

Be Confident Group – Recognised Delivery Centre - Internal Quality Assurance Policy

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The Be Confident Group RDC ensure that these arrangements are in place to quality assure the assessment of qualifications. The objective of these arrangements is therefore to ensure that all assessment is fair, consistent and meets 1st4sport Qualifications and national requirements.

The Head of Centre Michael Corden is responsible for ensuring that this policy is published, implemented and accessible to all personnel and any relevant third parties. The Head of Centre will also ensure that all personnel have read and understood this policy and that any amendments to the policy are communicated to relevant parties.

This policy has been designed to promote quality, consistency and fairness throughout the assessment and internal verification activities. It aims to ensure that standards of assessment are maintained consistently over time.

Aims

The aims of Internal Quality Assurance are:

- to ensure the effective management of assessment.
- to ensure the consistency and validity of internal quality assurance processes.
- to ensure the effective support for assessment and quality assurance personnel.
- to ensure the quality assurance of the outcomes of assessment in-line with awarding organisation and national requirements.

Objectives

The objectives of internal quality assurance fulfil a variety of quality assurance considerations. The list below outlines internal quality assurance objectives, which ensure that Be Confident Group RDC:

- operates from this established quality assurance policy and related procedures which are consistently reviewed where required in accordance with generic quality control arrangements.
- ensures an effective induction is provided for all members of the assessment and quality assurance teams, as required.
- ensures effective appraisal and continued professional development for all members of the assessment and quality assurance teams.
- ensures that the assessment and quality assurance teams understand and are able to follow and advise on all centre policies and procedures.
- ensures equality and diversity is embedded throughout the internal quality assurance and assessment activities.

- ensures quality via accurate and effective assessment of all learners.
- monitor and ensure consistency of assessment outcomes via appropriate interpretation of 1st4sport Qualification's specific qualifications and/or national requirements.
- reviews and evaluates the quality and consistency of assessment at different stages of the assessment process.
- maintain accurate and current records of internal quality assurance.
- standardise all components of the assessment where appropriate.
- carry out continuous improvement activities to ensure all corrective actions and best practice guidelines requested by awarding organisations and their moderation staff (including external quality assurers) are complied with.

IQA structure

Be Confident group has a trained team of IQAs. IQAs meet quarterly as a multi-disciplinary panel to compare IQA assessments and to review a selection of IQA visits for consistency of approach.

All IQA visits are recorded centrally in tandem with the CCOMS system. Details of units sampled, setting, feedback/action are recorded on a central spreadsheet for IQA, Head of Centre and EQA reference.

IQA Procedure

Our IQA procedure comprises a structure looking at the entire learner journey; including enrolment and induction processing, on course experience and feedback on tutor support post course. IQA evidence gathering will include, learner feedback on their experiences through online survey, learner interviews on course and IQA observations of tutor delivery as well as IQA of post course assessment decisions and desk-based assessments.

Duration and timing of IQA on course/post course assessment

In line with centre sampling plans IQA's will attend the delivery of qualifications across all units of the course within a designated time period. E.g. over a period of a year all course units delivered will be subject to IQA observation. Every new instructor will be subject to IQA observation during their first course delivery or post course assessment. Each IQA on course observation will comprise observation of tutor delivery or observation of assessor performance, learner interviews and portfolio sampling.

Before an IQA session

- IQA to review 'IQA Report Actions Log' for RDC as well as any tutor specific action points from previous IQA visits if applicable on 'IQA Tutor Actions Log'. IQA to note these as points of specific note to observe if applicable
- Tutor/Assessor informed of date and time of IQA
- Sampling plan shared prior to start of visit to allow tutor to feedback if there have been any changes to scheduled delivery of modules due to external factors. E.g. weather on day one means indoor modules were delivered out of order to allow for practical tasks to take place in safer learning conditions
- Tutor to inform learner(s) of planned IQA visit prior to visit

During an IQA session

- The IQA is there to observe tutor/assessor performance (notes to be recorded on Appendix B/C as applicable), interview learners about their learning experiences (notes to be recorded on 'IQA Learner Interviews' Appendix H) and sample portfolio evidence (recorded on

Appendix D – if available at time of visit – tutor to share assessment deadlines for learners for desk based IQA post course)

- The IQA in an observer role will not intervene in sessions unless they feel there is a direct risk to health and safety or has a safeguarding concern.

Giving feedback

- IQA to give initial verbal feedback at appropriate break during visit, formal feedback to follow.
- Allow tutor/assessor to give feedback on how they felt the course/assessment went to allow for self-reflection – can ask questions like: What did they do well? What could they have done better?

After an IQA session

- The IQA will complete Internal Quality Assurance Report (Appendix E) and share with IQA team, Head of Centre and Qualifications Admin (if applicable) within 48 hours of visit. Actions recorded on 'IQA Report Actions Log' (excel – accessible by IQA team, Head of Centre and Qualifications Admin).
- IQA to complete Feedback and Action Plan to Tutor/Assessor (Appendix F) from notes gathered on 'IQA Observation of Tutor Performance' (Appendix B) or IQA Observation of Assessor Performance (Appendix C) within 48 hours of visit. Actions recorded on 'IQA Tutor Actions Log' (excel – accessible by IQA team, Head of Centre)

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