

---

## **Internal Quality Assurance Procedure**

---

### **The Internal Quality Assurance procedure is**

1. To ensure that the assessment tasks are fit for purpose, appropriate and consistent with the unit before it is used
2. To ensure consistent and reliable assessment decisions
3. To monitor the quality of the assessment process for all candidates
4. To manage the quality assurance processes and policies within a centre
5. To ensure compliance with Awarding Organisation requirements

### **Sampling Strategy**

Various forms of sampling will be carried out to ensure that quality of assessment is maintained.

- A. Sampling assessment process when learner submits their work
  - B. Sampling assessment practice through observation and learner interview
1. Interim sampling: This is about sampling the assessment process whilst the candidate is at different stages. This ensures that the assessment of the candidate is proceeding satisfactorily following the principles of plan, judge and feedback.
  2. Summative sampling: This involves the Internal Quality Assurer (IQA) reviewing the quality of the assessment decisions by the Assessor. The IQA should be able to follow an audit trail, which clearly demonstrates that the Assessor has checked the validity, authenticity, reliability, currency and sufficiency of the evidence presented.

The IQA must record and report all sampling undertaken in sufficient detail to be able to justify the decision made. A selected sample of 25% (or 1 candidate if there are less than 4 candidates) of candidate evidence and assessor feedback would be internally verified from 100% of the courses/candidates authorised. IQA reports will be produced for all sampling.

Sampling is based on the principles of 'CAMERA', i.e. plans must include sampling of all types of:

- A Candidates
- B Assessors
- C Methods of assessment
- D Evidence or Elements (Types)
- E Records
- F Assessment sites

A plan will be maintained for all samplings planned and conducted showing the following information:

- Candidate name
- Qualification
- Registration number (where applicable/available)
- Start date (where applicable/available)
- Planned end date (where applicable/available)
- Planned interim sampling updated to show actual sampling undertaken including unit number and type of assessment sampled
- Planned summative sampling updated to show actual sampling undertaken including unit number and type of assessment sampled

### **Standardising Assessment Judgments**

---

---

## Internal Quality Assurance Procedure

---

Standardisation (benchmarking) is an important part of the Internal Quality Assurer's duties. It would be essential to conduct meetings of all staff involved in the successful administration and delivery of a qualification to go through the existing standards for the relevant qualification. This may be done by going through the 'Specification / Qualification Handbook' and also by conducting meetings with relevant staff. It must be ensured that learners get the most current assessment and standards documents for the qualification that they have been registered for. All assignment briefs or other assessment instruments will be verified before they are used.

Regular meetings will be held to conduct a standardisation exercise:

- Meetings to be held on a quarterly basis (more frequent as required or on release of new standards for the qualifications being delivered)
- Meetings to cover feedback from External Quality Assurer (EQA/EQS) visits, assessment of good practice and interpretation of standards and qualification specifications
- Meetings to cover feedback from candidates as to satisfaction levels of both assessment practice and modules attended. This may also be done as phone calls to learners so as to avoid adding to learners' responsibilities.
- Exercises using real candidates' evidence to be used in order to standardise the assessment decision process
- Minutes of meetings to be produced and copies kept for viewing by the External Quality Assurer (EQA/EQS)
- Attendance at Awarding Organisation events/updates

Managing the quality the duties of the IQA are to:

- Ensure assessment resources including personnel are effectively managed
- Ensuring all Assessors/Tutors and Internal Quality Assurers (IQA) are able to demonstrate the requirements as outlined in the Assessment Strategy in terms of occupational competence
- Provide a quality assurance role by managing the quality of assessment delivery

The systems and processes described above have been designed to maintain the quality of assessment and to ensure that we adhere to the requirements of the Assessment Strategy and Awarding Organisation Guidance on Internal Quality Assurance requirements.

For external quality assurance, the Internal Quality Assurer is required to have the following information readily available:

1. Centre File containing all documents
2. Numbers of current registered candidates per qualification and an on-going tracking of their progress
3. Internal Quality Assurer and Assessor/Tutor details (especially CVs and up to date CPD records)
4. Copies of relevant staff certificates (originals will need to be seen by the External Quality Assurer in the first instance)
5. Assessment records and plans
6. Internal Quality Assurance sampling strategy
7. Internal Quality Assurer records including feedback to Assessors/Tutors, delivery observations and discussions with candidates
8. Candidates' evidence records and documentary evidence
9. Records of claims for certification

The Internal Quality Assurer will be responsible for ensuring that all action points raised by the

---

## Internal Quality Assurance Procedure

---

External Quality Assurer (EQA/EQS) are addressed within the specified timescale. Claims for certification can only be made by an Internal Quality Assurer (IQA) holding the appropriate qualification.

### Delivery/Assessment Observations

The Internal Quality Assurer (IQA) will complete observations of delivery and assessment to ensure the management of the quality of the programme .

- Direct observation of the Assessor/Tutor in action and giving feedback on performance (This would normally be done once or twice per year depending on the duration of the qualification being Internally Quality Assured)
- Direct observation of an Assessor's professional discussion with candidates (if applicable to the qualification)
- Candidate/Employer questionnaires in order to gather information on the process and quality of the programme from the view point of the candidate.
- Candidate/Employer Questionnaires

The Internal Quality Assurer (IQA) will collect feedback from all candidates or their employers to ensure the management of the quality of the programme.

- Candidate feedback in relation to assessment practices
- Candidate feedback in relation to modules attended
- Questionnaires will be analysed and fed back at the standardisation meetings to enable planning of programme improvements

Acceptance of Digital or Electronic Signature on documents, forms, reports, emails and other form of communication or documentation.

Due to the nature of the business, the increasing use of modern technology and taking into consideration the amount of paperwork to be done by Assessors and IQAs, NAPPI uk Ltd Ltd would accept all forms of communication and document submissions from the assessors and quality assurers (Internal & External) signed digitally or electronically (as defined below). These documents and communication must be pertaining to courses and qualifications and not for any other purposes.

- A digital signature (standard electronic signature) takes the concept of traditional paper-based signing and turns it into an electronic "fingerprint." This "fingerprint," or coded message, is unique to both the document and the signer and binds both of them together.
- An electronic signature can be as basic as a typed name or a digitized image of a handwritten signature.

### Summary

This document sets out how the quality assurance of a programme will be completed and is a minimum set of standards. As appropriate, more frequent observations, sampling and meetings will take place in order to address training needs and issues as they arise. These will be fully documented and made available to the External Quality Assurer (EQA/EQS).

Last Reviewed: January 2023