



Internal Quality Assurance Handbook of IQA Strategy Policies & Procedures Guidelines

To ensure standardised practice of Internal Quality Assurance.

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Roles and Responsibilities

The Assessor's roles and responsibilities

Assessors will:

- Judge learner's evidence against national standards.
- Agree valid and sufficient evidence for the standard with other assessor(s) and the IQA(s)
- Communicate with other assessors and the IQA(s) in order to monitor and maintain quality
- Ensure the learner is fully briefed on the assessment process in induction.
- Maintain such standards and records of achievement and assessment as required by the awarding body
- Maintain tracking and achievements using the appropriate tracking systems
- Provide internal and external QA(s) and SV(s) with any information they may require.
- Make a judgement as to whether all performance criteria have been met
- Check that the evidence is the learner's own work using questioning and other methods
- Attend standardisation meetings
- Satisfy themselves that their judgements are fair and reliable
- Provide the learner with prompt, clear and constructive feedback and guidance
- Respond to IQA decisions and feedback promptly
- To ensure continuous professional development is maintained
- To understand the procedure for passing records to the next stage of the recording and certification process

The IQA roles and responsibility:

Internal Quality Assurers will:

- Develop and support assessors
- Provide advice and support to assessors, including appropriate updating.
- Monitor assessment methods used by each assessor to identify training needs
- Provide advice and guidance on assessment and learner appeals.
- Work with assessors to ensure the quality and consistency of assessment design and unit coverage through standardisation meetings.
- Complete assessor induction for all new assessors
- Identify occupational or professional development needs with the assessor (CPD).
- Managing assessment arrangements
- Disperse up-to-date information and ensure all assessors are supplied with the relevant documentation.
- Prepare a list of assessors with sample signatures so that assessments can be checked and verified (if required) in line with awarding body requirements.
- To ensure that the national standards of assessment are achieved by all assessors.
- Maintain up-to-date records of the verification process and ensure the confidentiality and security of information.
- Meet any EQA's and standards verifiers' SV requests for documentation.
- Implement and review an action plan developed from evaluation of the EQA's and Standards Verifiers SV reports.
- To identify problems or areas where assessors require advice.
- Ensure countersigning arrangements for trainee assessors and internal verifiers IQA's are adhered to.
- Verify assessment practice
- IQA's must sample learner's assessments to ensure consistent assessment to national standards throughout the learner's programme.

The IQA must determine the sampling strategy to meet awarding body requirements. The sampling strategy must take the following into account:

- Size of samples
- Assessment method
- Assessors numbers
- Learner numbers
- New or revised awards
- Problem units

Every assessor and every unit/element should be covered by the sample. Where an awarding body's regulations require it, all assessment methods should also be covered. Assessors must be provided with written feedback on sampling. Action points should be agreed if any inconsistency in assessment practice is found.

Monitor assessment practice via learner interview, assessor observation and assessment decision. Normally this should be, for experienced assessors, the decisions they have made on one or two learners. For a novice assessor, more decisions should be considered.

Observe both novice and experienced assessors using the observation checklist. Provide prompt, accurate and constructive feedback to assessors and work with the lead IQA about any issues arising. The IQA should aim to monitor all assessors depending on the size and level of activity.

- Participate in the appeals process; liaise with learners, staff and others involved.
- Work with the EQA and standards verifiers SV as required.
- Organise regular standardisation meetings of the programme.
- Organise appropriate standardisation activities based on the award guidelines.
- Produce a sampling strategy within awarding body guidelines
- Ensure learner progress is tracked and monitored within award guidelines
- Standardising assessment judgement

IQA must ensure that assessors standardise meetings regularly as a minimum requirement.

The standardisation meetings will look at a specific element or units of the scheme to identify the evidence produced by the learners and examine the assessment methods used. This will:

- Determine the types and amounts of evidence you expect learners to produce.
- Determine the best methods to use when assessing the standards.
- Ensure that all assessors use the same assessment across all learning.

The Lead IQA role and responsibilities

The Lead IQA will:

- Provide support for the planning of verification.
- Ensure that the appeals procedure is being operated correctly.
- Ensure that any awarding bodies' recommendations, which aim to improve the quality and standardisation of assessment, are auctioned.
- Communicate with EQA and standards verifiers, as required, dealing with any actions required as indicated on reports.
- Ensure that standardised documents are used.
- Monitoring that action required has been put in place following EQA /SV's visit.
- Ensure assessors apply relevant Health & Safety and other relevant Safeguarding and Equality & Diversity procedures.
- Hold appropriate training for assessors and IQA, s.
- Identify training needs of assessors and IQA, s.

Learner Advice and Guidance

Holt Green Training quality assurance systems will ensure that all learners have access to the advice and guidance they need on an ongoing basis and that this information is correctly communicated. All learners' will receive a comprehensive induction to the award that they will be undertaking and be given written information which will include the following:

- Learner Handbook
- Equality and Diversity
- Appeals Procedure
- Learner Agreement
- Health and Safety
- Safeguarding

While on program, Learners will receive regular progress reviews by their assessor. These will take place every 6-10 weeks subject to stakeholder, contractual and assessment audit requirements, with the planned and actual dates being recorded in the ILP.

However, the funding provider can set the timeline of the reviews.

New Staff:

New assessors and IQA's that are appointed by Holt Green will be done so, in accordance with the company and awarding body criteria. This includes; receipt of a full CV and CPD, showing occupational competence in required industry sector(s), and confirmed by relevant certificates and proof of qualification. These will then be submitted to the awarding body and

relevant exam boards as required and once approval has been granted, the new assessor will be registered for their assessor or verification awards. Until awarding body approval has been received, the new assessor will not be permitted to assess learners. (without a qualified counter signatory present). All new assessors will be asked to complete a six-month probation period, during this time they will be mentored by an experienced assessor and have regular assessment observations. This will ensure that high standards and good assessment practice is developed from the start.

The designated people in the following order will interview potential new staff:

- **First Interview**
Managing Director
Lead IQA
- **Second Interview**
Managing Director
HR Manager
Lead IQA

CVs and certificates for each successful applicant should be sent to the Managing Director for registration and recording in the centre file. Copies of all registrations should be sent to the Lead IQA.

Once approved, all new staff (assessors and IQA's) will go through an induction process and will be subject to the conduct of a risk grading assessment that will inform the IQA sample plan and on-going development plan, (see performance management below.)

All staff will undergo an initial induction to the company where the applicable processes, procedures and documents to be used will be discussed. The assessor will be given an assessment induction manual and an IQA will explain the awards to be assessed, and familiarise the new assessor with the relevant portfolio and all necessary training resources.

All new assessors will be subject to a six-month probation period, whilst being mentored by an experienced assessor and will undergo regular assessment observations, as set down in the assessor risk grading document.

Unqualified Assessors:

All unqualified assessors will be expected to work towards their assessor qualification and they will be given a workplace mentor to support them throughout this period. This qualified mentor will also act as a countersignature for their completed portfolios until their assessor qualification has been achieved.

Current unqualified Assessors and their mentors/countersignatures are shown below:

Assessor	Countersignature

Performance Management

Assessor Monitoring

The frequency of monitoring visits and portfolio sampling will be dependent on the risk rating outlined by the IQA. Factors considered in this risk banding are previous assessing experience, previous IQA actions, attendance at standardisation, understanding of assessment process and qualifications relevant to sector.

All new assessors will be rated as grade 4 high risks by default although a risk assessment should still be conducted to identify experience and training needs in relation to the occupational area in which they are assessing.

Any new assessor will be subject to 100% IQA sampling of the portfolios submitted and will then be subject to the following rational based on on-going reviews of their risk rating. (See the assessor risk grading / rating document).

Contacting the learner

All learners will be contacted within seven working days of the assessor receiving their allocation, all contact details will be recorded on the contact log, if at any time the assessor feels they are finding it hard to contact their learner they must inform their IQA and the programme manager at the earliest opportunity, making available their contact log.

Submission of Portfolios

All assessors should submit a completed portfolio with a hand over form, and all relevant documentation, as soon as possible after the last visit to the learner. The internal verifier IQA should sample these at the earliest opportunity, and send the IQA report to the assessor and the Managing Director.

Internal Quality Assurors

All IQA centre files will be subject to auditing by the Lead QA. All documents and reports should be up to date, (See Guidelines for the use of IQA Documents.)

Assessor Observation procedure:

The Lead IQA for each program as identified in the IQV Strategy will be responsible for monitoring assessments of Assessors. This is in addition to the sampling of portfolios. Each Assessor should be observed at least twice in a 12-month period. This frequency may be increased if performance issues are identified with a particular Assessor (see dealing with concern below, and the Assessor risk rating).

The IQA's will be responsible for planning the appropriate frequency of visits with the Assessor and will agree a date in advance for each monitoring visit. It is good practice to ensure the learner is advised and is comfortable with the IQA attending their visit in advance and that it is explained to them that the monitoring is of their Assessor and not of them, other than the normal assessments the assessor has planned to conduct. The IQA should plan to

ensure a variety of assessment methods can be monitored including observation, Professional discussion, oral questioning and any other methods relevant or appropriate at the time. The IQA should also be aware of safety, confidentiality, security and any additional organisational requirements that may be affected by their presence.

Newly qualified assessors are those identified as having limited experience may be identified by the IQA risk assessment as needing a greater degree of monitoring. The IQA will decide based on the risk grading, what the appropriate frequency is, taking into account the size of the assessor's caseload to appropriately manage risk. It is recommended however that such assessors be observed frequently during the trial six-month period. During a monitoring visit, the IQA will observe activities without interference while completing the assessor observation form.

The IQA will monitor:

Assessment Plans – The quality and accuracy of the assessment plans as well as assessor records, feedback and reports.

Interpersonal skills – The assessors' relationship with the learner and other staff employed by the client including the learner's manager.

Training needs – Any areas of training or development the assessor would benefit from. (all assessors will be expected to fill in a training needs analyse form during each assessor review.

Assessment challenges – Any problematic areas that could cause problems for other assessors. The assessor will then be given feedback and all results recorded, and if necessary, the assessor risk rating will be updated.

Learner Interviews

The OTL observations should be, if practical, followed up with a learner interview using the questions included on the assessor observation form in the learner interview section. It is important that this be done in the absence of the assessor so that the learner can be encouraged to provide open and honest feedback on their learning program to help ensure their learning needs are being met.

During the learner interview, the IQA should check that the learner:-

- Knows the award they are working towards and has a copy of the standards.
- Understands the assessment process
- Knows what progress they have made towards their achievement
- Is aware of their right to unit certification
- Understands their role in evidence generation, collection and cross-referencing
- Has confidence in their assessor
- Understands the appeals process
- Has no un-met learning needs
- Has been given information on ongoing training (IAG)

Evaluation

There should then be a private discussion with the assessor where feedback is given, which should be both positive and constructive, including praise. The IQA should keep a record of this and ensure that it forms a part of the assessor's individual development plan.

Dealing with Concern

Where an internal verifier identifies issues of concern, they should record actions as part of the assessor's individual development plan ensuring that a target date is agreed, ideally for review, no longer than one month. The IQA is then responsible for following this up by further observation on or near the time agreed. The assessor risk rating must be updated and closely followed at this stage.

If performance has then improved, the normal recording and feedback of assessor monitoring will be followed as above. If the area of concern continues, despite the opportunity to improve being given the IQA should then consider a further action plan, or by agreement with the contracts and compliance manager, invoking intervention or disciplinary procedures.

Storage of Portfolios

All completed folders successfully verified will be stored in a secure location at the head office. It will be the responsibility of the Managing Director and program lead to ensure that all completed portfolios are stored in this manner in preparation for the next EQA / SV visit, after that EQA /SV visit, it will then be the responsibility of the program lead to distribute those portfolios for return to the learner.

Standardisation:

The assessment team will, through planned standardisation meetings held by the lead IQA and the IQA'S for that program, identify any issues that may affect the quality of the assessment process. Standardisation meetings will be held monthly and the assessors will be provided with information, advice and guidance to ensure on-going development and compliance with the awarding body requirements. This will in turn contribute to the assessors CPD.

Each program lead IQA will produce a standardisation schedule and forward this to the lead IQA, any changes to the schedule will need to be communicated to the lead IQA.

Each program lead IQA will keep a schedule of attendance for standardisation meetings so that this can inform assessor risk assessments. The attendance schedule should also be sent to the Managing Director and lead IQA each month.

Internal Quality Assurance Sampling:

The IQA will verify a sufficient quantity of portfolios within a specific qualification. This will be determined by the sampling rationale, which is put in place and updated by the IQA, in line with awarding body regulations. The risk rating of each assessor will also be considered in the IQA process. All portfolios will be internally verified within 7 days of submission.

The IQA will record the details of each Interim and summative report and forward the reports to the lead IQA and the contracts and compliance manager.

The centre must hold quality assurance records for three years, which includes records of internal verification activity.

Sampling Rationale

The sampling rationale, closely follows the guidelines, set down by the awarding body, and is shown in the table below. However the sampling rationale can be determined by the QA of the funding provider (if deemed necessary)

Grade	Assessor Observations	Review period	Sampling	
			Interim	Summative
1	2 per year	6 months	25% of portfolios	25% units from 100% of portfolios across range
2	3 per year	4 months	25% of portfolios	50% units from 100% of portfolios across range
3	12 per year	1 months	100% of portfolios	75% of units from 100% of portfolios
4	3 Months weekly	1 month	100% of portfolios	All unit from 100% of portfolios

Guidelines for the use of Internal Verification Documents

Below you will find a general overview of the forms for IQA processes. The reporting schedule indicates the regularity with which these documents should be submitted to the lead IQA at the company. The lead IQA may also ask for this documentation at any time so program lead IQAs should ensure all records are kept up to date in their centre file on an on-going basis.

Sample Plan and Monitor Spread sheet

This has several functions. The first is to demonstrate effective sample planning but then also to monitor and record the sampling of portfolios to demonstrate that the plan is implemented. In addition to this, there is a separate sheet to record and plan reviews of assessor risk ratings and a separate sheet to record and monitor the observation of assessors (IQA observation plan). The details of this sampling activity will then be entered on a central database for reporting purposes.

Reporting schedule: Monthly

IQA Feedback Form

This is for the IQA's to record sampling activity and the feedback given to an assessor for a particular portfolio. This document should be fully completed and updated in light of any actions taken by the assessor. Each report should be given an individual code or the use of the learner name and if required DOB to allow for easy auditing. It is important to record the date of sampling.



Reporting Schedule: Monthly (with sample plan and monitor spread sheet).

Risk Assessment and Grading Documents

The IQA will use these reports to record and review the level of risk given to the Assessor and record the results in the Assessor risk grading document in line with the centres quality assurance. Review dates should match that on the risk rating and grading document.

Reporting Schedule: When completed in line with the risk rating review planner

Standardisation Attendance

This should be completed after each meeting so that the regularity of attendance for each Assessor can be monitored and action taken if required. This will also inform Assessor risk ratings.

Reporting Schedule: after each meeting in line with the Standardisation Schedule

Standardisation Schedule

To be completed annually

Reporting schedule: Annually or upon any change

Standardisation Minutes

To be completed after each meeting. It should be noted though that the heading could be changed depending on the needs of each program.

Reporting Schedule: After each meeting in line with the standardisation schedule

Assessor Observation form

To record feedback from observations of Assessors and learner interviews.

Reporting schedule: As completed and in line with IQA Observation plan

Assessment Appeal record

To be used by the Lead IQA in the event of any appeal. An additional copy should be filed in the learner's portfolio.

Reporting schedule: As completed

Other documents

All copies of EQA/ SV reports and visit planners, as well as being held in each programs centre file should also be sent to the Lead IQA.

Reporting schedule: As received

Assessor Induction Checklist

To be completed at each induction along with any other quoted documents and held in the centre file. Copies of assessor registration documents including CV's, CPD's and certificates should be copied to the lead IQA.

Reporting schedule: as completed upon the start of any new Assessor

Guidelines covering the activity for dealing with a lost portfolio or learners work

Accountability

- It is the responsibility of the lead IQA to ensure that programme areas comply with the procedure outlined.
- It is the responsibility of the lead IQA to implement the guidelines within the procedure and liaise with awarding bodies
- It is the responsibility of members of the programme team to report all instances of lost portfolios to the lead IQA.
- It is the responsibility of the programme area to ensure that the tracking of the portfolios and correct storage is in line with the code of practice

Learner Input

Where a Learner has lost a portfolio in their possession they must report the loss to their assessor as a matter of urgency

Process

Learners must be advised at induction that they should not include original certificates in portfolios of evidence. Learners should be advised to have copied documents signed by the Assessor or by their employer, certifying the document as authentic.

At induction learners must be advised to ensure assessed evidence is safe and secure whilst in possession of the learner

Holt Green will ensure safe and secure facilities for the storage of learners' evidence. All evidence on premises must be kept in these facilities unless it is in the process of being assessed.

The Managing Director must inform the awarding body within the awarding body regulations in writing within 10 working days of the reporting of a missing portfolio.

Use of evidence lost whilst a learner is responsible for its keeping

If the lost evidence has not yet been used in the accreditation of a unit or units (or part of a unit) such evidence cannot be considered in assessment.

If the lost evidence has already been used in the assessment that evidence may be considered in assessment of any further unit or part of a unit, additional to those for which assessment has been already carried out.

In such circumstances, the Lead IQA must ascertain from the learner a description of the evidence and a synopsis of what it includes. This must be recorded and signed by the learner and Assessor with a declaration ("I declare that, to the best of my knowledge and belief, the facts and circumstances recorded in this statement are true and correct").

The circumstances must then be reported to the internal verifier who must satisfy him/herself that the facts are authentic and that, as far as is practicably possible, a valid and accurate assessment decision can be made. The statement must then be counter-signed by the internal verifier. The Assessor may then proceed to making an assessment decision as if the evidence were actually there.

If the lost evidence has already been used in the assessment of a unit(s) or part of a unit(s), is to continue to record as credited the unit(s) or parts of unit(s), for which the lost evidence has been used in assessment, providing:

The learner has notified the Assessor of the loss as soon as was reasonably practicable to do so.

The Assessor has ascertained from the learner all facts regarding the loss of the evidence (when it was lost, the full circumstances of the loss, possibility of recovery of the lost evidence, witnesses who can testify to the loss, etc.) and is satisfied that the evidence has genuinely been lost.

The assessment records for the unit(s) or part of the unit(s) are available and are complete. Such records must contain a description of the evidence and must be signed by both the Assessor and the learner.

Where the Assessor is satisfied re these requirements and recommends that credit for the unit(s) or part unit(s) should stand, the recommendation must be agreed by the internal verifier who must then counter-sign the assessment records with a statement to the effect that the evidence has been lost.

Evidence lost whilst it is in the possession of a member of staff

If evidence is lost whilst in the possession of the company, the member of staff concerned must notify the lead IQA as a matter of urgency in writing and the learner must be informed in writing within 5 working days.

The lead IQA must make a full investigation of the circumstances of the loss and report this to the contracts and compliance manager who will be expected to take any necessary action to prevent a reoccurrence.

If the lost evidence has already been used in the assessment of a unit(s) or part of a unit(s) such evidence may be considered in assessment of any further unit or part of a unit, additional to those for which assessment has been already carried out. In such circumstances, the Assessor must ascertain from the learner a description of the evidence and a synopsis of what it includes. This must be recorded in writing and signed by the learner and the IQA with a declaration ("I declare that, to the best of my knowledge and belief, the facts and circumstances recorded in this statement are true and correct"). If the evidence lost has already been used to assess and credit any unit(s) or part unit(s), the unit(s) or part unit(s) will recommend the credit given to stand, providing the assessment records for the unit(s) or part of the unit(s) are available and are complete. Such records must contain a description of the evidence and must be signed by both the Assessor and the learner. The recommendation must be agreed by the internal verifier who should counter-sign the assessment records, with a statement to the effect that the evidence has been lost. The assessment records and all records regarding the lost evidence must remain on file for approval by the external verifier.

If a learner wishes to appeal regarding any aspect of the process applied after evidence has been lost, the normal company appeal processes must be put into operation.

Malpractice Guidance

Definition

'Malpractice' means non-compliance with the regulations pertaining to the assessment process (including the conduct of examinations), which may adversely affect the integrity of a qualification, its assessment and the validity of learner certificates. For the purposes of this document, the term 'malpractice' covers both maladministration and misconduct.

Examples of Malpractice

Influencing the assessment or certification process

Examples of this would include:

- Improper assistance to learners

- Inventing or changing marks for internally assessed work (coursework or portfolio evidence) where there is insufficient evidence of the learners' achievements to justify the marks given or assessment decisions made
- Fraudulent claims for certificates
- Inappropriate retention of certificates.

Failure to meet the requirements of the regulations for the conduct of Examinations

Examples of this would include:

- Breaches of security of examination papers
- Unauthorised changes to examination timetables
- Failure to issue learners with appropriate notices and warnings
- Non-adherence to the invigilation requirements by centre staff
- Failure to despatch scripts to examiners promptly and efficiently
- Amendment of examination materials without permission
- Failure to provide access arrangements in accordance with City & Guilds requirements.

Breach of examination or assessment rules and Regulations

Examples of this would include:

- Plagiarism of any nature
- Collusion with others
- copying (including the use of ICT to aid copying)
- Deliberate destruction of another's work
- False declaration of authenticity in relation to the contents of a portfolio or coursework
- Impersonation.

Inappropriate conduct during an examination

Examples of this would include:

- Introduction of unauthorised material into the examination room
- Mobile phone in the examination room
- Disruptive or offensive behaviour

- passing information to other learners
- Failure to abide by the instructions of an invigilator.

What to do with suspected malpractice incidents

The Centre Lead IQA should be informed at the earliest opportunity who will then conduct an investigation to discover whether malpractice has actually occurred. This may involve, but not limited to, the review of documentation of the interviewing of learners and centre staff.

Where actual Malpractice is identified, the Managing Director must inform the Awarding Body at the earliest opportunity who may then conduct their own investigation. It is the policy of Holt Green to co-operate fully in any such procedure.

With regard to malpractice in examinations, the following should be noted.

- The invigilator/centre co-ordinator is empowered to expel learners from the examination room when their continuing presence would hinder other learners.
- If any of the rules of examination conduct are broken by a learner, invigilator or other person required for the conduct of the examination, the examination may be declared void.

Again, in such incidents the awarding body should be notified.

Investigating and reporting malpractice

The malpractice report for the appropriate awarding body should be used in all cases where actual malpractice is found, this should be forwarded with appropriate evidence to the Awarding Body.

Assessor Risk Assessments and Development

Assessor Assessment Criteria

Accredited Assessor

- This refers to is the Assessor has achieved D32/D33, A1 Assessor or TAQA qualification or if they are a trainee Assessor working towards their TAQA award

Attendance at Assessor's Meetings

- It is a QA requirement that all assessors attend assessor standardisation meetings. The awarding body monitors this as part of the twice-yearly centre visits in line with the awarding body code of practise. Attendance requirements are stipulated in the award Assessment strategy.

Assessor Activity

- To maintain competence and experience in assessment assessors are required to maintain Assessment activity and work with Learners on a regular basis. If they have not done so updating or re-training may be required

Award Verification

- This refers to the IQA of a Learners award whom the assessor has supported and made assessment decisions against. Learners are given specific time scales in which to complete awards as stipulated in the company learner support strategy. Assessors have a responsibility to support learners to work within those time scales and inform the centre staff of any delays in completion.

Understanding of Assessment process

- This criterion is based on the evidence the IQA see within the assessment practices of the assessors, evidence will come from the sampling and IQA of the portfolios whom the Assessor has assessed/is assessing

Assessors will be graded on the following scale: 1- 4

Risk Grades

Grade 1 Assessment practice excellent at all times

Continue as per Assessment and verification strategies and re-assess after 6 months

Grade 2 Assessment practice is generally satisfactory but occasional anomalies are found

Develop action plan to address issues, review as required, continue as per assessment and verification strategies and re-assess 3 months

Grade 3 Anomalies in assessment practice are often found

Develop action plan to address issues, review as required, continue as per assessment and verification strategies and re-assess 1 month

Grade 4 Assessor is new to the centre or undertaking Assessor training

A new or trainee assessor will automatically default to **Grade 4** these individual Assessors will be working on a learning, development and training plan. The lead IQA will re-view this plan and assessor progress and update if required, re-assess after 1 week. Assessors must not remain at this grading for more than 1 month.

Grade 4 Assessor is currently or is consistently displaying poor assessment practice or has become non- active

Emergency action plan and interventions must be put into place and implementation must take immediate effect. Regular review and re-assessment in 1 month assessors must not be at this grading for more than 3 months.

If poor assessment practice persists the managing director will implement disciplinary procedures

OR

Freelance assessors will be removed from centre lists and no more assessment activities will be undertaken.

Internal Quality Assurers Assessment Criteria

Accredited Verifier

- This refers to is the assessor has achieved D34 or V1 assessor or TAQA qualification or if they are a trainee verifier working towards their TAQA qualification (**Evidence Certificates**)
- Holds / contributes to regular assessor's meetings, It is an IQA requirement that all assessors attend assessor standardisation meetings. The awarding body monitors this as part of the twice-yearly centre visits in line with their own quality assurance strategies. Attendance requirements are stipulated in the IQA strategy. The IQA will ensure meetings are documented through the recording of an agenda and minutes (**Evidence recordings of meetings**)

Verification Activity

- To maintain competence and experience in verification, IQA's are required to maintain verification activity and support assessors on a regular basis. If they have not done so updating or re-training may be required. (**Evidence CPD and support activity records**)

Verification Records

- This refers to the verification of an assessors work. The internal verifier will keep records in line with the sampling rational within the centre folder for their occupational sector. This will then be subject to audit by the Lead IQA. (**Evidence IQA interim and summative reports**)

Understanding of Verification process

- This criterion is based on the evidence the Lead Internal Verifier will see within the Verification practices of the verifier. (**Evidence will come from the auditing of the centre file and observations of Assessor monitoring by the IQA.**)

Internal Verifiers will be graded on the following scale:

Risk Grades

Grade 1 Verification practice excellent at all times
Continue as per verification strategy and re-assess 12 months

Grade 2 Verification practice is generally satisfactory but occasional anomalies are found
Develop action plan to address issues, review as required, and continue as per IQA strategy and re-assess 3 months

Grade 3 Anomalies in IQA practice are often found



Develop action plan to address issues, review as required, continue as per IQA strategies and re-assess 1 month

Grade 4 Verifier is new to the centre, award, systems or IQA processes or in IQA training

New or trainee IQA's will by default be graded as **Grade 4** and be working on a Learning, training and development plan. The lead IQA will re-view the plan and progress, update if required. New and training IQA's will be re-assessed monthly.

IQA's must not be at this grading for more than 3 months

Grade 4 If an IQA is currently or is consistently displaying poor Verification practice, or has become non- active which may risk the integrity of assessment practices.

Emergency action plan and interventions must be put into place and implementation must take immediate effect. Regular review and re-assessment in 1 month IQA staff must not be at this grading for more than 3 months.

If poor assessment practice persists the contracts and compliance manager will implement disciplinary procedures

OR

Freelance IQA's will be removed from centre lists and no more verification activities will be undertaken.