Internal Quality Assurance Policy and Procedure – Accredited provision

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Policy owner:	Head of Quality & Professional Development

Approval required

SLT Y/N	Y	SLT approved/review date	20.03.2024
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Changes made

Version	Author	Date	Section	Changes summary
1	Sharon Burke	18.04.2023	All	Full policy review

Assessment and Internal Quality Assurance Policy and Procedure

Introduction

This policy and the following procedures apply to all staff involved in the assessment, administration, management, quality assurance and standardisation of accredited qualifications delivered across Craven College. This policy applies to all academic and vocational provision, including Apprenticeship Standards and Frameworks. Please note: this policy does not apply to University Approved Higher Education courses (*see HE Learning, Teaching and Assessment Policy*).

Internal Quality Assurance of assessment must be identified in the planning of the programme.

- Purpose
- Scope
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- Implementation
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1. Purpose

The purpose of this internal assurance policy is to explain the expectations to be followed in the management and operation of all activities relating to assessment, internal quality assurance and external quality assurance. This policy has been designed to promote quality, consistency and fairness throughout the assessment and internal quality assurance activities. It aims to ensure high standards of assessment and quality are continuously maintained.

The main areas of internal quality assurance covered in this policy relate to: -
- Monitoring the quality and consistency of assessment judgements
- Ensuring continuous and reliable assessment judgments are made across the College's accredited provision
- Developing and supporting Teachers to ensure effective assessment
- Determine any actions, any issues, trends, or areas for improvement related to the standards of internal quality assurance activities

2. Scope

This policy relates to all accredited programmes delivered through Craven College and applies to all teaching staff, internal quality leads and subcontractors. The process and documentation outlined in the following procedure (see appendix), should be regarded as standard. Where Awarding Organisational requirements differ from this procedure, approval must be requested by the Quality Team.

3. Responsibilities

3.1   It is the responsibility of the **Quality Team** to: -

- Maintain up to date records of all qualifications requiring Internal Quality Assurance/External Quality Assurance, along with details of responsible personnel for each department. The record will also track key actions, sanctions and arrangements following External Quality Assurer (EQA) / Standards Verifier (SV) visits and/or remote sampling. It is the responsibility of the Head of Department to ensure this data is kept up to date and is supplied to the Quality Team in a timely manner via the Internal Quality Improvement Plan Procedure.
- Schedule, complete and report on the outcomes of quality assurance activities as planned in the College's Quality Assurance Cycle. Quality Assurance activities will include the review of IQA sampling plans, effectiveness of both interim and summative internal quality assurance (IQA), effectiveness and timeliness of standardisation activities and the outcomes and progress of any Quality Assurance Support Records/Action Plans.
- Be aware of and record all scheduled EQA/SV activities and communication with Awarding Bodies
- Maintain an EQA schedule of all External Quality Assurance activities and visits and ensure effective communication with Awarding Bodies/partner universities.
- Liaise with awarding bodies/partner universities regarding any internally reported suspected instances or cases of staff and student malpractice and maladministration and complete and provide investigation reports and improvement plans as appropriate.
- Ensure key themes, including good practice from External Quality Assurance reports, are communicated to SLT via termly reports.
- Have access to CPD records for all teaching and internal verification staff via Human Resources.

3.2   It is the responsibility of the **Heads of Department** to: -

- Ensure that all staff assessing, and internally quality assuring qualifications are adequately trained and supported with the relevant qualification(s) detailed within this Policy.
- Ensure all teaching/assessing staff undertake regular and relevant CPD to ensure accurate and robust assessment activities.
- Ensure all teaching/assessing staff have read and understood this Policy and effectively follow the Internal Quality Assurance operational requirements detailed within the Policy.

- Ensure the outcomes of all EQA/SV activity is reported to the Quality Team with the appropriate EQA/SV Report, actions and improvement activities supplied to the Quality Team.
- Provide all required information and qualification evidence for departmental IQA nominees to the Quality Team.
  - Maintain an overview of any implemented Quality Assurance Support Record/Action Plans and progress being made against actions and target dates.
  - In conjunction with the Quality Team, ensure any corrective actions advised by the relevant Awarding Body/partner university are implemented in a timely and effective manner.

3.3   It is the responsibility of the **Lead Internal Quality Assurer (Lead IQA)** to: -

- Ensure that they are up to date with the requirements of their specific Awarding Organisation requirements.
- Have achieved the relevant qualifications to ensure that this role is carried out robustly and effectively as required (for example L4 IQA, D34 or V1 qualification).
- Be responsible for ensuring that all areas of IQA are adhered to in a timely manner i.e., certifications, registrations, test results, qualification queries and Awarding Body updates.
- Ensure arrangements are made for the EQA / SV to have access to teachers/assessing staff and learners (if requested) and ensure the staff qualifications record is updated.
- Be responsible for ensuring learner registrations are completed prior to any assessments taking place and comply with the individual Awarding Body/partner university requirements.
- Be responsible for the co-ordination and monitoring of the administration procedures and co-ordination of examinations and tests within their specific department and curriculum area to ensure these are in line with the Awarding Body/partner university requirements.
- Where appropriate, provide support with the Head of Department to any new tutor, an existing tutor delivering a new Qualification or where assessment issues and concerns have been identified by internal or external quality assurance activities.
- With guidance and agreement from the Quality & Compliance Lead, risk rate all tutors delivering on the qualification in relation to necessary IQA activity (see risk rating guidance in appendix 1)
- Plan and compile IQA planners and arrange and minute regular standardisation activities with the teaching staff to ensure the IQA process is completed throughout the academic year.
- Be the responsible person for ensuring that Malpractice and Maladministration procedures are adhered to.

- Ensure that the Quality Team are informed of any suspected cases of malpractice or maladministration.
- Ensure that all records are stored securely, whether paper based or electronic.
- Ensure all learners receive equal opportunities to succeed in the completion of assessment activities.
- Follow College procedures should any appeals arise.
- Advise and ensure that staff uphold confidentiality and securing of learners work and assessment records.
- Keep up to date with Awarding Body/partner university guidance. (Guidance is available on each awarding organisation website/via the HE Team).
- Use valid and most current IQA paperwork from the relevant Awarding Body/partner university.

3.4   It is the responsibility of the **Internal Quality Assurer (IQA)** to: -

- Complete IQA strategies and rationales, in conjunction with the Lead IQA, to determine the frequency and level of IQA activity per tutor/assessor, based on their risk rating.
- Plan (via IQA sampling plans) and carry out interim and summative sampling of assessed work (should not be second assessing, unless this is a partner university requirement). Interim and summative internal quality assurance activities must be planned for all qualifications to ensure the robust and effective quality assurance of the learner journey.
- Provide support to tutors through accurate advice and guidance on best practice and giving developmental feedback/feed forward.
- Where appropriate, complete a plan of support with the Lead IQA for any tutor who is new to the role of teaching, an existing teacher delivering a new Programme of Learning/qualification or where assessment issues and concerns have been identified by internal or external quality assurance activities.
- Ensure that where actions within tutor/assessor marking have been identified, that these are completed and signed off in a timely manner.
- Ensure tutors interpret, understand and consistently apply the correct standards and requirements from the beginning of the academic year and throughout.
- Allocate new or unqualified tutors a suitable mentor (a qualified and experienced tutor). For tutors who are unqualified, the mentor will also act as their counter-signatory.
- Identify areas for development within the team and proactively implement improvement/standardisation activities as required.
- Regularly attend standardisation activities to ensure the accuracy and consistency of assessment between tutors and that all the team are aware of current updates/changes to qualification delivery.
- Take part in regular CPD to maintain their own competence in line with Awarding Body/partner university guidelines.

3.5   It is the responsibility of the **Exams Team** to: -

- Maintain the co-ordination and monitoring of assessment/examinations in line with the Awarding Body requirements.
- Provide annual refresher training to the relevant tutors/assessors.

4. Implementation

The Head of Quality & Professional Development has overall responsibility for this Policy and Procedure within Craven College.

5. Monitoring

This policy will be reviewed on an annual basis by the Head of Quality & Professional Development.

6. Associated Documentation

- IQA Documentation and Templates
- Conflict of Interest policy
- Malpractice and Maladministration policy
- Assessment policy
- Professional Development policy
- GDPR policy
- HE Learning, Teaching and Assessment Policy

Appendix 1 – Teacher/tutor/assessor risk rating guidelines

The Lead Internal Verifier and Quality Lead will complete a risk assessment on all teachers/assessors and allocate them a risk rating of High, Medium or Low risk.

The teacher's risk level must be detailed within the IQA file and any change to the risk rating updated within the file.

A high risk (100% sample) rating will be allocated to a teacher if any of the following apply:

- New to the role of teaching or assessing
- Existing teacher delivering a new programme, course or qualification.
- Assessment issues and concerns identified by the Awarding Body External Verifier at the last External Monitoring Visit.
- Issues and concerns identified by the Internal Quality Assurer or Lead Internal Quality Assurer

A medium risk (50% sample) rating will be allocated when the following applies:

- Clear improvements identified through EQA visit report where a teacher/assessor was initially high risk.
- Competency of a teacher/assessor that is new, delivering a new programme, that was initially high risk.

A low risk (*25% sample) rating will be allocated when:

- Experienced and competent in role of teacher/assessor through EQA reports and Quality reviews

Note – unless the Awarding organisation minimum sample is higher than 25%