

## INTERNAL QUALITY ASSURANCE STRATEGY

**This Internal Quality Assurance Strategy will be followed to ensure the validity of awarded certification, in conjunction with the Qualifications Policy and the Assessment strategy.**

### 1 Roles, Responsibilities and Documentation

#### (a) Roles of the IQA

##### (i) Awarding Organisation Approved Internal Quality Assurer

Awarding Bodies may allow a named person to act as an authorised signatory on their behalf and permit them to claim certification by direct status. This approval will be subject to individual Awarding Organisation specifications.

##### (ii) Lead Internal Quality Assurer

The Lead IQA will take responsibility for planning of the IQA schedule of designated courses, this may be the Faculty Head or a Programme Leader.

The Lead IQA will identify Assessors and Internal Quality Assurers (IQAs) and recognise their individual training needs.

##### (iii) Internal Quality Assurer

Each IQA will fulfil a supportive and encouraging role identifying and highlighting good practice as well as concerns amongst Programme of Study Tutors and Assessors.

The IQA will ensure that any necessary support mechanisms have been put in place prior to external quality assurance (EQA).

All IQAs will have direct responsibility for quality control of assessments.

Fully trained IQAs will mentor and counter-sign work completed by staff that are training to become Assessors or IQAs.

IQAs will be allocated time to perform IQA duties. Time allocated will be dependent on volume of student work to be examined.

#### (b) Responsibilities of the IQA

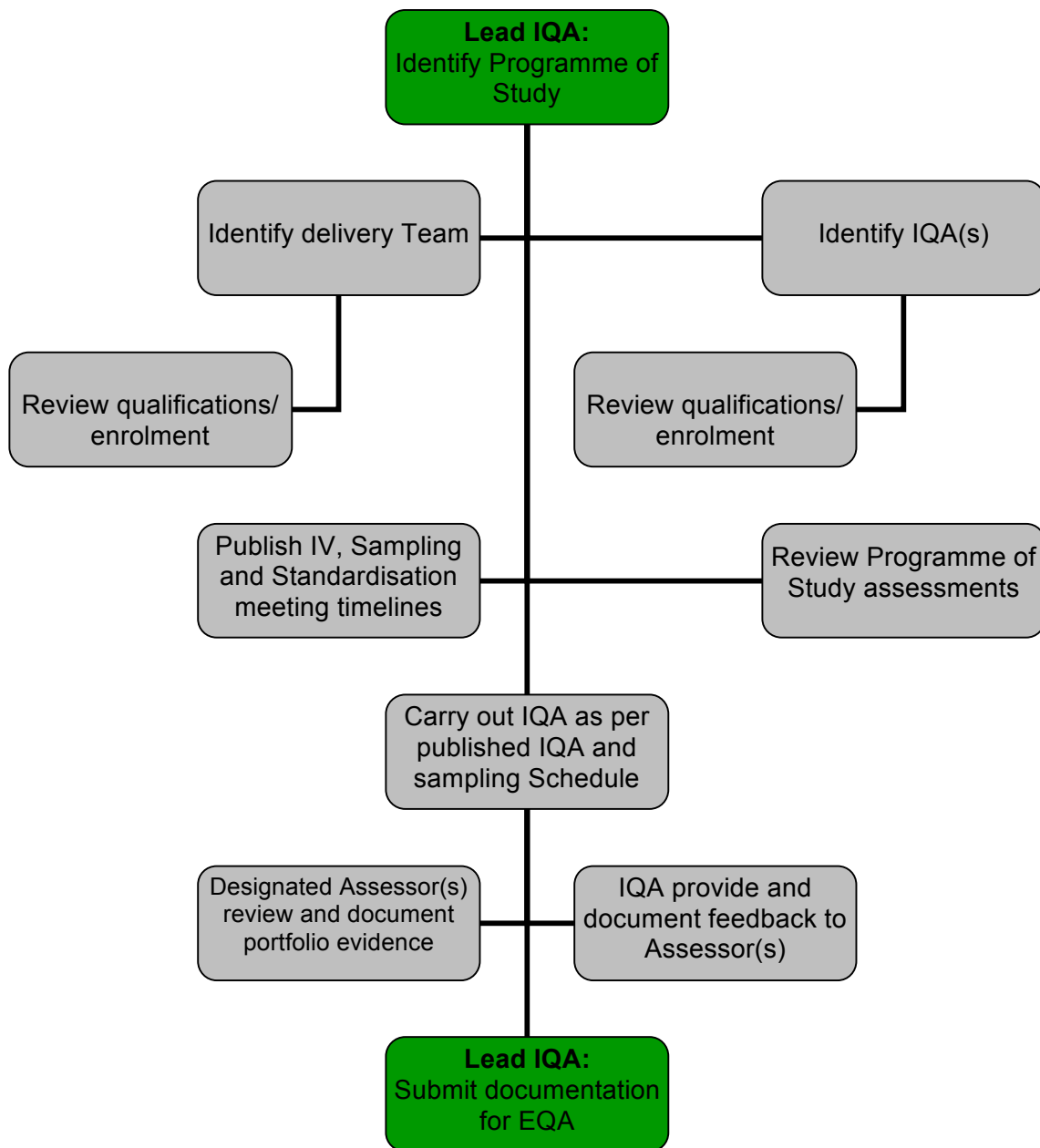
The IQA is responsible for maintaining fair and consistent assessment by:

- evaluating Assessors by sampling performance and documentary activity evidence;
- supporting and advising Assessors;
- monitoring the conduct of assessment;
- sampling evidence to verify assessment decisions;
- assuring the quality of the systems and procedures used for assessment and verification;
- maintaining current records;
- providing information for analysis by the institution and the Awarding Organisation;

**(c) Documentation**

The correct Awarding Organisation proformas for IQA should be used in all instances. Proformas and recording documentation should be made available to all Tutors, Assessors, IQA, EQA and Awarding Organisation personnel as required and upon request.

**2 The IQA Schedule**



- The IQA schedule will be followed to ensure that good practices and/or inconsistencies can be identified at an early stage
- All documentation will be maintained and made available to the Awarding Organisation upon request

### 3 Tutor Information and Support

#### (a) Tutor Induction

Ensuring that all Tutors and Assessors are inducted will be an important step in ensuring that they understand Awarding Organisation assessment requirements, training opportunities and available support materials; prior to commencement of Programme of Study delivery. Tutors and Assessors should attend and fully participate in an induction that includes information regarding:

- roles and responsibilities of the Student, Tutor, Assessor, IQA, EQA
- Awarding Organisation documentation
  - learner registration proformas
  - achievement/completion of unit/programme
  - tracking sheets
  - accepted assessment methods
  - accepted portfolio cover sheets
  - IQA proformas
    - minutes of meetings
    - standardisation documentation
    - sampling documentation
    - approval of design of assessment tasks
  - feedback proforma
  - appeals and complaints proforma
  - available support materials
- standards, assessment benchmarks and premitted/recommended delivery processes
- schedules of activity
  - external training
  - internal mentoring
  - programme delivery
  - unit delivery
  - review meetings (including feedback)
  - sampling and standardisation
  - internal quality assurance
  - external quality assurance

#### (b) Tutor Information

All associated policies and strategies, including explanations and exemplars of all aspects addressed in the induction training, will be readily available throughout delivery of the Programme of Study.

#### (c) Tutor Support

Tutor induction will take one full teaching year of the identified Programme of Study and will commence prior to the start of course delivery.

Each Tutor participating in the induction programme will have a Mentor assigned to them. Formal mentor sessions will be timetabled into the IQA schedule of activities and informal progress/review sessions and opportunities will take place as requested by either party.

All Tutors will receive prompt, recorded feedback from IQA activity to ensure immediate action taken where appropriate.

#### 4 Sampling and Standardisation

##### (a) Significance of Sampling

On-going, consistent internal verification of selected portfolio samples is important to ensure:

- all assessment is appropriate, consistent and complete for each learner
- assessment is consistent across all learners
- feedback to learners is clear and constructive
- assessment maintains standards across units, Assessors, sites, over time
- assessment maintains standards with assessment criteria, outcomes and levels
- assessment and tracking records are clear

##### (b) Selection of Samples

Portfolio samples will be randomly selected according to the following criteria:

- 3 learners or 10%; whichever is the greater
- from all sites of delivery
- from all Tutors/Assessors
- from all programmes
- from all units
- from all levels of attainment
- from all delivery methods
- from all individual learning arrangements
- from all previous EQA queries
- from all re-submitted portfolios

For complete courses delivered by one Tutor, the IQA shall aim to select 3 (or 10%, whichever is greater) learner portfolios that represent the full academic range (low, middle and high attainers). Where academic attainment levels are not available, selections will take place following professional discussion with the course Tutor.

##### (c) Standardisation

Standardisation, using selected and additional samples, shall be implemented as per the IQA schedule; a minimum of three times per academic year. Internal standardisation will take place both to maintain consistency of assessment and to share good practice.

##### (d) Academic Year IQA and Sampling Schedule

TIME FRAME	ACTIVITY	RESPONSIBLE
September	New Tutor/Assessor induction	IQA
September	Assessment plan submission and sharing	Assessors
October	Portfolio standardisation across all Tutors	IQA, Tutor/Assessors
October	Good practice examples shared	IQA
October – December	Full submission of complete units to date	Tutor/Assessors
January	Feedback to Tutor/Assessors	IQA
January	Feedback actions	Tutor/Assessors
January	Full submission of requested units	Tutor/Assessors
February	Learner interviews	IQA
February	Feedback and actions	IQA, Tutor/Assessors
April	Final submission	Tutor/Assessors
April	Final IQA of assessment decisions	IQA
May	Submission for EQA	IQA

## 5 Records

All records should be retained for three years and be made available to the IQA, EQA, Awarding Organisation upon request. Records should include:

- learner details
- Tutor, Assessor, IQA details
- Programme of Study accreditation details (titles, numbers, units)
- assessment documentation
- sample records
- standardisation records
- meeting minutes
- feedback records
- induction and training records
- EQA communication (including required actions)
- Programme of Study outcomes

One learner sample, per unit, per Programme of Study will be retained for the life of delivery within the centre.

## 6 Complaints and Appeals

In the first instance, a complaint or appeal should be discussed with the Tutor/Assessor concerned. Should no agreement or positive progression transpire, a complaint or appeal an assessment decision should be submitted, in writing, to the Centre Quality Manager. At this time a complainant shall expect:

### (a) Complaints

- A written response within ten working days
- The complaint to be handled confidentially and sensitively

### (b) Appeals

- A written response within five working days
- The appeal to be handled confidentially, sensitively and as an immediate priority
- Written notification of the formal outcome and any intended actions within thirty days
- A delegate who's appeal has not been upheld may request a review board, who are not employed by L2G or LEC Ltd (e.g. an Awarding Organisation's EQA), to review the conduct of the appeal. The decision of the review board shall be final
- Appeal documents shall be held for six months

**This IQA process will be next reviewed in July 2016 in order to maintain quality and validity of centre processes. This review will be documented and available for scrutiny on request.**

Policy last reviewed: August 2015, B Coombe