

CWLC

Internal Quality Assurance Policy

1st January 2019 to December 2019

Introduction

CWLC Ltd consists of the following companies.

- *Bona Fide Site Services Ltd (Trading as CWLC)*
- *Yeti Partnerships Ltd (Trading as CWLC)*

The company is a private Training Provider who deliver a range of apprenticeships, nationally accredited qualifications and a selection of short accredited courses. The company are committed to providing a curriculum to develop a learner's skills, increase their knowledge and in return become a great asset to an organisation.

The company is committed to being an Equal Opportunities Employer and Provider of Training in accordance with the Equality Act 2010 – *'legally protects people from discrimination in the workplace and in wider society. It replaces previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in certain situations.*

Internal Quality Assurance Policy

Role of Internal Quality Assurer

There are three aspects of the Internal Quality Assurer role:

1. IQA Assessment

Which consists of:

1a sampling assessments

1b monitoring assessment practice

1c standardising assessment judgements

2. Developing and supporting Assessors

3. Managing the quality of accreditation delivery

4. Facilitating External Verification with awarding bodies

1. IQA Assessment

1a. Sampling Assessments

At the beginning of a course the tutor/assessor registers the learners with awarding body through CWLC administration. Following the registration of learners at the beginning of a course, the IQA arranges a mid-way visit to the course with the tutor/assessor. The mid-way visit consists of introducing the learners to the IQA process and sampling assessments which will include reviewing the quality of Assessors' judgements at the interim stage. At the end of the course tutor/assessors will assess the work and submit portfolios for IQA within two weeks of the course ending. Following assessment sampling written feedback will be given to the tutor/assessor through the Internal Verifier's report and email* within two weeks of portfolios being submitted by the tutor.

* In some circumstances 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.

Interim Sampling:

The IQA will:

- review assignments/portfolios to ensure that learners do have the opportunity to meet all the assessment criteria
- review the assessment schedule
- review some candidate work before decisions have been made on any unit
- review the feedback given to candidates by Assessors
- review portfolios
- review the effectiveness of assessment planning
- 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 – produced by the candidate or witness
- ✓ reliable – accurately reflects the level of performance which has been consistently demonstrated by the candidate
- ✓ 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 requirements of the standards

IQA must not make assumptions about any aspect of the “rules of evidence”. Recording of questioning of the candidate by the Assessor and checking the authenticity of witness testimonies by the Assessor should be expected.

Sampling Strategy

The sample includes all **assessment sites / locations, all candidate cohorts** 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 size of the sample will always be a minimum of 20%.

The various assessment methods used

The number, experience, workload and location of assessors

The range of assessment sites

The candidate cohorts (different start dates)

Unit levels and credit values

New or revised units

All units – and particularly any problematic units

Reasonable adjustments

Issues arising from previous verification

1b. 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 have either a class visit or a direct observation on an annual basis. Any quality issues arising from these visits are discussed with the Tutor/Assessor and systems put in place to make improvements. Where a Tutor/Assessor is offering accreditation on through their course, where possible, observation and class visits are combined with IV visits.

1c. Standardising Assessment Judgements

The IQA will conduct a standardisation review 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 each academic year.

2. Developing and Supporting Assessors

CWLC hold standardisation meetings for tutor/assessor six 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.

3. 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 candidate 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.

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

Signature:	<i>A Keating</i>
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Position in Company:	Centre Manager (Lead IQA)
Date:	1 st January 2019 (updated)
Due for Review:	31 st December 2019