



BG&G Training - Internal Quality Assurance Policy

Role of the Internal Quality Assurer

The Internal Quality Assurer role which D Bushen and M Davis will fulfil is an important role as it maintains and monitors the quality and assurance of qualification, assessment and certification and will be the main contacts between the centre and Awarding Organisation in relation to monitoring activities.

The IQA will ensure the following (NB this list is not exhaustive)

- Develop and follow internal policies, procedures and documentation for the carrying out and maintenance of quality systems in line with STA requirements
- Ensure all Assessors hold and maintain the required qualifications and occupational expertise to deliver the qualifications they have been assigned to
- Provide support to Assessors in relation to procedures and policies for the delivery of the qualifications and following IQA activity
- Maintain appropriate records of quality assurance, assessment, registration in line with STA requirements
- Ensure sampling plans meet the quality assurance requirements to cover all qualifications delivered within a 12-month period
- Facilitate standardisation activities to support the continuous improvement of qualification delivery
- Ensure conflicts of interest are identified and addressed
- Conduct observations of Tutors/Assessors conducting the assessment or delivery of qualifications.
- Conduct learner interviews to monitor and analyse the quality of the assessment process and learner journey
- Provide the required information to the STA for EQA purposes to aid and facilitate monitoring activities
- Impart information and feedback resulting from monitoring activities and ensure all actions are addressed by the indicated timescales on any action plan raised
- Report concerns relating to Centre personnel in respect of conduct, malpractice and maladministration to the STA in line with the policy of Malpractice and maladministration.

Sampling Strategy

Sampling will be carried out to ensure that quality assurance is maintained. Please see sample sampling plans attached.

The IQA must record all sampling undertaken in sufficient detail on a sampling plan to be able to justify the decision made and kept for EQA purposes. IQA reports will be produced for all sampling undertaken and action plans where required. Feedback and support will always be given.

There are 3 methods the IQA can use to assure the quality of assessment and each should be used over a 12 month period

- Sampling assessment evidence
- Observation of delivery or practice
- Feedback form learners

Sampling Rates

Different rates for sampling will be adopted dependent on the ongoing risk rating of the tutor and the Assessor delivering the qualification they have been assigned to as follows:

For an assessor assessing their first 3 courses the sampling rate should be 100 % to ensure accurate decisions are made. If assessment outcomes are accurate after 3 courses sampling will take place as below?

Category	Required Activities
<p>Newly qualified Tutors or Assessors or the qualification is new to tutor assessor</p> <p>The assessor has received a large number of action points during the last QAA</p> <p>There was an issue in previous samples</p> <p>The assessor has not engaged in standardisation or CPD within the last 12 months</p> <p>There have been complaints or successful appeals in the last 12 months</p> <p>Other identified factors that might constitute a high risk</p>	<p>50% sampling rate or 6 learners whichever is greater</p> <p>Tutor and Assessor observation</p>
<p>Tutor/Assessor has some experience</p> <p>There were action points in the last QAA</p> <p>The assessor has limited evidence of standardisation and CPD</p> <p>Other identified factors which constitute a medium risk</p>	<p>25% sampling rate or 4 learners whichever is the greater</p> <p>Tutor and Assessor observation</p>
<p>Tutors and Assessors who are experienced with the qualification(more than 2-3 years)</p> <p>No action points identified</p> <p>The assessor is current and has evidence of CPD and standardisation in the last 12 months</p>	<p>10% sampling rate or 3 learners whichever is greater</p> <p>Tutor and Assessor observation</p>

The rates above may be subject to change

Standardisation

Standardization is an important part of the duties of the Internal Quality Assurer and ensures the assessment decision are fair and reliable. Records must be kept of all standardization assessors attend as this information will be required for EQA purposes

It is the responsibility of the internal quality assurer to standardize assessment practice amongst the assessors that they work with.

This can be achieved in many ways:

- Observing assessment practice and providing feedback
- Less experienced assessors shadowing experienced colleagues
- Assessor meetings, where guidance and assessment requirements are discussed
- Attending STA standardization sessions as and when required.

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 STA and will be reviewed from time to time to ensure compliance with awarding body regulations

