

INTERNAL QUALITY ASSURANCE PROCEDURE

Internal verification process

Through Internal verification staff will monitor the quality and assurance of qualification and unit delivery & certification. A lead IV will in most cases be the main contact between the centre and Awarding Organisation in relation to monitoring activities.

Through the Internal Verification process curriculum teams will :

- Follow internal policies, procedures and documentation for the carrying out and maintenance of quality systems in line with Awarding Organisation requirements
- Teams will ensure all staff carrying out assessment hold and maintain the required qualifications and occupational expertise to deliver the qualifications and units they have been assigned to
- The lead IV will provide support to staff carrying out assessments in relation to procedures and policies for the delivery of the qualifications and units they are assigned to
- The lead IV will liaise with the Curriculum leader to Identify training needs and provide ongoing training to staff carrying out assessments to continually improve the standard of qualification and unit delivery
- Work with the Curriculum leader to ensure the timely registration and certification claims for learners
- Maintain appropriate records of quality assurance, assessment, registration and certification activities in line with Awarding Organisation requirements
- Ensure sampling plans take into account the ratio of learners per assessor per qualification to meet the quality assurance requirements to cover all units delivered within a 12-month period
- Undertake standardisation activities to support the continuous improvement of qualification and unit delivery
- Ensure all assessment documentation, maintained by the person carrying out the assessment , is complete, up-to-date and legible
- Ensure conflicts of interest are identified and addressed, including not allowing the quality assurance of own assessment work or cross quality assurance where two people quality assure each other's work
- The lead IV will co-ordinate observations of staff carrying out assessments
- Conduct learner interviews to monitor and analyse the quality of the assessment process and learner journey
- Provide the required information to the awarding organisation to assist and facilitate monitoring activities as required
- Impart information and feedback resulting from monitoring activities and ensure all actions are addressed by the indicated timescales

Information that needs to be available & up to date:

- Centre file which contains all documents relevant to the qualification (can be electronic on the shared drive)
- Number of & names of students currently registered on the qualification / unit
- Details of the Internal verifier , & assessor/s – e.g. Up to date CV, records of CPD / relevant industrial experience (currency) ,certificates, caseloads etc.
- Assessment records & plans
- IV plans & records,
- Copies of standardisation meetings
- Internal verifiers observation records of an assessor in action & feedback on performance
- Internal verifiers observation records of an assessors planning & review activities with learners

Sampling strategy

Sampling of assignments & assessments:-

Sampling will be carried out throughout the academic year to ensure quality assurance is maintained.

Initial sampling will be completed to ensure assessments / assignment briefs are fit for purpose to meet the learning outcomes stipulated in the awarding organisations qualification specification / guidance documents.

Interim sampling will then be carried out throughout the year as indicated in an internal verification plan to ensure all assessors, students & units / modules have been seen & appropriate feedback recorded & actioned to meet the awarding organisations quality standards. The audit trail must ensure that the assessor has checked the validity, authenticity, reliability, currency & sufficiency of the evidence presented.

SAMPLING PLANS

All sampling plans must be prepared & ready at the **start** of the academic year & include the following:

- Units / modules for sampling
- Learners
- Assessors
- Assessment sites
- Evidence for assessment
- Method of assessment

Sampling rates will in most cases be decided upon by the awarding organisation & depending on the experience of the assessor & outcomes of External assurance. 100% sampling & assessor observations every 3 months are recommended for newly qualified assessors depending on risk rating or monitoring actions & outcomes from External quality assurance.

Standardisation meetings:

The internal verifier is responsible for co-ordinating regular standardisation meetings (at **least once a term & more frequent if a new programme or new assessors**) to ensure assessment practice is being adhered to & meets the quality standards of the awarding organisation, this should also include learner feedback, & areas of best practice that can be shared. Minutes of meetings should be recorded & kept for viewing by the awarding organisation & internal auditing.