

Internal Quality Assurance Policy

Policy creator: Tracey Costello

Policy reviewed: 24/10/2024

Centre Name	Cambian Wing College
Centre Number	55108
Date procedure first created	30/09/2021
Current procedure reviewed by	Magdalena Lawrence
Current procedure approved by	Cassandra Pollitt
Date of next review	30/11/2025

Key staff involved in the policy

Role	Name
Exams Officer	Tracey Costello
Senior Leader(s)	Magdalena Lawrence
Head of Centre	Cassandra Pollitt
Other staff (if applicable)	Not Applicable

1. Introduction

Cambian Wing College (the College) is required to have in place an Internal Quality Assurance Policy that enables us to provide a robust internal quality assurance (IQA) system which ensure that all of our delivery and assessments meet the assessment standards set by the awarding bodies that we work with at Cambian Wing College.

2. Purpose

The purpose of this policy is to maintain the consistency and accuracy of assessments and ensure that our practices, resources, processes and procedures meet the requirements of whatever qualifications we deliver. IQA is carried out on an ongoing basis.

This policy allows us to:

- Meet and exceed requirements placed upon us by the awarding bodies;
- Ensure fair and valid decisions are reached for all of our learners;
- Provide a continuous check on the consistency and quality of the delivery of courses;
- Support tutors who are delivering courses by giving them ongoing constructive feedback helping to enhance delivery and ensure standardisation throughout the course delivery;
- Support tutors by giving them ongoing constructive feedback to help ensure standardisation across assessment decisions;
- Maintain accurate records and a clear audit trail; and
- Maintain external belief in the quality and integrity in the courses that we deliver.

3. Scope of the Policy

This policy applies to all staff and other individuals and to forms of activity that impact on the delivery and assessment of qualifications delivered by Cambian Wing College. This system is implemented in line with systems of verification as laid down by the awarding bodies that we work with.

The individuals falling within the scope of this policy include all staff employed by the College on a full time, part time or casual basis.

4. Principles

Key concepts and principles of internal quality assurance of assessment include:-

- ensuring quality standards throughout the learner journey
- ensuring accuracy and consistency of assessment decisions made by tutors
- identifying issues and trends that develop
- supporting and developing tutors and tutors
- ensuring accountability for assessment decisions and quality standards, awarding body procedures and policies are maintained
- ensuring achievement made by learners and judged by tutors is recognised and meets the grading criteria
- ensuring the correct and appropriate assessment strategies are used by tutors
- ensuring confidence of the learner and provider are maintained at all times
- ensuring sampling both interim and summative is occurring

Internal quality assurance principles include; ensuring standardisation activities take place, assessment decisions embrace inclusion, equality is promoted with learners and the diversity of learners is valued by all staff. It ensures that fairness is apparent in all assessment decisions and that there are auditable records to show this.

Other principles include maintaining health and safety practices, such as risk assessments. Also ensuring all staff have access to training and CPD, that tutors and staff members are motivated and that clear communication between takes place regularly.

5. Responsibilities

The Head of Centre has ultimate responsibility for the Internal Quality Assurance and with the assistance of the Lead Internal Verifier is responsible for ensuring that:

- The quality requirements of the awarding bodies are met in the delivery and assessment of qualifications;
- IQA policies and procedures are sufficient, regularly reviewed and known, understood and implemented by all;
- All employees involved in the processes of delivery of services are appropriately trained and qualified through provision of rigorous recruitment processes, induction training and continual development.
- All employees involved in IQA processes are appropriately trained and qualified through provision of rigorous recruitment processes, induction training and continual development.

Tutors are responsible for ensuring that learners are aware of:

- That learners are inducted into their chosen programme in a way that meets their needs;
- The different types of evidence that they can collect to prove competence of knowledge and working practices;
- Their responsibilities in the collection, authentication, and presentation of evidence; and
- The learners are fully supported throughout the term of their qualification. This should include:
 - Assessing the persons learning style and discussing their preferred ways of learning
 - Effective evidence gathering, assessment and attainment.
 - Agreeing and recording assessment plans for each learner.
 - Completing regular reviews with the learner to review progress and agree new targets.
 - Providing the person with prompt, accurate, formative, and summative feedback.
 - Demonstration of anti-discriminatory practice and equal opportunities
 - Maintenance of confidentiality and compliance with the Data Protection Act.

They observe learners' performance through formative and summative assessment, through the development of a learner portfolio and/or conducting other forms of assessment in accordance with the qualification and unit standards and requirements of the awarding body. Such as:

- ensuring validity, authenticity, currency, and sufficiency of evidence
- maintaining appropriate, accurate and verifiable records
- confirming that learners have demonstrated competence/knowledge and have completed the required documentation.

As required, they make themselves available and organise for their allocated learners (and their portfolios) to be available to:

- The Lead Internal Verifier
- Quality Nominee
- External Quality Assurers

The Lead Internal Verifier and the Quality Nominee are responsible for ensuring that they lead, advise, and support the tutors/trainers allocated to them through:

- Ensuring adherence to the principles of assessment and guidance provided by the centre.

- Provision of guidance on the interpretation and application of assessment criteria correctly and consistently applied.
- Observation and supply of formative feedback on working practices.
- Sampling of assessment activities such as assessment decisions, formative feedback supplied, completion of portfolio documents etc.
- Ensuring tutors have opportunities for updating and developing their vocational and professional competence.
- Undertaking an active role in raising issues of good practice in assessment
- Ensuring that equal opportunities and anti-discriminatory practices are upheld in the assessment process.

The Lead Internal Verifier and the Quality Nominee are responsible for ensuring portfolios of evidence are valid, authentic, current, and sufficient by:

- Ensuring that all tutors have work from their learners' portfolios sampled and that all component of a qualification are sampled.
- Supporting, countersigning, and dating assessments and quality assuring judgements by tutors.
- Ensuring that all Learners' achievement records and Centre documentation are completed in accordance with requirements.

6. IQA Procedure

Sampling of learner work

Cambian Wing College will undertake sampling of assessment judgements in line with the requirements of individuals awarding bodies and each qualification delivered. Sampling will be taken across all tutors, all types of evidence and all learners including plans, reviews and records in addition to learner evidence. Frequency of assessment will be decided by the Lead Internal Verifier, and will be determined following consideration of the experience and competence of the tutor and in line with the requirements of the awarding body. As a minimum, at least one piece of evidence from each component of the qualification will be sampled and both formative and summative assessment should take place.

For each piece of sampled evidence, the IQA must:

- Complete and sign the relevant IQA paperwork (blank copies attached)
- Give the tutor written formative feedback
- Produce an action plan (if appropriate)
- If actions are required, re-sample the evidence to ensure actions are completed within the agreed timescale

Completed IQA paperwork will be stored by the IQA electronically. The Lead Internal Verifier must sign and date all paperwork audited.

IQA must be carried out continuously throughout the year and appropriate periods of time for the IQA to take place will be determined between the Lead Internal Verifier and the tutors. IQA must take place prior to assessment decisions being finalized and notified to students and certification requested from the awarding bodies.

Observations

All tutors will have at least one observation per year by the Lead Internal Verifier/Quality Nominee. IQA observation should include:

- Sight of planning documentation
- Agreement of objectives for the observation
- Learner performance
- Embedding of functional skills
- Safeguarding and Equality & Diversity
- Questioning/Assessment/Training
- Formative Feedback
- Recap of learning achieved
- Interview with learners
- Agreement of next steps
- Completion of observation documentation

The observation paperwork will be completed and stored electronically. Feedback should be provided from an IQA observation as soon as practicable following the observation. The Observation record should be signed and dated by the Lead Internal Verifier/Quality Nominee.

7. Disagreement of IQA Findings

Every tutor has the right to challenge an IQA decision made on their assessment decisions/the learners portfolio. The tutor should indicate their disagreement to the Lead Internal Verifier as soon as practicable following the sampling taking place and within 5 days at the latest. Where there is a challenge made the tutor and IQA must in the first instance meet and discuss the challenge informally, if agreement can then be made, this should be indicated on the IQA form and then no further action is required.

If an agreement cannot be reached, then this goes to:

7.1 Stage One Appeal

The Lead Internal Verifier will allocate the investigation of the challenge to the Quality Nominee. They will discuss the IQA report with the tutor and Lead Internal Verifier and will review the IQA evidence/document themselves. They will inform the Lead Internal Verifier and the Tutor of the results of their investigation. That decision can be appealed by either party and will then go to:

7.2 Stage 2 Appeal

The Head of Centre will listen to all parties, review the evidence, and will rule on the evidence. The Head of Centres decision is final.

8. Standardisation & Development


Cambian Wing College will hold at least 1 standardisation meetings per year with each tutor. Tutor development & standardisations will be recorded in the meetings minutes and all employees must update their CPD with details of development. All employees are encouraged to continually develop their skills and knowledge in their assessment sectors and in teaching and training techniques.

9. Policy Implementation

This policy must be applied to every qualification with work that is internally assessed, and which contributes to the final assessment outcome of a learner. Tutors, Tutors, the Lead Internal Verifier and Quality Nominee will be given sufficient time, resources and authority to perform their roles and responsibilities effectively.

This Policy has been approved by the Cambian Wing College:


Head of College

Signed:  Name: Cassandra Pollitt Date: 01/11/2024

Head of Education

Signed:  Name: Magdalena Lawrence Date: 01/11/2024

Examinations Officer

Signed:  Name: Tracey Costello Date: 01/11/2024

Please note that a signed copy of this agreement is available from the Examinations Officer.