



INTERNAL QUALITY ASSURANCE POLICY

INTERNAL QUALITY ASSURANCE PROCEDURE

Role of the Internal Quality Verifier

The Internal Quality Verifier is an important role as it maintains and monitors the quality and assurance of qualification and unit delivery and certification and is the main contact between the centre and Awarding Organisation in relation to monitoring activities.

Within the role, the Internal Quality Verifier is expected to:

- Develop and follow internal policies, procedures and documentation for the carrying out and maintenance of quality systems in line with Awarding Organisation requirements
- Ensure all Assessors hold and maintain the required qualifications and occupational expertise to deliver the qualifications and units they have been assigned to
- Provide support to Assessors in relation to procedures and policies for the delivery of the qualifications and units they are assigned to
- Identify training needs and provide ongoing training to Assessors to continually improve the standard of qualification and unit delivery
- Co-ordinate the timely registration and certification claims for learners
- Maintain appropriate records of quality assurance, assessment, registration and certification activities in line with Awarding Organisation requirements
- Ensure sampling plans take into account the ratio of learners per Assessor per qualification to meet the quality assurance requirements to cover all units delivered within a 12-month period
- Facilitate standardisation activities to support the continuous improvement of qualification and unit delivery
- Ensure all assessment documentation, maintained by Assessors, is complete, up-to-date and legible
- Ensure conflicts of interest are identified and addressed, including not allowing the quality assurance of own assessment work or cross quality assurance where two people quality assure each other's work
- Conduct observations of Assessors conducting the assessment process
- Conduct learner interviews to monitor and analyse the quality of the assessment process and learner journey
- Provide the required information to PHA to aid and facilitate monitoring activities as required
- Impart information and feedback resulting from monitoring activities and ensure all actions are addressed by the indicated timescales



Sampling Strategy

Sampling Assessments

Two forms of sampling will be carried out to ensure that quality assurance is maintained. These are:

- a. **Interim sampling:** dipping into the assessment process whilst the learner is at different stages. This ensures that the assessment of the learner is proceeding satisfactorily following the principles of plan, judge and feedback.
- b. **Summative sampling:** involves the Internal Quality Verifier reviewing the quality of the assessment decisions by the Assessor. 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 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.

Sampling plans must include sampling of all types of:

- a. Learner
- b. Assessors
- c. Methods of assessment
- d. Evidence or Elements
- e. Records
- f. Assessment sites

A sampling plan will be maintained for all samplings planned and conducted showing the following information:

- a. Learner name
- b. Qualification Title
- c. Registration number
- d. Start date
- e. Planned end date
- f. Planned interim sampling updated to show actual sampling undertaken including unit number and type of assessment sampled
- g. Planned summative sampling updated to show actual sampling undertaken including unit number and type of assessment sampled



Sampling Rates

Different rates for sampling will be adopted dependent on the experience of the Assessor delivering the qualification or unit they have been assigned to as follows:

Category	Required Activities
Newly qualified Assessors or Assessors new to the centre or those Assessors who are continually falling short of the standard required	100% sampling rate
	Assessor observation every 3-months
Assessors who are in need of development but often meet the standard required	50% sampling rate
	Assessor observation every 6-months
Assessors who are experienced with the qualification or unit they have been assigned to and continually meet the standard required	25% sampling rate
	Assessor observation every 12-months

The rates above may be subject to change for instance:

- Where a qualification is new to the centre the first 2 cohorts will be sampled at a 100% rate unless otherwise authorised by the Awarding Organisation
- Where the sampling strategy of the Awarding Organisation overrides that of the centre due to the risk rating or actions resulting from monitoring activities
- Where a contractual requirement requires additional sampling to take place (N.B. this will not override the requirements of the previous two instances where this sampling rate would require a lesser sampling rate to be adopted)

Standardising Assessment and Quality Assurance Judgments

Standardisation (sometimes referred to as benchmarking or moderating) is an important part of the duties of the Internal Quality Verifier.

Regular meetings will be held to conduct standardisation exercises:

- Meetings to be held on a quarterly basis (more frequent as required or on release of new standards)
- 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



- Exercises using real learners' evidence to be used in order to standardise the assessment decision process

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 Verifier is required to have the following information readily available:

- Centre File containing all documents
- Numbers of current registered learners per qualification/unit
- Internal Quality Verifier 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 Verifier 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 Verifier holding the appropriate qualification or directive from the Awarding Organisation.

Assessor Observations

The Internal Quality Verifier 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

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



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.

Learner Questionnaires

The Internal Quality Verifier 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 centre.

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.

Private Hire Academy



IQA Observation Form and Checklist

Assessor:

Internal Quality Verifier:

Date of Observation:

Learner Name being observed: Location: In Workplace Professional discussion <input type="checkbox"/> Observation <input type="checkbox"/> Oral questions <input type="checkbox"/>	Qualification: Unit Title: Assessment Criteria:
Did the Assessor	Comment
Provide clear information to the candidate on the assessment process?	
Encourage the candidate to identify and present evidence?	
Assess the candidate against only the specified performance criteria?	
Use the standard course and assessment documentation?	
Remain as unobtrusive as was practicable?	
Use questions which were clear and did not lead the candidate?	
Use sufficient questions to cover the required knowledge and to be able to infer competence?	
Communicate at a level appropriate to the candidate?	
Encourage the individual to ask questions?	
Give feedback as soon as possible?	
Record evidence and assessment decisions promptly and in accordance with requirements?	
Overall Comments:	

Assessor : _____	Date: _____
Internal Quality Verifier: _____	Date: _____



IQA Question Checklist for Learner:

Checklist:	Y/N	Comments/action required	Target date:
Are you aware of your progress and achievements to date?			
Did you discuss and agree today's assessment with your tutor in advance?			
Did you have a copy of the standards and do you understand what you are being assessed towards?			
Were you asked questions to test your knowledge and understanding?			
Did you receive helpful feedback?			
Is your progress reviewed?			
If you disagreed with your assessors' decision would you know what to do?			
Do you have any questions?			



Internal Verifier Record – Sampling Activity across Assessors

Assessor name	Experience	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Private Hire Academy



Internal Verifier Report – Feedback on Assessment Decisions

Assessor	Learner	Unit	Evidence presented	Comments	Assessment decision agreed?

Private Hire Academy