
INTERNAL QUALITY ASSURANCE STRATEGY

Introduction

Active Lancashire is a recognised training centre for the awarding body NCFE which is recognised and regulated in England by the Office of the Qualification and Examination Regulator (Ofqual). The organisation is committed to maintaining a robust system of internal quality assurance and moderation, which complies fully with NCFE's requirements and seeks continually to improve standards.

Aim of the Strategy

The aim of Active Lancashire's Internal Quality Assurance Strategy is to ensure the quality and consistency of delivery and assessments across all qualifications which the Centre offers and to train and support Training Centre staff (Head of Centre, Lead IQA, IQAs, Assessors, Tutors, Customer Liaison Officer for Business Health Matters and the Workforce Development Administrator) so that they have the skills, knowledge and resources in order to deliver this.

Key Roles and Responsibilities

The role of the Internal Quality Assessor (IQA) is at the heart of our internal quality assurance and is central to establishing and maintaining Active Lancashire's internal and external confidence.

The main elements of the Internal Verifiers (IQA) role is to:

1. Manage the quality of delivery:

- ensuring that resources, including personnel, are effectively planned and managed
- ensuring that course assessors apply consistent assessment practices in line with the awarding body criteria
- providing a link between the delivery and the centre, the External Verifier and the Awarding Body, partners and other regulatory bodies
- evidencing sampling and assessor observations
- using learner feedback to evaluate the quality and effectiveness of the accredited centre
- ensuring that appropriate policies and procedures are in place for appeals and complaints

2. Verification of Assessments including:

- ensuring consistency and reliability in assessment decisions
- monitoring the quality of assessment
- attending course delivery at any point with no advance notice required
- identifying any problems or trends
- identifying any development needs of assessors

- providing a link between assessment and delivery.
 - observing each newly appointed assessor at the earliest opportunity
3. **Developing and supporting tutors and assessors** through guiding, supporting and sourcing continual professional development for all training and assessor staff. Specific arrangements need to be made when:
- trainers and/or assessors are new to Active Lancashire
 - qualifications and/or standards are new to Active Lancashire or have been revised following EV or other quality assurance visits.

Active Lancashire also have a key role to ensure that a robust internal quality and assurance system is delivered consistently and will be responsible for:

- continuous review of training and development needs for all staff working within the internal quality assurance system so that they have the suitable qualifications and experience to undertake their roles.
- training all delivery and assessment staff so that they understand and work to the Active Lancashire Internal Quality Assurance Strategy, including the relevant sampling plans, and ensure that staff work within the required guidance
- ensuring delivery and assessment staff have the time to complete their responsibilities effectively ensuring a ratio of 1 trainer/assessor to each cohort of 16 learners and 1 assessor for each cohort of 8 learners undertaking the practical assessment for the Level 3 award.
- providing all staff with opportunities for further development
- ensuring all staff are provided with the suitable resources and support to enable them to fulfil their roles.

IQA Processes - Training Centre

We will develop quality assurance sampling plans which will:

- moderate 100% of learner evidence and assessor feedback for the first of any courses delivered
- thereafter revert to the more regular sampling of a selection of learners' evidence. This will be based normally on 25% of the full learner cohort or only one learner if there are less than four in a cohort.
- sample all components (e.g. tasks/assessments/assignments) of all the training delivered and verify 25 % of work tasks for all qualifications
- ensure that all active tutors are directly observed delivering workshops and that assessed learner evidence is sampled through a desk-top review.
- quality-assure all active assessors through internal moderation in accordance with the quality assurance sampling plans

- deliver standardisation events quarterly for all qualifications in the first year of qualification delivery and thereafter annually
- maintain all records and documentation relating to delivery, assessment and internal quality assurance for external verification purposes
- ensure that all assessment and internal quality assurance records are maintained and stored securely for a period of three years after the certification of all learners on a training event.

Internal Quality Assurance Processes will ensure consistency of delivery and assessment across all tutors and programmes, Active Lancashire will conduct:

- observations of on-course programme delivery
- observation of assessments
- sampling of assessment evidence
- learner interviews
- IQA meetings and standardisation activities.

Staff Development processes will ensure that new tutors and assessors are provided with suitable induction training. New tutors and assessors will be provided with an induction covering Active Lancashire's:

- values and code of conduct
- learning programme for the qualification they will be delivering
- orientation to ensure understanding of the qualification specification and the learning criteria
- recognised centre policies & procedures
- assessment processes & practices,
- Internal Quality Assurance Strategy.

New tutors will be assessed in terms of their needs following completion of their training and before delivering in their own right as Course Tutor.

The following will be considered as additional support for all assessors where this is deemed necessary to improve skills / confidence levels:

- observe a minimum of two practical assessments before fulfilling the role of assessor.
- be supported by an existing assessor to complete two cohorts of desk-based assessment before fulfilling the role of assessor.

All new assessors will be subject to specific support from the Internal Quality Assurance Team on each course they deliver. This support will be gradually reduced using a risk-based approach based on performance and the recommendations from internal quality assurance observations and action plans.

All tutors and assessors are required to attend quarterly and then annual standardisation events for each of the qualifications they are involved in delivering to share best

practice and ratify quality of delivery and assessment.

This new centre has two IQAs who work across two qualifications. One of these is the Lead IQA who is responsible for the following;

- co-ordination of all IQA activity
- establishing IQA Sampling Plans for each product
- implementation of Sampling Plans
- reviewing all activity.

The centre will ensure;

- all staff are inducted appropriately into this area
- ensure staff are involved with review and feedback
- components of the delivery and assessment are standardised, where appropriate
- accurate and current records of IQA activities are maintained and stored securely
- operate from and within the established strategy, sampling plans and procedures
- carry out procedures and events to improve activities in line with sector change.

Monitoring of the Strategy

The IQA Strategy and subsequent Sampling Plans will be reviewed annually, so that a risk assessment can be made based on actual evidence. This includes units or tasks within qualifications which have issues raised through Internal Quality Assurance reports. Similarly, if any of the staff team have been identified as requiring further support to maintain the standards required by Active Lancashire's IQA Strategy and Sampling Plans, arrangements may be adjusted accordingly.

Active Lancashire has quality assurance systems in place to ensure that all delivery and assessment is fair and consistent to all learners and personnel involved. These systems meet the centre, awarding body and national requirements. The IQA Strategy has been written to promote and maintain quality, consistency and fairness throughout the delivery, assessment and internal quality assurance activities.

All members of Active Lancashire Training Centre staff (Head of Centre, Lead IQA and IQAs, Assessors) will be trained and have a responsibility to be aware of this IQA Strategy and adhere to it within their roles. Please raise any compliance issues directly with the Lead IQA.

This Strategy will be reviewed annually to ensure currency.