Internal Quality Assurance Policy

1ˢᵗ June 2021 to June 2022

Internal Quality Assurance Policy

Role of Internal Quality Assurer

There are three aspects of the Internal Quality Assurer role:

1. **IQA of Assessment Decisions and Methods**

   Which consists of:

   - *sampling assessments*
   - *monitoring assessment practice*
   - *standardising assessment judgements*

2. **Developing and supporting Assessors**

3. **Managing the quality of accreditation delivery**

1. IQA of Assessment Decisions and Methods

Sampling Assessments

This consists of mainly 4 types of IQA activity

1. **Formative IQA** – At the beginning of the process and checks initial assessment, registration, induction and formation of a portfolio.
2. **Interim IQA** – Anywhere in a learner's journey, usually after formative but before sign off by the assessor.
3. **Summative IQA** – Happens after the assessor and learner have signed the declaration of competence. Summative IQA is normal in OSAT programmes and short courses, but should be backed up by all other methods of IQA for academic year long programmes.
4. **Observation** – Accompanying the assessor as the assessor operates in assessment.

Constructive Feedback to assessors is provided confidentially as soon as the IQA occurs.

* Email is used as a more efficient way of providing feedback to tutors prior to the start of their next course as tutors work in many venues.

Formative Sampling

Used at the start of the process to check:

- Registration
- Initial Assessment
- Induction
- Portfolio set up

Interim Sampling:

The IQA will:

- review assignments/portfolios to ensure that learners have the opportunity to meet all the assessment criteria
- review the assessment planning
- for academic year learners, review some learner work before decisions have been made on any unit
- review the feedback given to learners by Assessors
- review portfolios
- identify any training needs of Assessors
- Identify good practice.

Summative Sampling:

Involves reviewing the quality of the assessment decision by evaluating **how** the Assessor has reached that decision.
The IQA must be able to follow an audit trail which clearly demonstrates that the Assessor has checked that the evidence presented meets the "rules of evidence".
Evidence must have been confirmed by the Assessor as:

- ✓ valid – relevant to the standards for which competence is claimed

- ✓ authentic – work was produced by the learner

- ✓ reliable – accurately reflects the level of performance which has been consistently demonstrated by the learner

- ✓ current – sufficiently recent to be confident the same level of skill / understanding / knowledge exists at the time of the claim

- ✓ sufficient – meets in full **all** the required assessment criteria

IQA must not make assumptions about any aspect of the "rules of evidence".   Interviewing the learners by the IQA and checking the authenticity of witness testimonies gathered by the Assessor should be expected.

Sampling Strategy

The sample includes all **assessment sites / locations, all learner cohorts, learner types, all assessors** and **all units** being delivered through CWLC.

The full range of **assessment methods** used for any one unit must be sampled.

IQA will sample the assessment decisions of all **tutor/assessors** and additional support to inexperienced tutor/assessors.

The IQA will also take into account the relative assessment workload of individual Assessors and sample proportionately.

The sampling strategy will take into account the following:

> The size of sample needed to ensure reliability.

> The various assessment methods used.

> The number, experience, workload and location of assessors

> The range of assessment sites.

> The learner cohorts (different start dates).

> Unit levels and credit values and context.

> New or revised units.

> All units – and particularly any problematic units.

> Reasonable adjustments

> Issues arising from previous verification

Monitoring Assessment

CWLC have a quality monitoring system in place to observe Assessors to monitor their Assessing each academic year in line with CWLC policies. Tutors/Assessors will have at least one class visit or direct observation on an annual basis. This will be based on a calculation of risk. Any quality issues arising from these visits are discussed with the Tutor/Assessor and systems put in place to make improvements.

Standardising Assessment Judgements

The IQA will conduct standardisation events involving all Assessors in the team. Notes of standardisation meetings, documenting the methodology and outcomes of the process, will be placed in the CWLC IQA file for a period not less than three years.

Information, Advice & Guidance (IAG)

Within many of CWLC's policies lies a thread of Information, Advice & Guidance. At CWLC we believe that IAG is a vital part of the learner's journey. IAG is fundamental to a learner's progress as they strive to achieve their particular qualification or course completion.

It is abundantly relevant to this policy, promoting effective delivery of NVQs and Training programmes within the assessment process is a complex issue and our staff require training and development in order to provide an enjoyable learner's journey. Quality delivery is something that is demanded within all the Construction NVQs and CWLC products, is taken seriously by all conscientious Awarding Organisations. Therefore, CWLC IQA and Managerial staff provide training, in the form of IAG throughout the assessment and learning programmes.

Developing and Supporting Assessors and IQAs

CWLC hold standardisation meetings for tutor/assessors at least six times per year, to look at standardisation of portfolios and discuss good practice in assessment. All Tutors/Assessors offering accreditation through CWLC are expected to attend these meetings.

The IQA will ensure that all the Assessors have copies of CWLC recording documentation, are up to date with any changes in policy, are aware of the IQA process and understand their role in it. The IQA will also provide assistance and advice to tutor/assessors on an individual basis and further support regarding candidates with special assessment needs.

Tutor/assessors are also sent information regarding accreditation and other training events which may support their work and be of interest to them.

Managing the Quality of Delivery

The IQA provides a quality assurance role within the organisation by ensuring that assessment and IQA documents are completed correctly, according to the procedures. All learner assessment records, records of IQA activity (including records of meetings) and records of certificates claimed are retained for three years and are available to the regulatory authorities upon request. Records of Learners and qualifications achieved are kept on data base for 7 years, this is to protect learners and CWLC from litigation events.

The IQA provides a link between the team of Assessors, the External Verifier, and the Awarding body.

Signature:	
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