

INTERNAL QUALITY ASSURANCE PROCEDURES & SAMPLING POLICY

2023-24

DOCUMENT TITLE: L&F INTERNAL QUALITY ASSURANCE POLICY 2023-24
 DOCUMENT NUMBER: L&F_IQA Policy_V2
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RECENT CHANGE HISTORY

VERSION	DATE	REASON FOR CHANGE	CHANGE BY
1.2	24/06/2021	Review	Gillian Dewsbury Business Excellence Manager
2	09/08/2023	Full review and Update to consistent policy format	Gillian Dewsbury Business Excellence Manager

Please Note: A formal, full review of this document will take place on a 3-yearly basis. However, in the interim, the document will be updated as necessary to remain current with any statutory legislation and/or significant Government guidance updates on the subject.

CHANGE MECHANISM

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Contents

1. Internal Quality Assurance (IQA) - What does it involve?	3
i. Internal Quality Assurance Sampling Strategy	3
ii. Standardisation of Assessment Judgements	4
iii. Monitoring Assessment Practice	4
iv. Development and Support of Assessors	4
2. Complaints and Appeals Procedure	4
3. Staff Training	5
4. External Quality Assurance (EQA)/Certification	5
5. IQA and Equality, Health & Safety and Data Protection Matters	5
a) Equality, Diversity & Inclusion	5
b) Health & Safety	5
c) Data Protection	5
6. Assessor Responsibilities re: Quality Assurance Process	5
a) Completion of Assessment Records	5
b) Submissions for IQA	6
c) Support and Development	6
7. Associated Policies and Procedures	6

1. Internal Quality Assurance (IQA) - What does it involve?

Internal Quality Assurance (IQA) is split into four main sections – Sampling; Standardisation; Monitoring and the Development and Support of assessors.

i. Internal Quality Assurance Sampling Strategy

The Internal Quality Assurer will implement the following sampling strategy. Sampling will include:

- All assessors over a 12-month period
- All units for the validity of assessment decisions for each assessor over a 12-month period including Mandatory and Optional units
- The full range of age, gender, new starters, midterm and well-established learners
- The full range of evidence and assessment methods
- The first countersigned decision from each unit
- Interim and summative assessment decisions – Internal Quality Assurance will not be an “end” process.

Newly qualified and/or recruited assessors will be more frequently sampled until the Internal Quality Assurer has confirmed effectiveness, reliability and quality of assessment decisions and practice.

For all unqualified assessors, each unit will be countersigned by a qualified assessor and the first judgement from each unit will be sampled by the IQA. This will continue until the assessor award is achieved and assessment practice deemed sufficient and competent.

ii. Standardisation of Assessment Judgements

The Internal Quality Assurer is responsible for ensuring the standardisation of assessment judgements and will:

- Ensure that written feedback to assessors contributes on an ongoing basis to the standardisation of assessment decisions
- Plan and implement standardisation meetings with all assessors.

The Internal Quality Assurer must ensure that standardisation meetings:

- Focus on any revisions to the standards and how they differ from old standards; areas identified through monitoring where evidence has been difficult to generate; or where monitoring suggests that assessors are taking different approaches.
- Focus on validity, sufficiency, currency, and authenticity of the evidence reviewed at the meetings – use actual learner's portfolios/evidence; and
- Develop a supportive, non-threatening environment where assessors are willing to share issues and concerns in order to ensure that each assessor makes valid assessment decisions.

iii. Monitoring Assessment Practice

The Internal Quality Assurer will monitor the assessment process and will:

- Ensure that there is a clear and accurate audit trail of the IQA and assessment processes relating to each learner incorporated within the IQA and assessor's records as well as the portfolio itself
- Observe at least one assessment for each assessor every 6 months as a minimum. The level of observation may increase/decrease depending on changes in assessor experience, learner group, award standards, and internal procedures. All observations will be recorded.
- Interview learners and workplace supervisors to establish understanding of the award and validate portfolio evidence and record the discussion. Record any issues, areas for improvement or good practice highlighted during the interview and provide feedback to the assessor.

iv. Development and Support of Assessors

To support and develop assessors the Internal Quality Assurer will:

- Provide all assessors with an induction programme and issue them with their own copy of the standards for the relevant qualification.
- Monitor all assessment methods used by assessors in order to identify training needs.
- Identify any occupational or professional development needs within the team of assessors.
- Give regular feedback to assessors regarding their assessment practice and the outcome of any monitoring or sampling.
- Ensure all new assessors not holding the necessary qualifications for conducting any qualification assessments, work towards achievement of the Assessors Qualification within the first year of their employment and provide all necessary support to enable them to achieve their qualification.

2. Complaints and Appeals Procedure

Details of this policy and procedure can be found in both the Learner Agreement document and in the L&F Appeals, Concerns and Complaints Policy and Procedure, which can be found on the L&F Website.

3. Staff Training

All assessors and Internal Quality Assurers (IQAs) are to maintain their own Continuous Professional Development (CPD) plans and have them available at every EQA visit. The IQAs are to support the assessors in identifying and meeting their development needs.

4. External Quality Assurance (EQA)/Certification

All IQA's must:

- Ensure that all presented portfolios for external verification and certification meet all the requirements of the awarding body.
- Contribute to EQA visits and ensure that all action points are addressed by the agreed target dates.
- All IQA's are encouraged to use the External Quality Assurer (EQA) for guidance and support on the standards through the lead IQA.

5. IQA and Equality, Health & Safety and Data Protection Matters

a) Equality, Diversity & Inclusion

All IQAs and Assessors will undertake an annual mandatory refresh of Equality, Diversity and Inclusion (EDI) training and will carry out their duties in accordance with EDI guidelines and best practice.

b) Health & Safety

All IQAs and Assessors will undertake an annual mandatory refresh of Health & Safety Awareness training and awareness of L&F's Health & Safety Policy. All staff will carry out their duties in line with Health & Safety best practice.

c) Data Protection

L&F Training adheres to the latest legislation in relation to Data Protection and GDPR. All personal information will be recorded and stored securely and accessed appropriately, in line with GDPR guidance and best practice.

6. Assessor Responsibilities re: Quality Assurance Process

a) Completion of Assessment Records

- All assessors must complete all their assessment records in accordance with this strategy and the awarding body specifications within a realistic time frame.
- All assessors must attend at least 2 team meetings a year and mandatory standardisation meetings at least 4 a year.

b) Submissions for IQA

- It is the responsibility of learners to submit evidence for assessments.
- It is the responsibility of the assessor to submit assessed qualifications/awards for internal verification and to ensure that all documentation has been completed.

c) Support and Development

- All assessors must be proactive in maintaining their CPD in accordance with the above specifications and have annual development plans. These plans will be audited by their respective internal verifier.
- All assessors are to use their internal verifier for advice and guidance on the assessment process and on the interpretations of the occupational standards.

7. Associated Policies and Procedures

- Equality Diversity & Inclusion Policy
- GDPR Privacy Policy
- Health & Safety policy
- Appeals, Concerns and Complaints Policy and Procedures