



Internal Verification & Quality Assurance Policy

Internal Verification Policy

Singleton Training Services Ltd will ensure all assessment and internal verification activities conform to the qualification specification and any awarding body standards. We will ensure that all evidence is valid, authentic, reliable, current and sufficient.

Scope of the policy

This policy is provided for Singleton Training Services Ltd trainers who are delivering, assessing and internally verifying the qualifications that the company offer's.

Location of the policy

This policy is available for all Singleton Training Services Ltd employees and any awarding body to access.

Policy Statement

Communication of the policy

It is important that employees involved in the management, delivery, assessment and internal quality assurance of any qualifications, are fully aware of the contents of the policy.

Review of the policy

Singleton Training Services Ltd will review the policy every 3 years and revise it as and when required in response to changes in practices, actions required by any awarding body or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Internal verification is a key part of Singleton Training Services Ltd internal quality assurance system. Internal verification at Singleton Training Services Ltd is concerned with being accurate, consistent and ensuring all learners have access to quality assessments that are fair and are of a high quality, which results in achievements.

Statement of Principles

We will hold regular standardisation and team meetings with assessors, tutors and internal verifiers. As a minimum these will be on a quarterly basis. The findings of these will be used to inform annual appraisals, and training and development needs. They will also be used to update centre staff on any qualification or AO information.

Singleton Training Services Ltd will produce a sampling plan detailing our internal verification activities and monitor this on a regular basis. We will ensure that assessors meet on a quarterly basis to share good practice and identify areas for improvements. These meetings will be documented and actions monitored.

Singleton Training Services Ltd will monitor the quality of the qualifications and courses we offer. We will consider the quality of delivery, assessment decisions and judgements made and highlight issues, emerging trends and the development needs for trainers and assessors.

All assessment and sampling strategies will be agreed with any awarding body used by Singleton Training Services Ltd and we will ensure that internal verification drives the assessment process. We will keep reliable, up to date and auditable records of all internal quality activities. These will be made available to any awarding body on request.

We will ensure that all assessors, trainers and internal verifiers who deliver and assess on the qualifications we offer are suitably qualified and experienced. All centre staff members will receive access to regular, continuous professional development (CPD).

As part of Singleton Training Services Ltd internal quality procedures, assessors and tutors will be observed as a minimum of twice per year. All observations will be documented and actions agreed and monitored. If tutors or assessors are inexperienced or new to a particular qualification, they will be observed a minimum of three times before they can teach the course unsupervised.

Singleton Training Services Ltd will ensure that all assessors, tutors and internal verifiers who deliver and assess on the qualifications we offer are suitably qualified and experienced. All centre staff members will receive access to regular, continuous professional development (CPD).

Sampling

Sampling is undertaken when an IQA samples a learner's work and reviews the assessment judgements (feedback) the trainer/ assessor has given to the learner. The IQA will consider the following questions:-

- Has the trainer/assessor marked the learner's work (often called 'evidence') correctly?
- Has the trainer/assessor reached the right decision with regards to whether the learner has met the assessment criteria or not?
- Has the trainer given relevant and appropriate feedback the learner?

The IQA will then write an IQA Report of their findings for each individual trainer/assessor. The IQA feedback will identify evidence of the good practice from the Assessor and any actions for the future improvements.

Standardisation

All trainers/assessors who deliver and assess on an accredited qualification must do so to the same standard. All trainers/ assessors in a centre must be aware of the evidence learners need to produce, to ensure they achieve the assessment criteria and learning outcomes. Trainer/ assessors and the IQA should be aware of and agree what is/ is not acceptable evidence from a learner. Standardisation enables this to happen.

At Singleton Training Services Ltd, standardisation meetings are incorporated into our regular team meetings.

Specific elements of the assessment process will be discussed along with any new policies or procedures that come into force. In doing this, all staff members will be working towards the same standard when marking learners work.

Observations

An IQA should undertake observations on all centre staff members to ensure they are delivering and assessing a qualification correctly. Observations can identify areas of good practice by Trainers/ assessors and also areas for

development. Observations ensure quality standards are maintained. Observation report Forms will be completed by an IQA.

Examples of observation that an IQA can undertake include:-

- Observations of a trainer/ assessor asking learners questions
- Observations of a trainer/ assessor giving learners feedback
- Observations on a trainer/ assessor delivering a qualification and recording assessment judgement on learner's performance or skills

If an IQA is observing a lesson, they would complete a Lesson Observation Form.

An IQA should also encourage peer observations between staff members within the centre. Peer observations are a useful way of ensuring standardisation, sharing best practice and raising quality standards in the centre.

Feedback

An IQA should undertake interviews with staff members to identify their thoughts on a qualification and to see if any improvements can be made to how it is delivered and assessed in a centre.

Talking to learners is an excellent way to gain their feedback and opinions on a qualification. They might identify issues an IQA was unaware of, or come up with new ideas to improve the delivery and assessment of a qualification.

It is vital to remember that a trainer/ assessor who also work as an IQA in a centre, must never undertake IQA activities on their own learners. There must be another IQA in place to check their assessment decisions.