

Quality Assurance in Assessment

Document Control

Document Title	Quality Assurance in Assessment
Policy Owners	Service Manager Quality Officer Skills Development Manager
Policy Date	20/08/2025
Review Date	20/08/2026 (Annually)

This document should be read in conjunction with other service policies and procedures including: the Assessment Process and Procedures, Access to Assessment and Tutor Handbook.

Learn Harrow is committed to ensuring that the same high standards are applied to all assessments and moderation activities. This document outlines the policy and procedures by which this will be achieved in relation to IQA (verification) activities.

What is Quality Assurance in Assessments ?

Internal Quality Assurance (IQA), sometimes referred to as Internal Verification, is the means by which the quality of the assessment process can be monitored and evaluated to ensure a consistent and high level standard, and involves support for assessors in terms of practice and development, the monitoring of assessment performance, gathering information on candidate/learner perceptions through interview, and preparing to meet external quality assurance (EQA, sometimes referred to as External Verification) requirements.

The role of the IQA involves the following:

- Implementation and evaluation of internal assessment and quality assurance systems
- Supporting assessors in their role
- Monitoring the quality of assessors' performance
- Meeting external quality assurance requirements including keeping records of monitoring activities and outcomes.

Co-Ordination of Internal Assurance

The IQA is responsible for ensuring that internal assurance is carried out effectively, and is the link between the assessors and the EQA. The IQA will take responsibility for the arrangements for EQA visits and will liaise with the team to ensure that all staff requested to attend a visit are prepared for it.

The IQA is responsible for ensuring that the action points on EQA reports are met and will liaise with Learn Harrow Curriculum Coordinators who will ensure that actions are reported to Skills Development Officer and Quality Improvement Officer.

The IQA will develop and prepare a sampling plan for internal assurance, which includes observation of assessment and portfolio sampling, and ensure that records are kept of all internal quality assurance activity

The IQA will work towards achieving 'Direct Claims Status' (DCS), by which the centre will be able to claim certificates based on the authorization of the IQA without having to hold an EQA (External Quality Assurance) visit.

The role of the IQA is therefore as follows:

Implementing and evaluating internal assessment and quality assurance systems

- Ensure that internal assurance is carried out according to internal procedures which meets the requirements of the awarding organisation
- Prepare a sampling plan for internal assurance, which includes observation of assessment and portfolio sampling, and covers both formative and summative assessment
- Ensure that the sample covers all units, all assessors and all candidates according to internal policy
- Ensure that records are kept of all internal assurance activity
- Monitor progress and contribute to improving the quality of assessment and assurance through the annual quality improvement plan for the programme.
- Ensure that equal opportunities and anti-discriminatory practices are upheld in the assessment process

Supporting assessors

- Ensure that all new assessors receive an appropriate induction
- Help assessors to interpret and apply the learning outcomes correctly and consistently
- Ensure that assessors have opportunities to update and develop their vocational and assessor competence
- Hold regular meetings with assessors and lead standardisation activities as required
- Be responsible for ensuring that all assessors are aware of QCF codes of practice, assessment strategies, national standards, awarding organisation guidance and

appeals procedures

Monitoring the quality of assessors' performance

- Ensure that all assessors meet occupational competence requirements and are either qualified or working towards the assessor award
- Ensure that all assessors are aware of and use agreed documentation and record decisions accurately and promptly, and store records securely
- Develop a sampling plan to cover an appropriate range of candidates, units and assessment types.
- Sample assessments both formatively and summatively.
- Observe assessment practice and sample assessment decisions and provide prompt and constructive feedback to assessors
- Interview learners/candidates regularly to ensure that they understand the requirements of their qualification
- Ensure that all learners/candidates are aware of the appeals procedure and have a copy for reference

Meeting external quality assurance requirements

- Prepare for external visits by ensuring that all requested information is prepared accurately and forwarded by the required date and that assessors, candidates and portfolios requested for the visit are available for the EQA
- Follow up external quality assurer action points by the agreed date.
- Ensure that professional updating is provided to the team following EQA visits and inspections and also revisions of standards.
- Oversee compliance requirements including counter-signing, registrations and certification claims
- Communicate effectively with the awarding organisation where necessary

Business Development Manager & Admin team

- Oversee the registration with awarding organisations of all candidates
- Oversee all certification claims by candidates
- Liaise with Centre's Curriculum and Quality leads to keep an IQA file
- Ensure that all candidates have sight of policies and procedures designed to support them, such as the Appeals Procedure and the Access to Fair Assessment procedure

Qualifications

The IQA should have the IQA award – ‘Conducting internal quality assurance of the assessment process’. This is a level 4 award which indicates the importance of the role.

Assessor Responsibilities towards IQA

Assessors also have a role in the quality assurance of QCF qualifications and must ensure that they liaise with the IQA to keep them up to date with learner progress and issues in order that the IQA is able to plan quality monitoring activities.

Assessor duties in terms of IQA include, but are not limited to

- Attending standardisation and team meetings regularly
- Taking part in standardisation activities regularly as above
- Working with the IQA to identify, update and keep a log of CPD (Continuing Professional Development) activities showing how occupational competence is maintained and updated
- To explain and agree assessments with the internal quality assurer
- To make portfolios available, and forward all records of assessment when requested

IQA Sampling Strategy

The IQA will ensure that a fair, consistent and transparent sampling strategy is employed. The number and range of samples is dependent on:

- The experience of the assessor
- The qualification being sampled
- The assessment methodology being sampled
- Group size

Assessor Competency and Sampling Rates.

The IQA will decide the risk banding for each assessor in line with the internal verification strategy (which may also vary according to any development needs).

- Assessments submitted by a trainee Assessor, a newly qualified Assessor up to six months or a qualified Assessor who is new to the organisation and in their first three months will be subject to 100% sampling
- Assessments submitted by a qualified Assessor of more than six months who has had at least one successfully completed learner in their area of their competency, or an assessor who qualified elsewhere with proven record of achievers in each area of their competency and who has been at Adult, Community & Family Learning for more than three months, will be subject to 50% sampling
- Assessments submitted by all other assessors (i.e. those who are fully qualified and experienced) will be subject to 33% sampling.

Significant changes to the RQF Standards that may affect competency or IQA recommendations may affect the levels prescribed above.

Sampling Methodology

- Portfolio: Close inspection that the standards have been claimed appropriately and full portfolio audit
- Audit: General sweep across the portfolio to ensure competency has been shown over time and all processes have been met
- Monitoring calls or visits to learners to confirm Learners' understanding of, and progress on, their qualification, the Appeals Procedure, Involvement in planning and feedback, Health and Safety, Equal opportunities, etc.

The IQA will carry out the first sampling session within six weeks of the assessor having being given their allocation of learners

The assessor is responsible for ensuring that the portfolio is ready before it is presented for verification. If a portfolio is not presented at the agreed date, the assessor must liaise with the IV in order to agree another date.

The IQA must update the sampling plan, and complete the IQA report for each of the candidates that have been verified. A copy of the IQA report will be passed to the respective assessor and copied for the IQA file.

The assessor will pass on decisions to the candidate as soon as this is possible as well as support with any additional evidence that may be required.