

Internal Quality Assurance (IQA) strategy

All documentation will be made available to the Internal Verifiers (IV's) and a summative examination will be carried out when a learner's logbook, portfolio or training course materials have been completed by the assessor or Instructor and the results are being submitted to the awarding body, in line with sampling percentages and trainer/assessor grading.

IQA will be run in line with the yearly planner, and where identified the IQA will carry out a summative report in line with all 3 stages as identified below. This can be done by the IV's in real time during the delivery of a course or assessment.

Interim reviews can be carried out by the IV's by sampling evidence on completion of a course delivery or assessment prior to submission to the awarding bodies using all 3 stages below.

Interim (shallow) review – Review of course paperwork against the Academy Policy and awarding bodies' standards (where required) . Review of interim assessments before submission to the awarding bodies' for units.

Summative (deep) review – Review of course and assessment planning, delivery, supporting evidence and submission to the awarding bodies for units.

Stage 1 – Planning of the training course or assessment.

- Awarding body and IV notification of the pending/completed course or assessments date(s).
- Notification to the learner of the start time, policies, standards and requirements.
- Notification from the learner of any reasonable adjustments.
- Receipt of any recognition of prior learning (RPL).
- Authorised persons

Stage 2 – During delivery of the course or assessment.

- Completion of a risk assessment.
- Communication of reasonable adjustments.
- Training and/or assessment aids and room requirements.
- Induction/welfare requirements met.
- Delivery style and compliance.
- Form completion and verification.
- Feedback

Stage 3 – Post delivery of course or assessment.

- Evidence completion and supporting documents.
- Completion of awarding bodies' logbooks, forms and applications.
- Completion of learner entry and applications for certification.
- Receipt and distribution of certificates and/or cards.
- Completion of IV reports and feedback.
- Learner interviews.

Dormant and new instructor/assessors:

Where a trainer/assessor has remained dormant for more than 12 months or is new to the Academy, they will be categorised as category C*. The trainer/assessor will be given the opportunity to shadow a category A* trainer/assessor prior to their first delivery of a course or assessment.

An IV will conduct a summative observation on the trainer/assessor as soon as practicable.

Trainer/assessor grading:

Category	Rational in grading for assessors	Rational in grading for instructors	Percentage of sampling
A*	Assessor with continuous practice in the award who shows consistency required by the IQA and awarding body	Trainer with continuous practice in the award who shows consistency required by the IQA and awarding body	5-10%
B	Assessor with either a break in the award or not assessing against the award standards consistently. Former category A* assessor who is experiencing difficulties with the award. Former category C* assessor who has shown continuous development and consistency against the award	Trainer with either a break in the award or not delivering courses against the award standards consistently. Former category A* trainer who is experiencing difficulties with the award. Former category C* trainer who has shown continuous development and consistency against the award.	50-75%
C	Assessor who is either new to the Centre or award or has been dormant for more than 12 months. Former category A* or B* assessor who is experiencing difficulties with the award. Assessor returning after suspension or investigation by the awarding body. Any assessor requiring 100% supervision as identified by the IQA	Trainer who is either new to the Centre or award or has been dormant for more than 12 months. Former category A* or B* trainer who is experiencing difficulties with the award. Trainer returning after suspension or investigation by the awarding body. Any trainer requiring 100% supervision as identified by the IQA.	100%

Control and storage: All meeting minutes and appendices must be stored in the Centre IQA folder for External Quality Assessment (EQA) audits and internal review.

Policy/Process Review Date

This policy/process is reviewed every 12 months with the next review date being 30th April 2023