Internal Quality Assurance Policy (IQA)

This Internal Quality Assurance (IQA) Policy provides detailed information about how Marvellous Minds will assure the quality of its programmes for which it is registered to deliver. It outlines our responsibilities as a Centre to ensure:

- Appropriate design of a programme to meet ILM qualification or unit specifications and rules of combination
- Effective delivery that meets learner's expectations of agreed learner journey
- The accuracy and consistency of assessment decisions between assessors
- Assessors are consistent in their interpretation of qualification or national occupational standards
- Maintenance of documentation audit trail to enable certification and distribution to learners
- Monitoring , review and evaluation for continuous improvement

Internal Quality Assurance (IQA) links with the External Quality Assurance Process (EQA) undertaken by ILM's External Verifier (see ILM Policy on External Quality Assurance).

- The named Lead Internal Verifier as of January 2015 will be Fiona MacKenzie. Fiona will be the person with the overall responsibility and accountability for Marvellous Minds'. See Appendices 1, 1.1 and 1.2 for details of the Centre's Internal Verification Process and the roles and responsibilities of the Lead Internal Verifier (IV) and Internal Verifier.

- Please see Appendix 1.3 for the Centre's commitment to recruit and select occupationally qualified team members and the provision for feedback, on-going support and development. Appendix 1.4 demonstrates the induction process for team members.

- There will be a clear communications process covering key policies and information such as equal opportunity policies, health and safety data protection.

- A sampling assessment risk management strategy which includes standardisation, a process for monitoring, reviewing and evaluating the delivery and assessment from both learners and employers perspectives plus accurate documentation showing a clear audit trail. An example of an internal quality assurance (IQA) strategy is given in Appendix 6**.**

Section 2 - Appoint Occupationally Competent Deliverers / Assessors/ Internal Quality Assurance (IQA) Personnel

There are a minimum of two personnel operating in an approved centre fulfilling the roles of deliverer and assessor or internal quality assurer per learner.

Role of Assessors (see Appendix 1)

The role of the assessor is to decide whether a learner has demonstrated competence and capability. This is achieved by judging the learners assignment or evidence against all the learning outcomes and assessment criteria. The assessor must provide support and guidance concerning sufficiency of evidence and provide summative written feedback

The Internal Quality Assurance (IQA) person (s) must have the authority to implement the Internal Quality Assurance (IQA) policy and strategy and report to senior personnel within your organisation to lead to continuous development. The Internal Quality Assurance (IQA) personnel's role is key and has many responsibilities. Ideally, the person must be employed within the Centre so they can implement their various responsibilities fully.

Role of the Deliverers/tutors (see Appendix 2)

The role of the deliverer/tutor is to ensure that the programme design is fit for purpose and that indicative content of a unit is delivered ensuring the learner can meet all unit learning outcomes and assessment criteria. The role of the deliverer/tutor is to engage, motivate and provide key information to learners such as the assessment schedule, assessment and mark sheet and sufficiency descriptors. They will provide formative feedback on assessments. The deliverer/tutor sometimes is required to perform the role of the Assessor. Should this be the case, the roles and requirements of the assessor are also required to be met.

Role of the Internal Verifier (see Appendix 3)

The role of the Internal Verifier is to **monitor and evaluate** how assessors carry out their work in practice in order to highlight problems with individual assessment and the system in general.

Role of the Programme Director (Appendix 4)

The Programme Director (PD) is an associate or approved sub-contractor engaged by the Centre, and is responsible for the management, co-ordination and financial aspects of the programme to its clients.

Section 3 - Internal Quality Assurance (IQA) Sampling Strategy

The sampling strategy is as follows:

- Sampling is representative of all activities, is based on the CAMERA rationale, takes account of The Awarding Organisation qualification tariff percentages and provides evidence of both interim and summative sampling.

- The sampling will be planned, however, will be flexible to take account of changes in risk. The Centre's Sampling Plan is included as a separate document (Appendix 7).

- The sampling plan will be provided to the external verifier upon request.

CAMERA

C candidates or learners – sampling must cover ethnicity, gender, employed full or part time and special arrangements, all referrals.

A assessors – sampling will cover all assessors taking into account a higher risk of new assessors or feedback from External Verifier (EV) reports, across all assessment sites, occupational and qualification, experience, evidence of countersigning of unqualified Scottish/National Vocational Qualification (S/NVQ) Assessors.

M Methods of assessment- sampling will cover all Vocationally Related Qualifications (VRQ's) and National Vocational Qualification (NVQ) units assessments, a higher percentage if the method of assessment has been adjusted in terms of agreed flexible assessment method, questioning, observation, product evidence or evidence of Recognition of Prior Learning (RPL).

E Evidence types- written confirmation that Vocationally Related Qualification (VRQ) assignments and Scottish/National Vocational Qualification (S/NVQ) evidence is valid, authentic, current, sufficient, plus a focus on any special requirements and identified problem units.

R Records – all documents relating to assessments and assessor feedback to learners.

A Assessment locations- across different assessment locations, main centre location and satellite centres

- Interim sampling will be built into the plan and will occur at both the early and middle stages of the assessment process. This enables the Centrel to check formative assessment and identify consistency or issues at an early stage for corrective action. Summative sampling will occur at the end of the qualification assessment
- The percentage of sampling will follow the Awarding Body rules.

Section 4 - Standardisation

Standardisation meetings must be planned and occur at regular intervals in line with your internal quality assurance (IQA) strategy. There must be evidence of these meetings through minutes and your External Verifier (EV) will ask to view these and actions required.

The internal quality assurance (IQA) personnel must ensure all assessors attend including associates and that an agenda is set which covers standardisation of judgements, external quality assurance (EQA) reports and assessor feedback plus other pertinent issues such as ILM qualification updates

Sample Standardisation Agenda

IQA meetings will be held for all IQA staff and agenda may include the following items:

- Standardisation of practice
- Updating interpretation of the standards (Qualification specifications/NOS)
- Discussing standardisation of judgments especially problem units
- Reviewing any marginal evidence or marks (borderline or fails) that may give cause for concern and appeals
- Reviewing the consistency of sampling
- Identify Training needs
- Discussing opportunities for staff development and associated workshops
- Progression and sharing good practice
- Monitoring and Equal Opportunity and Diversity
- Sector updates
- Awarding organisation updates
- Qualification IQA updates
- EQA – External verifier reports and ILM updates
- Coaching and mentoring new IQA staff or those progressing to be IQA personnel
- Updating CPD Consider
- RPL provision

Section 5 - Appointment of a qualified occupationally competent team, on-going feedback and team development

The Centre will ensure it appoints occupationally competent and qualified staff. Marvellous Minds commit to:

• Retaining and updating on an annual basis the team member's CV plus Continuous Professional Development records. This information will be stored electronically. Appropriate information will be provided to the EV upon request.

• Compiling and maintaining a staff list of the delivery, assessment and internal quality assurance (IQA) against each qualification. ILM will be updated of changes, removal of staff and addition of staff by using the Walled Garden.

• All new team members will receive an induction to cover centre policies on assessment policies, internal appeals, Health and Safety (H&S), equality and diversity, special requirements.

• All team members will be provided with feedback on the consistency of assessment judgements and / or delivery observations. The internal quality assurance person must also use learner, employer feedback plus External Verifier reports as a basis for feedback

Sub Section 6 - Documentation and records

Marvellous Minds will ensure that key documentation and records are stored, electronically, in order to provide a clear audit trail of communications;

- Candidate Registration list
- Induction and enrolment records
- Tutorial records or Individual Learning Plan (ILP) records
- Sampling plan
- Assessment tracking record
- Assessment feedback sheets
- Internal quality assurance (IQA) feedback documentation
- Standardisation meetings calendar, agenda and minutes from the meetings
- Assessment / appeal records