GA222 – Internal Quality Assurance Policy/Strategy

Gardiner Associates
Training & Research

Introduction

It is our objective that our services will be continually improved using information gathered from the field, industry and service regulators and our clients.

Internal Quality Assurance (IQA) processes are integral to the success of GATR courses and continued SFJ Awards Assessment Centre approval.

GATR Assessment Centre IQA Tasks

- To verify candidates' result sheets by sampling Certificate Level 5 and Level 2 assessment results data.

- To assist Head of Centre in managing appeals and disputes (candidates/assessors/staff/management)

- To analyse both Level 2 and Level 5 evaluation and feedback from candidates to enable the production of meaningful action plans to develop areas that may need addressing

- To sample assessment decisions and feedback to assessors

- To evaluate the Diversity input by candidates

- To assist Head of Centre with standardisation of assessors

- To assist Head of Centre with training of new assessors

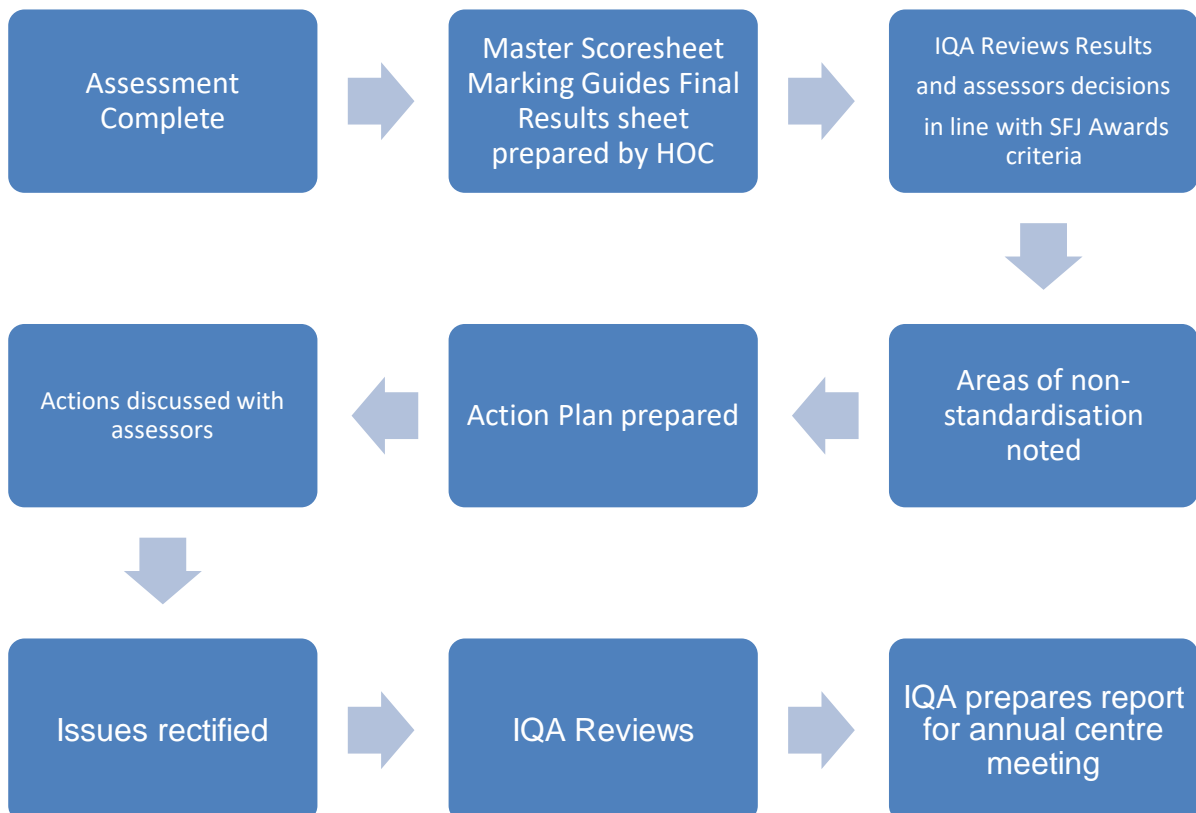- To liaise with the EQA for continued Centre approval

GATR Assessment Centre IQA Process

The IQA process for SFJ Awards assessments is set out below. The objectives of the process are to ensure that:

- Assessment is consistent and fair

- Assessment is comprehensively annotated and carries sufficient evidence to support any objective assessment

- Assessment is carried out in line with GATR's documented assessment processes and is therefore consistent with SFJ Awards guidelines and requirements.

The following process will be adopted in relation to the IQA of SFJ Awards assessments:

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Assessment
Complete
    →
Master Scoresheet
Marking Guides Final
Results sheet
prepared by HOC
    →
IQA Reviews Results
and assessors decisions
in line with SFJ Awards
criteria
    ↓
Actions discussed with
assessors
    ←
Action Plan prepared
    ←
Areas of non-
standardisation
noted
    ↓
Issues rectified
    →
IQA Reviews
    →
IQA prepares report
for annual centre
meeting
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The IQA will ensure that:

- 25% of Level 2 and Level 5 results are sampled
- All assessment decisions are in-line with the appropriate criteria for the relevant award
- All documentation is signed and completed
- All scores are checked and verified
- Areas of non-standardisation or errors are noted and brought to the attention of the Head of Assessment Centre and the relevant assessor so that developmental action can be taken
- Any action plans are reviewed in respect of corrective action
- An annual IQA report is submitted prior to the EQA annual Centre inspection

SFJ Awards Assessment and Course Delivery QA

The IQA and Head of Centre will regularly review all aspects of course delivery and performance when assessing candidates. Trainers and assessors will receive verbal and written feedback on their delivery and/or assessments for self-developmental purposes. The IQA will ensure that any matters with non-standardisation are reported and discussed with the Course Director or Head of Assessment Centre in order that they can be rectified. Issues for general development will be brought up during the Management meetings and Annual Centre meeting.

Course Review and Debrief

Course content and trainers' performance will be regularly reviewed by the Course Director after each course and a debrief held. Developmental issues will be discussed and reviewed with appropriate action being taken if necessary, to alter the course content for developmental purposes.

Candidate and Delegate feedback

Candidates and delegates will be encouraged to provide feedback in all areas of the course and assessment including administration, registration, management and delivery of courses and assessments. The information will be analysed and reviewed during Management Reviews and

Annual Centre Meetings. Action will be taken to adjust or develop the content of courses or assessment process.

Trainer and Assessor Development

New and existing trainers' and assessors' performances will be regularly reviewed especially during the shadowing stages of training. IQAs will provide written feedback for staff development purposes. Assessors should complete portfolios in accordance with Skills for Justice Awards policy and maintain a CPD log. These should be available for inspection at any time by the IQA, Head of Assessment Centre or External Quality Assurer (EQA). It is the responsibility of individual trainers and assessors to keep up to date regarding occupational knowledge and changes taking place in the sector(s) for which they carry out training and assessments.

IQA Development

The results of IQA activities are evaluated during Management Review meetings. The development needs of individual Assurers are considered, agreed and documented. Training and development needs are addressed through feedback and internal training events.

IQAs should adhere to the requirements of Skills for Justice Awards Centre requirements for IQAs (Annex A.)

Annex A

SFJA IQA Centre Requirements extracted from SFJ Awards Guide

Internal Quality Assurers Occupational Knowledge

Internal quality assurers (IQAs) must be occupationally knowledgeable across the range of units for which they are responsible prior to commencing the role. Due to the risk-critical nature of the work, particularly in the justice and health sectors, and the legal implications of the assessment process, they must understand the nature and context of the assessors' work and that of their learners. This means that they must have worked closely with staff who carry out the functions covered by the qualifications, possibly by training or supervising them, and have sufficient knowledge of these functions to be able to offer credible advice on the interpretation of the units.

4.3.2 Qualification Knowledge

IQAs must understand the content, structure and assessment requirements for the qualification(s) they are internal quality assuring.

Centre's should provide IQAs with an induction to the qualifications that they are responsible for quality assuring. IQAs should also have access to ongoing training and updates on current issues relevant to these qualifications.

4.3.3 Internal Quality Assurer Competence

IQAs must occupy a position in the organisation that gives them the authority and resources to:

- coordinate the work of assessors
- provide authoritative advice
- call meetings as appropriate
- conduct pre-delivery internal quality assurance on centre assessment plans, for example, to ensure that any proposed simulations are fit for purpose

- visit and observe assessment practice

- review the assessment process by sampling assessment decisions

- ensure that assessment has been carried out by assessors who are occupationally competent, or for knowledge-based qualifications occupationally knowledgeable, in the area they are assessing

- lead internal standardisation activity

- resolve differences and conflicts on assessment decisions. To demonstrate their competence.

IQAs must be:

- qualified with a recognised internal quality assurance qualification, or

- working towards a recognised internal quality assurance qualification, or

- able to prove equivalent competence through training to appropriate national standards, for example National Occupational Standard 11: Internally monitor and maintain the quality of assessment or Police Sector Standard for the Training of Internal Verifiers, Internal Verifier Standard[1].   Approved centres will be required to provide SFJ Awards with current evidence of how each IQA meets these requirements, for example certificates of achievement or testimonials.

4.3.4 Continuing Professional Development

IQAs must actively engage in continuous professional development activities to maintain:

- • occupational knowledge by keeping up-to-date with the changes taking place in the sector(s) for which they carry out assessments

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[1] *National Occupational Standards for Learning and Development, LLUK 2010 Version 4 11 © SFJ Awards*