with the Quality Assurance Sampling Strategy. Our sampling strategy is 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 individual risk. 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 overall by the IQA Personnel 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 also 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**

#### **Candidates**

**Ethnic origin, gender, employed full time/part time, special requirements, English proficiency**

### **A**

#### **Assessors**

**Experience, qualifications, workload, occupational experience, location, CPD, evidence of countersigning unqualified TAQA assessors**

### **M**

#### **Methods of**

**Questioning, observation, the evidence is RPL, product evidence, Witness statements**

**Professional discussions, assignments, projects, product evidence, Written Reflective reviews, Interviews, video evidence if remote**

### **E**

## **EVIDENCE TYPES**

**Written confirmation that the evidence is valid, authentic, current, and sufficient,**

## R

### Records

**problem areas, special requirements**

**Reports from assessors, correct assessment practice, internal quality assurance records, learner portfolios and files**

## A

### Assessment

**Workplace location assessments, other assessment locations, remote video assessments**

Prior to any assessment taking place, each unqualified assessor's work will be subjected to sampling on every unit assessed across all qualifications until successful completion of the recognized Assessor's qualification. On achievement of the recognized Assessor's qualification the percentage of sampling will be reduced to the recommendation and will alter if risks change.

**FOR ALL QUALIFICATIONS DELIVERED THROUGH THE NCFE SKILLS PORTFOLIO PORTAL THE BELOW CRITERIA WILL BE MET:**

- Sampling plans will be generated by using NCFE Skills Portfolio Portal Sample Plan Set Up Guide in **APPENDIX 5**.
- A sampling plan will be set up for each qualification delivered by 2020 Safety Training that is compatible with the NCFE Skills Portfolio Portal.
- Sampling plans will be set up for a duration of one year on commencement of the course, in circumstances where the qualification has a shorter delivery time then the duration will reflect this.
- Sampling plan set up will include:
  1. Plan name.
  2. Open & Close Date that reflects the qualifications estimated duration.
  3. A 2020 Safety Training appointed Internal Verifier.
  4. Select all Assessors teaching or assessing on the qualification.
  5. Enter a sample percentage reflecting the risks associated with the

delivery and assessment process of the qualification or programme.

6. Selection of the correct qualification to implement the Internal Quality Assurance process.

During any sampling session the IQA must ensure that all feedback given on the evidence is set as an Audit note to ensure feedback is referenced to sampling for the Assessor also satisfying any audit requirements.

The IQA's decision of Verified or IV Referred must be selected within the evidence status menu confirming the outcome of the sampling activity.

In the event of an IV Referred outcome the IQA must arrange a suitable date, time, and place either face to face or remotely to give feedback and if necessary, put provisions in place to support the Assessor.

The IQA will relay general feedback from their findings during standardization activities and action any supportive measures to develop the staff involved.

## **REMAINING QUALIFICATIONS WILL FOLLOW THE PROCESS BELOW:**

The Internal Quality Assurance Sampling Plan Record V1 should be used to identify which assessors, which units, which learners, and what methods will be sampled at each sampling session and will be adapted to deal with change. This should be developed at the start of the programme.

- The qualification sampling plan should be developed by initially consulting the Qualification Training Plan to identify when induction took place followed by unit training as the assessments will be planned after training. Sampling should ensure it is covering all stages of the learner's journey. The first sampling takes place at the formative stages of the programme to monitor assessment planning.

During delivery of short courses, a summative approach will need to be adopted with sampling activities completed after course completion.

- Assessment may be holistic so interim sampling should be based on looking at the safety and consistency of decisions made rather than full unit completion.
- Assessors' decisions should be judged formatively, interim and at summative stages so that assessment planning can be checked early for risks that may lead to inconsistencies in assessment practice.
- The quality of assessment should be maintained through IQA observation,

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assessment, sampling, monitoring assessment practice and standardisation of judgments across all qualifications.

- All records of sampling should show a planned date and the actual date of sampling using IQA form **APPENDIX 4**.
- Sampling plans should select one learner whose work is sampled through the programme for most units to provide a benchmark.
- Sampling plans will depend on the centre quality rating and certificate status of the centre. Borderlines, fails and special requirements may dictate that a larger sampling is required if risk is viewed as high. The sample size will be determined as a result the IQA monitoring reports results – grading of assessors and countersigning of assessments.

## **APPENDIX 3: STANDARDISATION AGENDA FOR IQA TEAM**

IQA meetings will be held for all IQA staff and agenda may include the following items:

- Standardisation of practice;
- Updating interpretation of the standards (Qualification specifications/NOS);

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- Discussing standardisation of judgments especially problem units;
- Reviewing any marginal evidence that may give cause for concern and appeals;
- Reviewing the consistency of sampling;
- Identify Training needs;
- Discussing opportunities for staff development and associated workshops;
- Progression and sharing good practice;
- Monitoring and Equal Opportunity and Diversity;
- Sector updates;
- Awarding organisation updates;
- Qualification IQA updates;
- EQA – External verifier reports and awarding body updates;
- Coaching and mentoring new IQA staff or those progressing to be IQA personnel;
- Updating CPD; and consider
- Any operating issues with the NCFE Skills Portfolio Portal.

## DEDICATION TO CPD

2020 Safety Training LTD supports its Assessors and Internal Quality Assurance personnel to continually improve and develop their skills and includes the achievement of relevant assessment and quality assurance qualifications.

All qualification certificates (validated copies) are held electronically with CV's and/or profiles which evidence appropriate levels of occupational competence and current/relevant experience.

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We are committed to complying with the following requirements:

- Recruiting occupationally competent team members for the specific qualification;
- The decisions of unqualified Assessors are countersigned by a qualified Assessor – and will not be the Internal Verifier; and
- All decisions made by unqualified Team Members will be countersigned by a qualified Internal Verifier.

All staff are required to track CPD activities throughout the year and record on a CPD Log V1 excel spreadsheet.

**Red tabs are there to remind Assessors & IQA's that CPD logs need updating with the Internal Quality Assurer (IQA) every six months.**



## APPENDIX 4 IQA Report Form to be completed by internal verifiers and IQA personnel on completion of IQA activities.

### IQA REPORT FORM

NB This form can be used for single or multiple assessors/learners

It is the responsibility of the IQA to complete this form, make copies, send the original to the QAC/IQAC and ensure a copy is given to the tutors/assessor(s).

Name of IQA..... Name of countersigning IQA (if necessary)

.....

Date of internal quality assurance.....

Name of tutor/ assessor(s).....

(Please indicate whether tutor or assessor(s) by using T or A after their name. If assessor is work based or peripatetic also use WB or P after their name)

<i>Name of learner(s) Enrolment number</i>	<i>Title and level of qualification</i>	<i>Programme/Units/LOs sampled. Include reference numbers</i>	<i>Methods of delivery or assessment (see key)</i>	<i>Issues</i>	<i>Assessment process sampled (see key)</i>	<i>Units achieved (including date if full qualification)</i>
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Name of countersigning assessor/IQA(s) (if necessary).....

Please continue on additional sheet(s) if necessary

**Key:**

**Method of delivery/assessment**

TS – Training Session    GL – Guided Learning    P – Planning    RPL – Recognition of Prior Learning

DO – Direct Observation    EWT – Expert Witness Testimony    WT – Witness Testimony

WP – Work Product    S – Simulation    A – Assignments    PJ – Projects

CS - Case Study    RA - Reflective Accounts    Q – Questioning

PD - Professional Discussion    ST – Skills Tests

**Assessment process checked**

P – Planning    F – Feedback    FC – Final Check    J – Judgement    Rec – Records    R – Review

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The countersigning IQA must check all the activities of the unqualified IQA whom they are supporting.

**Countersigning IQA feedback on the internal quality assurance process and any necessary action required.**

**The methods and processes used by the unqualified IQA have been checked and quality assured by a qualified IQA.**

Countersigning IQA signature..... Date

.....

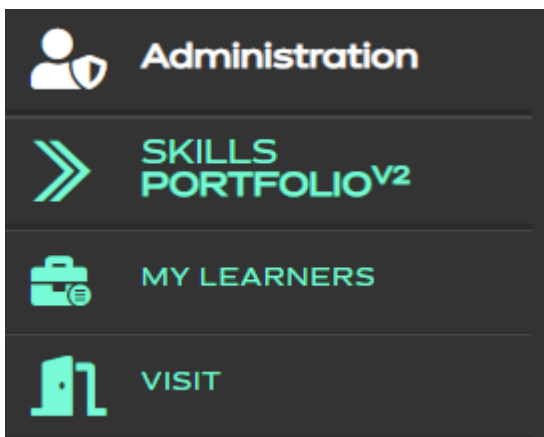
## APPENDIX 5 NCFE Skills Portfolio Portal Sample Plan Set Up Guide



### Portfolio V2 IQA Guide

**\*Before you begin to create an IQA plan, you must ensure that the account you wish to assign it to has the IQA permissions assigned to them\***

- 1- First, access the portfolio by selecting 'MY LEARNERS' under the 'SKILLS POTFOLIO v2' on the side tool bar.



- 2- Once in the Portfolio, select 'IQA plans' from the overarching tabs at the top of the page.



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- 3- From here, you will see a list of all current IQA plans and to the right-hand side of the screen, there is 'Create Plan' which is where you are able to build a new IQA plan.

Title	Open date	Close date	Percentage complete	Actions
IQA 2023	01/01/2022	31/12/2033	100%	View

- 4- From here there are several mandatory fields that you must fill in, these fields are identified by a '\*' these fields are, the Title of the IQA plans, the Open and Close dates, and the Internal Verifier.

Please complete all required field(s) which are marked with an asterisk (\*)

Title \* 0 / 256  
e.g. My first Sampling Plan

Open date \* dd/mm/yyyy 📅 ✕ Close date \* dd/mm/yyyy 📅 ✕

Internal verifier \*  
Please select an option

- 5- There are then several other fields you must fill out to identify the content within the IQA plan. You can either assign the IQA plan to – Assessor(s) with a percentage – Group(s) – Qualification(s).

Please select an assessor and the percentage of work you would like them to mark.

Select an assessor and enter a percentage

Please select an Assessor.. ▼ e.g. 100 +

0 Assessor(s) selected

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Group(s)

Qualification(s)

6- You then must assign the Evidence Type(s). These are what evidence type(s) will appear on the plan.

Evidence Type

Assignment	Automotive Gateway	Behaviours	Case Study	Digital Evidence	Direct Observation	Employer Reference
EPA Evidence	Formative Assessment	Learning Materials	Module Review	Observation	Oral Question	Presentation
Product Evidence	Professional Discussion	Recognition of Prior Learning (RPL)	Reflective Account	Skills		
Summative Assessment	Summative Portfolio Evidence	Witness Testimony	Written Question			

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Review frequency: Annual  
Lead Officer: Paul Adams IQA  
Senior Manager Responsible: Training and Quality Director

Reviewed: 23/02/2023  
Name: Paul Adams  
Signature: *P. Adams*