

## Quality Assurance Policy

Internal Quality Assurance (IQA) ensures that training delivery and assessment practice is monitored to ensure that they meet or exceed national standards. At OMG Education (OMG), we operate a robust internal quality assurance system to maintain the consistency and accuracy of assessments and ensure continual development of our working practices, resources, processes and procedures. This supports our aim to encourage and enable knowledge gathering and realise achievement through quality delivery.

We regularly monitor all of our courses; our Director and head of curriculum review all training delivery taking place in the centre, and Internal Quality Assurance is carried out on an ongoing basis to ensure consistent assessment standards are maintained throughout the year.

### A) Purpose

To meet and exceed the requirements placed upon us by;

- Other awarding bodies;
- Our students;
- Our employment partners, such as Prevista. To support all employees to have excellent working practices through the provision of formative training, supervision, observation and sampling processes.
- To support and develop staff in their working practices
- The assessment decisions reached on portfolio evidence
- Training/teaching techniques applied
- To ensure the provision of safe, welcoming, inspiring and engaging settings for learners.
- To provide a continuous check on the consistency and quality of delivery and the consistency, quality and fairness of marking, grading and overall assessment of learner evidence.
- To ensure that valid, consistent assessment decisions are reached and external requirements are fully met.
- To develop and maintain internal and external associations based on quality, belief and integrity. And to encourage and uphold quality in all that we do.

### B) Scope

All employees, tutors, mentors and students; Internal Quality Assurance of any work practices, documents and evidence that impact on the delivery, examination and assessment of qualifications and training supplied by OMG.

### C) Roles and Responsibilities

Our Director is responsible for ensuring that;

- The quality requirements of awarding bodies and employment partners are met in the delivery and assessment of qualifications;
- IQA policies and procedures are sufficient, regularly reviewed and known, understood and implemented by all staff;
- All employees, mentors and tutors involved in the processes of delivery of services are appropriately trained and qualified through the provision of rigorous recruitment processes, induction training and continual development;

- All employees and tutors involved in IQA processes are appropriately trained and qualified through the provision of rigorous recruitment processes, induction training and continual development.

Employees, mentors and tutors involved in the induction of students are responsible for ensuring the following:

- Checking the identity of the student;
- All paperwork is fully and accurately completed;
- That students are inducted into the programme in a way that meets their needs.

Tutors and mentors are responsible for ensuring that:

- Candidates/learners are aware of:
  - The different types of evidence that they can collect to prove competence of knowledge and working practices;
  - Their responsibilities in the collection, authentication and presentation of evidence;
- The candidates/learners are fully supported throughout the term of their qualification. This should include:
  - Assessing the person's learning style and discussing their preferred ways of learning
  - Effective management evidence gathering, assessment and attainment
  - Agreeing and recording assessment and visit plans for each person
  - Completing regular reviews with the person and their employer to review progress and agree on new targets
  - Providing the person with prompt, accurate, formative and summative feedback.
  - Demonstration of anti-discriminatory practice and equal opportunities
  - Maintenance of confidentiality and compliance with the Data Protection Act.
- They observe learners' performance through formative assessment and/or in simulated situations and/or conduct other forms of assessment in accordance with the qualification and unit standards and requirements of NCFE. Such as;
  - ensuring validity, authenticity, currency and sufficiency of evidence
  - maintaining appropriate, accurate and verifiable records
  - confirming that learners have demonstrated competence/knowledge and have completed the required documentation
- As required, they make themselves available and organise for their students to be available to the Directors and External Quality Assurers and other awarding bodies.

## **D) Internal Quality Assurers**

Internal Quality Assurers are responsible for the following:

- Ensuring that they lead, advise and support the tutors allocated to them through;
- Ensuring adherence to the principles of assessment and guidance provided by the centre;
- Providing guidance on the interpretation and application of assessment criteria correctly and consistently applied;

- Observation and supply of formative feedback on working practices;
- A sampling of assessment activities such as assessment decisions, formative feedback supplied, completion of portfolio documents, student evaluation forms, etc.;
- Ensuring assessors have opportunities for updating and developing their vocational and professional competence;
- Carrying out a quality audit of the documentation used within and format of the training courses;
- Supporting, countersigning, dating assessments and quality assuring judgements by assessors and Internal Quality Assurers not holding the appropriate assessor/Internal Quality Assurer qualifications as approved and specified by the Regulatory Authorities.
- Supporting the Training Centre to meet its goals by;
  - Undertaking an active role in raising issues of good practice in assessment;
  - Ensuring that equal opportunities and anti-discriminatory practices are upheld in the assessment process;
  - Liaising with other IQAs and the External Quality Assurer to implement the requirements of the assessment system;
  - Ensuring that all Learners' achievement records and Centre documentation are completed in accordance with requirements; Attending regular IQA meetings.

## **E) Policy Implementation – Procedures**

The IQA policy must be applied to every programme with work that is internally assessed and which contributes to the final assessment outcome of a student.

Tutors and Internal Quality Assurers will be given sufficient time, resources and authority to effectively perform their roles and responsibilities.

### **Qualifications**

Only appropriately qualified and experienced tutors must carry out unsupported assessments. All tutors must have significant experience in the sector of the qualification.

Appropriately qualified staff must carry out all internal quality assurance.

#### **Sampling**

All IQAs must follow the sampling plan developed and maintained by the Director.

Sampling must be across all tutors, all types of evidence and all students, including plans, reviews and records in addition to student evidence.

The frequency of assessment will be decided following a risk assessment of the assessor, looking at experience and competence, but to meet the requirements of the awarding bodies and our partners. All portfolios will be quality assured; the IQA will, at the minimum, sample at least one piece of evidence for each component of the qualification.

IQA must be carried out continuously throughout the year.

## **F) Observations**

All tutors will have at least one observation per year by their allocated IQA. IQA observation should include the following;

- The sight of the Learning Plan
- Agreement on objectives for the meeting/visit/session
- Student performance and stretching
- Embedding of Functional Skills, Safeguarding and Equality & Diversity
- Questioning / Assessment / Training / Self-guided learning
- Formative feedback
- Recap of learning achieved
- Agreement on the next steps

The observation will be recorded on an Observation of Assessor Practice Form.

Feedback from an IQA observation of trainer delivery must be delivered to the relevant trainer as soon as practicable, preferably by the end of the working day. Any actions should then be agreed, and the Observation of Tutor Practice form should be updated and then signed by the IQA and tutor to confirm the accuracy of the information it contains.

A copy of the form should be forwarded to the Director, and the original filed in the tutor's personnel file.

### **G) Student Interviews**

Once a year the IQA will interview at least one student for each of their allocated tutors. There are set interview questions on the Learner Interview Record, all of which should be asked, but all may not be applicable. These interviews may be carried out face to face or by email.

Once complete a copy of the record should be forwarded to the Director and the original filed in the tutor's personnel file.

### **H) Disagreement of IQA findings**

Every tutor has the right to challenge an IQA decision made on their assessment decisions. The assessor should indicate their disagreement on the relevant IQA form and bring it to the attention of the IQA within 5 working days of being informed that the portfolio is ready for collection following an IQA.

Where there is a challenge made, the assessor and IQA must, in the first instance, meet and discuss the challenge informally; if agreement can then be made, this should be indicated on the IQA form, and then no further action is required.

If an agreement cannot be reached, then this goes to:

#### **1. Stage One Appeal**

The lead IQA will allocate another IQA to investigate the challenge. They will discuss the IQA report with the assessor and the first IQA and will lead IQA to the piece of evidence/document themselves and will inform the Lead IQA of the results of their investigation.

The Lead IQA will inform both parties of the result.

Either party can appeal that decision and will then go to —stage 2 Appeal.

The Lead IQA will listen to all parties, review the evidence and will rule on evidence/document. The lead IQA decision is final.

### **I) Standardisation & Development**

The Training Centre will host at least four team development meetings every year. These meetings will normally be held at the same time and include a general team meeting.

These meetings are also used to discuss any updates from the awarding body, QCF and partners to ensure understanding and consistency of delivery and supply assessors and IQAs with packs of information on the same.

Tutor development & standardisations will be recorded in the meeting minutes, and all tutors must update their CPD with details of the development.

All tutors are encouraged to continually develop their skills and knowledge in their assessment sectors and in teaching and training techniques.

### **J) IQA Team Meetings**

All Internal Quality Assurers must attend annual IQA meetings chaired by the Director. These meetings are used to discuss the following:

- Any new standards;
- Any new accrediting university or awarding body guidance;
- Required standardisations;
- Any issues since the last meeting;
- Expected standards.