

Internal Quality Assurance (qualifications) Policy

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Policy Statement:

Total People is committed to ensuring robust quality assurance practices are established and maintained across all accredited centres, to ensure assessment activities have been conducted in a safe, fair, and consistent manner. Through quality assurance we ensure

- Consistent standards of delivery across all centres / qualifications delivered
- Consistency, validity, sufficiency in assessment practices
- Qualified and skilled assessors and IQAs
- A cycle of continuous improvement

Scope:

This policy applies to all accredited centres, delivering accredited qualifications across Awarding Organisations and is supplemented by sector specific IQA strategies. Awarding Organisations include:

- AAT
- City & Guilds
- CIPD
- EAL
- NCFE
- Pearson / Edexcel
- IMI
- TQUK
- SQA

Legislation, Guidance and Relevant Policies:

This policy is to be used in conjunction with other relevant policies and national requirements.

- RQF – Regulated Qualifications Framework
- JCQ – Joint Council for Qualifications
- Awarding Organisation regulations and guidance

Other relevant policies:

- Initial assessment policy
- [Feedback strategy](#)
- Conflict of interest policy
- Malpractice and maladministration policy
- Marking assessment and appeals policy
- Plagiarism and collusion policy
- Exam invigilation policy
- QTLA policy
- [LTE retention schedule](#)
- Safeguarding
- Prevent
- EDI
- GDPR
- Health and Safety
- Complaints
- TPL007 – Registration, Certifications and Exams Process

Role and Responsibilities

Teaching & Learning Manager (TLM)

- Maintain up to date policies and procedures, reporting to the Quality Director
- Support managers to co-ordinate shared systems visits
- Monitor reports across all EQA visits, tracking DCS, sharing good practice and using reports to inform actions for continued improvement
- Oversee / manage cases of suspected maladministration and malpractice with the relevant CPM.

Curriculum Performance Manager (CPM)

- Gain approvals for new qualifications – [see appendix 1 for checklist](#)
- Maintain up to date IQA strategy, ensuring location of all accredited centre documentation is shared with the TLM
- Request relevant log in accounts for delivery staff and request accounts are closed for delivery staff that leave the centre
- Ensure all centre staff are appropriately trained and inducted into their role
- Co-ordinate / oversee all EQA sampling visits for qualifications delivered
- Contribute to the planning and co-ordination of shared EQA systems visits
- Maintain accurate, secure, and up to date accredited centre records – [see appendix 2 for checklist](#)
- Maintain accurate, safe, secure, and up to date records of assessment and IQA – [see OneFile / appendix 3](#)
- Monitor registration reports and report any anomalies to the Qualifications Administration team
- Report any / all incidents of suspected malpractice, maladministration, plagiarism, or collusion immediately to the TLM. Provide required evidence and support the TLM to undertake investigations within required timescales

IQA

- Maintain up to date knowledge of qualification specifications / handbooks and any related Awarding Organisation IQA guidance
- Provide support, advice, and guidance to assessors
- Plan and deliver regular standardisation
- Plan sampling activities to cover formative and summative sampling across a range of assessment methods, maintain records of advanced planning
- Conduct regular sampling activities in line with the AO requirements, ensuring sufficiency, validity and reliability of evidence and maintain effective records of sampling activities
- Provide written and verbal developmental feedback to assessors
- Ensure any identified actions are rectified and closed out in a timely manner
- Submit certificate request forms to the Qualifications Administration (QA) team, via PicsWeb
- Contribute to the planning and running of EQA sampling visits

- Maintain own records of CPD and professional development and experience as required by the relevant AO
- Report any / all incidents of suspected malpractice, maladministration, plagiarism, or collusion immediately to the TLM. Provide required evidence and support the TLM to undertake investigations within required timescales

Assessor / Learning Coach

- Induct learners into their programme
- Maintain up to date knowledge of the qualification specifications / handbooks and assessment requirements of qualifications delivered
- Plan for learning and assessment activities with learners, in advance of assessments taking place
- Support / coach learners to develop their skills and knowledge
- Ensure validity, sufficiency and reliability in evidence assessed
- Provide verbal and written developmental feedback to learners throughout their programme
- Mark / assess work in line with the [feedback strategy](#)

Qualifications Administration Team

- Register learners with the relevant Awarding Organisations
- Withdraw early leavers from relevant Awarding Organisations (monthly activity based on EL report)
- Apply for certification and distribute certificates

Process:

Induction

All colleagues receive an induction into Total People, for all delivery colleagues this induction includes:

- Induction into role/ responsibilities and accredited centre with Curriculum Performance Manager, see [new colleague induction / mandatory training and manager induction checklist](#). Objectives and development plans are set via the probation review form.
- Face to face delivery sessions including:
 - Introduction to the EIF
 - Effective initial assessment
 - Planning for learning
 - Effective feedback and target setting
 - Embedding maths and English
 - Safeguarding, Prevent and EDI
- Online follow up support sessions provided by systems specialist, colleagues, or managers
 - Using OneFile
 - Using PicsWeb
 - Using BKSB
 - Using CPOMS

All support, advice and guidance given to delivery colleagues will be documented as part of 1:1s, PDRs, QTLA observations and development plans and IQA feedback.

Appropriate training and development opportunities are provided for delivery colleagues to enable them to meet their responsibilities, gain a common understanding of relevant standards and maintain appropriate CPD records.

Decisions of unqualified delivery colleagues are checked, authenticated, and countersigned by appropriately qualified and occupationally competent staff.

Support and development

Curriculum Performance Managers will ensure that all delivery staff are kept up to date with any changes to the National Occupational Standards and these are implemented in accordance with the Awarding Organisation timescales.

If the occasion arises, Curriculum Performance Managers will help to resolve any disputes and appeals in accordance with Total People's Assessment Appeals Procedure.

Regular meetings between all Sectors will be held to share good practice throughout the company and discuss any changes to the procedures required to improve the standard of programme delivery (CPM meetings, Operations meetings, ACC, and Total News). A minimum of 4 sector standardisation meetings are carried out per year, schedules and records of standardisation are maintained by the relevant CPM and location of these records shared with the TLM via the IQA strategy.

Planning

Curriculum Performance Managers inform their Awarding Organisation of any changes affecting their ongoing ability to meet the centre approval criteria i.e. staff changes, staff qualification achievements, etc. All accredited centre records are held electronically, securely and kept up to date by the relevant CPM. Locations of records are shared with the TLM.

Actions identified following external quality assurance visits are communicated to appropriate staff and corrective measures are implemented within the agreed timescales.

Cluster Performance Managers will forward a copy of every external quality assurance report to the TLM who will analyse the findings and share good practice from these reports with the Quality Director to ensure support is available where development areas have been identified.

Sampling

All activities, evidence sampling, and assessor observations are planned and carried out to ensure that assessment decisions and practices are regularly sampled, and findings are acted upon to ensure consistency and fairness.

Sample size for each assessor is based on a risk rated approach. Each sector holds records of their RAG rating system for assessors and their strategy details their approach to both formative and summative sampling and planning.

IQA will give verbal and electronic feedback to Delivery Colleagues on all quality checks. Evidence sampling and observations of practice will be completed a minimum of annually. Refer to the QTLA policy.

Sector achievements are monitored and reviewed and used to improve future learning activity. Learner and employer feedback are used to evaluate the quality and effectiveness of Total People's aims and policies leading to continuous improvement.

Record keeping

Documentation is maintained in consistent manner so that information for external quality assurance and internal audits can be easily located. Documentation is retained in line with the LTE data retention schedule and Awarding Organisation requirements.

Policy Awareness, Implementation and Training:

All policies are shared via the TP Hub. Changes to policies are communicated to all relevant colleagues through Total News, All Colleague Calls, Curriculum Performance Manager Meetings and Sector Team meetings.

Review:

This policy is published on Total People's website and Total People's internal Hub. The policy is shared with all colleagues through induction training and mandatory annual refresher training. Updates to policies are also communicated through email communications, monthly newsletters, cluster meetings and all colleague calls.

This policy is reviewed annually, or in response to updates and changes to relevant legislation and guidance, whichever is sooner.