

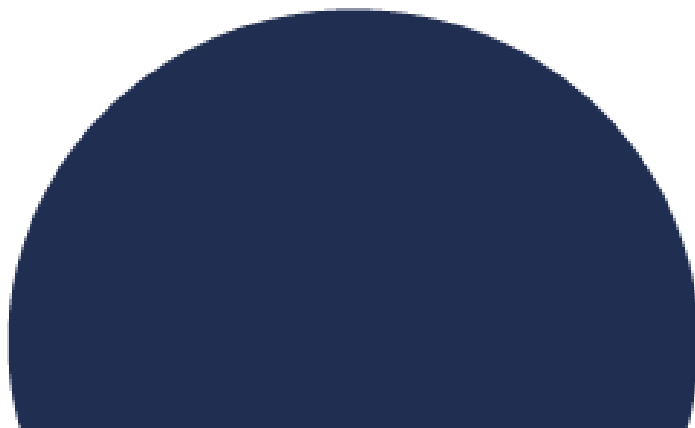
Apprenticeship Policy

Quality Assurance

Policy



 academy



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1. Policy Statement

Internal Quality Assurance (IQA) is the process of ensuring that training delivery and assessment practice is monitored to ensure that they meet or exceed national standards. At ANS Academy.Net Limited we operate an internal quality assurance system, to maintain the consistency and accuracy of assessments. This supports our aim to encourage and enable knowledge gathering and realise achievement through quality delivery. We regularly monitor our assessors and review training delivery taking place in the centre and ensure Internal Quality Assurance is carried out on an ongoing basis to ensure consistent assessment standards are maintained following the awarding body guidelines, all learner portfolios are



included in the Internal Quality Assessment routines. Due to the nature of the new standards, final assessment decisions are not completed by the assessors themselves. The final decisions are made by the awarding organisation and IQA is completed internally to assess the quality and validity of work being produced, not to confirm assessment decisions. IQA is still vital, and sampling must be complete to ensure that standards are high, assessors are performing and that learners are evidencing the correct knowledge, skills, and behaviours for the standard.

2. Purpose

- To meet and exceed the requirements placed upon us by:
 - The awarding bodies.
 - Learners.
 - Employment Partners.
- To support all employees to have excellent working practices, through provision of formative training, supervision, observation, and sampling processes.
- To support and develop assessors/trainers in their working practices by affording them the opportunity to receive critically supportive comment on
 - The assessment decisions reached on portfolio evidence.
 - Training/teaching techniques applied.
- To ensure that valid, consistent assessment decisions are reached, and external requirements are fully met.

3. Scope

All employees and candidates/learners Internal Quality Assurance of any work practices, documents, and evidence that impact the delivery, examination and assessment of qualifications and training supplied by ANS Academy.Net Limited.

In particular, staff who are new to training or new to a subject area will be subject to the quality of education deep dive process.

4. Roles and Responsibilities

4.1 Lead IQA & IQA Qualified Staff

Are responsible for ensuring that.

- The quality requirements of the awarding bodies and 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.
- All employees involved in the processes of delivery of services are appropriately trained and qualified through provision of rigorous recruitment processes, induction training and continual development.
- All employees involved in IQA processes are appropriately trained and qualified through provision of rigorous recruitment processes, induction training and continual development.
- Ensuring adherence to the principles of assessment and guidance provided by the centre.
- Provision of guidance on the interpretation and application of assessment criteria correctly and consistently applied.
- Observation and supply of formative feedback on working practices
- Sampling of assessment activities such as assessment decisions, formative feedback supplied, completion of portfolio documents etc.

4.2 Assessors/Trainers

are responsible for ensuring that:

- Candidates/learners are aware of
- The diverse 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:
 - Effective management evidence gathering, assessment and attainment.
 - Agreeing and recording assessment and for each person
 - Completing regular reviews with the person and their employer to review progress and agree 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.
- As required they make themselves available and organise for their allocated candidates/learners (and their portfolios) to be available to:
 - The Lead IV
 - Their Internal Quality Assurer
 - External Quality Assurers

5. 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 candidate/learner.

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

5.1 Qualifications

Only appropriately qualified and experienced employees must carry out un-supported assessment, all assessors must have considerable experience in the sector of the qualification and must possess one of the following:

- Level 3 Award in Assessing Competence in the Work Environment – for assessing occupational competence in the workplace
- Level 3 Award in Assessing Vocationally Related Achievement – for assessing vocational skills and knowledge outside the workplace, for example in classrooms or workshops
- Level 3 Certificate in Assessing Vocational Achievement – for assessing both occupational competence in the workplace, and skills, knowledge and understanding outside the workplace.
- A PGCE (Post Graduate certificate in education) as trained teachers experience, and delivery of assessment will have been completed in a school setting.

Trainee assessors must be working towards an assessor qualification prior to carrying out any assessment processes. Any assessment decisions must be checked and countersigned by a qualified assessor.

Appropriately qualified staff must carry out all internal quality assurance. Employees are required to have achieved:

- Level 3 TAQA qualification.

Where trainee internal quality assurers undertake IQA, this must be verified by a qualified IQA and countersigned

5.2 Sampling

- All IQAs (Internal Quality Assurance) must follow the sampling plan developed and maintained by the Lead IQA.
- Sampling must be across all assessors, all types of evidence and all learners including plans, reviews, and records in addition to candidate evidence.
- The IQA will deliver a plan per quarter reflecting the work and assessments completed in this quarter:
- Sample at least one piece of evidence for each component of the qualification, both formative and summative assessment should take place.
- For each piece of evidence sampled the IQA must
 - update the sampling plan
 - complete IQA sample on BUD
 - give the assessor time to read feedback and acknowledge actions
 - produce an action plan (if appropriate)
 - If actions required re-sample the evidence to ensure actions are completed within the agreed timescale
- Completed IQA will be stored and audited on BUD LMS.
- Findings from the IQA each month will be presented at the monthly leadership meeting.

5.3 Observations & Quality of Education

5.3.1 Trainers

5.3.1.1 *New to training/subject area*

Associate Trainers/New to Training:

- **Submission Deadline:** Lesson plans and all resources must be submitted **2 weeks prior** to the scheduled training session.
- **Feedback Meeting:** An informal meeting will be scheduled to provide feedback and determine any necessary actions.



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- **Review Process:** Senior Staff or Senior Trainers will review the submitted materials.
- **Expectations:** A feedback form with clear expectations will be provided.

Criteria for Transition:

- After a **6-month period**, a review will take place.
- If the trainer consistently maintains high quality, they will be required to submit **1 session out of 2**.
- Additionally, if the quality-maintained trainer is willing, they may share lesson plans and resources upon request in the future.

Associate Trainers Progression Process:

- Stage 1 (6 Months Duration):
 - Conduct double observations as per the established schedule, with one observation per month.
 - In off weeks, engage in planned walk-ins with the trainer.
 - Review Quality: After 6 months, assess the quality of training.
 - If the quality is consistently high, proceed to Stage 2.
 - Otherwise, continue with the current observation schedule.
- Stage 2 (3 Months Duration):
 - Maintain an ongoing observation frequency of one observer per month.
 - Quality Monitoring:
 - If the quality drops during this stage, revert back to Stage 1 and its associated observation schedule.
 - If high quality is consistently maintained, reduce the observation frequency to one observer per quarter, following the IQA schedule.

Skills Coach Training Progression

- Stage 1 (6 Months):
 - Conduct double observations every 2 sessions for 6 months (total of 3 observations).
 - If the quality is consistently high, advance to Stage 2.
- Stage 2 (3 Months):
 - Undergo a single-person observation once a quarter, following the IQA Schedule.

5.3.1.2 Experienced Trainers

- All trainers will have at least 1 observation per quarter by their allocated IQA



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- Assessors and trainers will be graded from 1-4 linked to the inspection framework in relation to training. General feedback will be given feedback will be given, and any professional development needed will be highlighted and CPD support given to the staff member. Feedback delivery to learners will also be observed once a year.
- New trainers will receive monthly observations to support their development.
- The observation will be recorded in the observations Microsoft forma and details of observations presented at the monthly leadership meeting.

5.3.2 Invigilators

- When invigilators of exams for awarding organisations (AO) are completing their first session and observation must take place using required forms from the AO.
- Feedback to be provided and if needed action plan implemented.
- Another observation to be completed.
- Once successfully passed an observation will be completed every year.

Any causes for concern will be conveyed to leadership team, and improvement plans will be put in place. A follow up observation may be needed.

5.4 Interview of Learner

- Once a quarter the IQA will interview a selection of learners for each of their allocated assessors. This will be completed as part of the round of IQA for the quarter and focus on learners that have completed.

6. Disagreement of IQA findings

- Every assessor has the right to challenge an IQA decision made on their assessment decisions/the candidates portfolio. 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:



6.1 Stage One Appeal

The Head of Apprenticeships will allocate another the Director of People Development to investigate the challenge. They will discuss the IQA report with the assessor and the first IQA and will IQA the piece of evidence/document themselves and will inform the Head of Apprenticeships of the results of their investigation.

That decision can be appealed by either party and will then go to:

6.2 Stage 2 Appeal

External body will be needed and support from Awarding Organisations would be sourced to investigate the issue.

7. Standardisation & Development

- The centre will host monthly standardisation meetings.
- 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 (Internal Quality Assurance) with packs of information on the same.
- All assessors and IQAs (Internal Quality Assurance) must attend these meetings unless they are on Annual/Sick/Special Leave.
- Assessor development & standardisations will be recorded in the meetings minutes and all employees must update their CPD with details of development.
- All employees are encouraged to continually develop their skills and knowledge in their assessment sectors and in teaching and training techniques.