

Internal Quality Assurance Policy



Safety Standard

Version no.	01
Page no.	1 of 6
Effective date	14/09/2022
Updated as per	14/09/2022

Target audience

<ul style="list-style-type: none">All staff

Responsible persons

H&S contact	Stephen Carulli		
Standard owner	Stephen Carulli		
Approved by	Executive Management Team	Date	14/09/2022

Related documents

Policies	N/A
Guidance documents	<ul style="list-style-type: none">General Arrangements for internal quality assurance.Management System

Group standard compliance

<p><i>Primary responsibility for adherence to this Group Standard resides with the CEO for Group and Managing Directors for their respective units. Decisions and actions in breach of this policy can only be carried out with prior, written approval from the Executive Management Team (a 'waiver').</i></p>
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Policy update description

Revision	Date	Author	Description
A	14/09/2022	Stephen Carulli	Initial Issue

	Policy content
1.	<p>1. Purpose</p> <p>1.1. The purpose of this policy is to set out in simple terms the overall Internal Quality Assurance for employees and students working with trained by SC Safety Training Ltd to minimise risks to Health & Safety, to as low as possible.</p>

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2.	<p>2. Scope</p> <p>2.1. This policy covers all companies under the SC Safety Training Ltd and is signed by the CEO.</p>
3.	<p>3. Policy</p> <p>The All courses will be subject to an internal quality assurance regime. Abertay Training will identified an individual(s) suitably qualified to undertake the quality assurance activities needed to reassure awarding body that internal quality standards are maintained for the delivery of their qualification.</p> <p>The role of a centre IQA/IV is to undertake the following activities:-</p> <ul style="list-style-type: none">• Develop and complete a sampling plan to show all sampling activities• Check assessment decisions made by trainers/assessors, through sampling evidence• Undertake standardisation meetings with trainers/assessors• Undertake observations on trainers/assessors• Gain feedback regarding a qualification by talking to learners and staff members <p>A job description for an Internal Verifier can be found in Appendix 1.</p> <p>Sampling</p> <p>Sampling is when an IQA (IV) reads through learners work and reviews the assessment decisions that a trainer/assessor has made in relation to the feedback they have given the learner. The IQA (IV) will consider 'Has the trainer/assessor marked the learner's evidence correctly?' Has the trainer/assessor reached the right decision with regards to whether the learner has met the assessment criteria or not'?</p> <p>The IQA (IV) will then complete a report (Appendix 2) of their findings for each course/qualification including details of the individual trainer/assessor, which identifies evidence of their good practice and any actions for the future.</p>

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Sampling Plan

In order to undertake sampling, the IQA (IV) should develop a Sampling Plan to identify the evidence learners and trainers/assessors will be sampled on. The sampling plan details

- dates when this sampling will take place
- the trainers/assessors to be sampled
- the learners' evidence to be sampled
- when the sampling has been completed

It is important that the internal verifier looks at a sample of the assessment decisions of all trainers/assessors in any given period (possibly on a calendar basis or by candidate start date).

Sampling is usually undertaken as a % of learners work/evidence. For example, if there were 12 learners undertaking a qualification in a centre and 10% of evidence was sampled, that would mean two learners evidence from each trainer/assessor would be sampled.

A number of other factors should also be considered when an IQA (IV) is deciding on the % of a sample, these include:-

- the qualifications and experience of a trainer/assessor – experienced trainers/assessors will not need as much support or guidance as inexperienced trainers/assessor
- Observation outcomes - if a trainer/assessor was observed and actions were identified regarding their assessment decisions or performance, then the frequency of the sample may need to increase
- New qualifications- if the qualification is new to a centre or staff members, sampling may need to be more substantial until all trainers/assessor are fully confident with the assessment criteria

Standardisation

All trainers/assessors who deliver and assess a qualification must do so to the same standard. All trainers/assessor in a centre must be aware of the evidence learners need to produce to ensure they achieve the assessment criteria. All trainer/assessors in a centre

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should be aware of and agree what is/is not acceptable evidence from a learner.

Standardisation allows the above to happen. It normally takes place in the form of a meeting that is attended by all centre staff members who deliver and assess on a qualification. The centre IQA (IV) will chair and lead the standardisation meeting, produce an agenda for the meeting and complete minutes/notes for the meeting.

During the meeting, the IV will ask the staff members to review evidence of learners work and come to a decision, as a group, on what is deemed to be a pass or refer/fail. In doing this, all staff members will be working towards the same standard when marking learners work.

Standardisation can take place monthly, quarterly, after or just before an EQA (EV) visit. A centre must ensure that regular standardisation activities take place.

Example agenda for a standardisation meeting could include:-

- ✓ Apologies
- ✓ Staff members present
- ✓ Actions from previous standardisation meetings
- ✓ Progression and achievement of learners
- ✓ Review examples of learners work and assessment decisions as a group
- ✓ Good practice identified
- ✓ Internal quality assurance information and reports
- ✓ Qualification/staff/resources updates and information
- ✓ Awarding Organisation updates and information
- ✓ AOB

Observations

An IQA (IV) in a centre will undertake observations on all centre staff members to ensure they are delivering and assessing a qualification correctly, and that they are providing sufficient feedback to learners on their performance.

Observations will be undertaken on centre staff to identify good practice, areas for development and to ensure quality standards are

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maintained. Observation report Forms (Appendix 3) will be completed by an IQA (IV).

Examples of observation that an IQA (IV) can undertake include:-

- Observations on a trainer/assessor delivering a qualification and recording assessment decisions on learners performance or skills
- Observations of a trainer/assessor asking learners questions
- Observations of a trainer/assessor giving learners feedback

An IQA (IV) should also encourage peer observations between staff members within the centre. Peer observations are a useful way of ensuring standardisation, sharing best practice and raising quality standards in the centre.

Feedback

The IQA (IV) will hold meetings with staff members to identify their thoughts on a qualification and to see if any improvements can be made to how it is delivered and assessed in a centre. These opportunities will also be used for standardisation of decisions when there is more than one assessor involved with the qualification.

Discussions will be held with learners to gain their feedback and opinions on a qualification. They might identify issues an IQA (IV) was not aware of, or come up with information which can be used to improve the delivery and assessment of a qualification in a centre.

These activities will assist the IQA (IV) to ensure the quality standards are maintained during the delivery of the course / qualification. Records and documentation will be maintained and made available to awarding body quality assurance staff.

The centre will ensure that a trainer/assessor who also works as an IQA (IV) in a centre, must never quality assure their own learners. There must be another IV in place to check their assessment decisions.

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4	<p>4. Safety Objectives We use lagging and leading indicators to monitor our performance and make appropriate changes to mitigate risks.</p>
5	<p>5. Additional Information or Advice If you are unsure about any part of this policy, please speak to your line manager or the SHEQ Team. The full Health & Safety arrangements are detailed in our management system.</p>

Stephen Carull CEO – SC Safety Training Ltd	14/09/2022
	