

Davidson Training UK Limited

Internal Quality Assurance Strategy 2023 - 2024

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Internal Quality Assurance Strategy

Assessment is crucial part of any second language program; the teacher and the students need to have up to date information about the students' abilities, progress and overall development in the language. Summative assessment plays a critical role in this information gathering process. By conducting a variety of forms of summative assessment (also known as assessment of learning), the trainer will have a good grasp of where their learners are in the learning process. In the following section we will look at why this type of assessment is important, provide some possible summative assessment strategies, and give examples of what summative marking tools look like. The purpose of Internal Quality Assurance is to establish a centre-devised system for systematic monitoring of the quality of all teaching and training, to make sure that it is consistent, fair and reliable across all Trainer and all qualifications.

DTUK uphold Awarding Bodies commitment to ensure that qualifications retain value and credibility. The key to this being reliable and valid assessment

The Primary focus of the IQA

- Assist in selecting Trainer/Assessors
- Comprehensive internal auditing and recording processes
- Coherent Internal Quality Assurance sampling strategy development
- Management of accessible Learner appeals and complaints systems
- Sampling Assessments
- Standardising assessment judgements
- Implementation and evaluation of continuous improvement

Internal Quality Assurance

The IQA is at the heart of Quality Assurance, both within the national framework and in the quality and management systems of the centre. The role, in terms of managing training and assessment so that it consistently meets the required Standards, is central to maintaining public confidence in each and every qualification issued.

IQAs will be responsible and accountable for:

- The IQA is a key factor in managing risk and ensuring that when certification is claimed for a learner, they have achieved the National Standards.
- IQAs must be competent in their relevant areas of qualification assessment and have appropriate occupational expertise and experience.
- The IQA will operate and evaluate internal assessment and quality assurance systems meeting external quality assurance requirements
- The IQA will monitor the quality of assessor performance and support Trainer/Assessors by regularly sampling evidence of assessment decisions made by all Trainer/Assessors across all programmes within the centre; sampling must include some direct observation of assessment practice
- Monitoring and supporting the work of Trainer/Assessors within the centre
- Establishing procedures to develop a common interpretation of the test requirements between Trainer/Assessors
- Maintaining up-to-date records of internal quality assurance and sampling activity and ensuring that these are available for the purposes of External Verification qualification assessment in order to monitor, and ensure, consistency in the interpretation and application of standards
- Facilitating appropriate staff development and training for Trainer/Assessors
- Providing feedback to the External Quality Assurer of the effectiveness of assessment ensuring that any corrective actions required by the awarding body are implemented within agreed timescales
- Only quality assuring evidence they have not assessed themselves.

Trainers and Trainer/Assessors will be responsible and accountable for:

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- Managing the system of assessment - from assessment planning, through to marking and recording assessment decisions, as required by the awarding body.
- Maintaining accurate and verifiable learner assessment and achievement records, as required by the awarding body.

In order to ensure quality in Internal Quality Assurance (QCA – NVQ Code of Practice 2006), the centre has a number of procedures and documents in place to maintain a high standard of internal quality assurance practice and record keeping. The Awarding Body requires that all records relating to internal quality assurance should be kept for a minimum of three years to make them available for the purpose of resolving any issues arising from External Quality Assurance or appeals

The documents that the centre currently used are:-

1. Internal Quality Assurance Strategy
2. IQA Sampling Strategy and Assessor Handbook
3. Standardisation Strategy and Processes
4. Internal Quality Assurance (IQA) Sampling Moderation Strategy

Internal Quality Assurance should be planned and ongoing. Interim sampling will take place throughout the qualification and the IQA will select learners for sampling. The IQA will complete the internal Quality Assurance report, including written feedback to the assessor and if necessary, follow up with oral feedback.

The standard time that it should take to internally Quality Assure a learner's completed work (a unit at the interim sampling stage) has been agreed, as being **30 minutes**. Therefore, the submitted unit will aim to be internally quality assured within **four weeks** of the date on the Unit Achievement.

In addition to sampling assessment decisions made by all Trainer/Assessors, it is the IQAs' responsibility to ensure that sampling includes direct observation of assessment practice. The IQA must make sure that during all these processes they do not re-assess the candidate. Feedback will be given to the assessor on performance.

An audit will be performed once a year to ensure that we are reaching the standard. This will be done by random sampling of learners' portfolios. The audit will be performed by a different IQA and written (IQA audit form) and oral feedback will be given and a copy held centrally.

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IQA (IQA) Sampling Strategy

This IQA sampling strategy outlines the Quality Assurance procedures and record keeping requirements agreed by the IQA's for Davidson Training UK Ltd.

Each IQA must use Davidson Training UK Ltd. Internal Quality Assurance verification procedures and associated recording documentation.

IV induction/Assessor Induction:

- All IQAs must have a copy of this document and understand the procedures and record keeping requirements described.
- All unqualified IQAs will have their verification decisions overseen and countersigned by a qualified IQA.

Procedure for implementing the QCF internal quality assurance procedure and sampling plan

This plan identifies the centre strategy for internal quality assurance. It is developed and monitored by the IQA team to ensure that the procedure is standardised throughout Davidson Training UK Ltd. Each IQA is responsible for working to the agreed sampling plan.

The IQA must check with the Managing Director if unclear about the procedures and/or recording requirements.

- All models of IQA sampling plans MUST ensure that over time – all Trainer/Assessors, all assessment methods and all learners units are included in the sample.
- The IQA is reminded that when using the minimum internal quality assurance processes allowable, the activities must be carried out throughout the period of assessment. Under no circumstances must internal quality assurance only take place towards, or at the end of learner assessment.
- A single unit will be identified by the IQA to sample across all Trainer/Assessors. This will form part of our standardisation process. The IQA must ensure this unit is included in their sample.
- Internal Quality Assurance Samples MUST NOT be random
- The intensity of the sampling will reflect the IQA's confidence in the assessment practices for each assessor.
- For Trainer/Assessors not qualified with A units or TAQA Awards, new Trainer/Assessors or Trainer/Assessors who are qualified but new to DTUK Ltd, sampling a minimum of three units intensely at different points in each NVQ learners' period of assessment is required until that assessor becomes more established and the sampling can be reduced
- For Trainer/Assessors qualified with D/A units and who have current experience of assessing within the organisation a minimum of two units will be sampled at different points in each learners' period of assessment.
- In both instances the IQA will also need to focus on all additional areas of sampling responsibility, e.g. monitoring Trainer/Assessors practice via observation.
- The IQA may increase the extent of the sampling beyond the above if there are concerns about assessment practice.
- The sampling policy identified will be reviewed every 12 months.
- The IQA must complete the internal quality assurance sampling plan and record at the beginning of the assessment process for all their Trainer/Assessors.
- The internal quality assurance sampling plan and record ensures that all aspects of the assessment process, evidence gathering methods, observation requirements, a single identified unit and the full range of units are sampled for each and all Trainer/Assessors and that is evidenced on the records. This will allow the IQA and EQA to ensure that the agreed process is being applied.
- Where it is necessary to vary from the sampling plan, the reasons should be recorded and the variations added to the internal quality assurance sampling plan and record.
- There will be more intense sampling in the event of new Qualification Standards, until IQA's are more confident of Trainer/Assessor decisions.
- A flexible approach to sampling will be adopted and where staff mature sampling will be reduced.

NB: The IQA is reminded that they must sign against the units sampled and each evidence item sampled, must be signed in red. This indicates that sampling has taken place. (Green pen should be avoided where possible, as this colour is often used by EQA's to evidence their sampling activity.) The sampling strategy will be agreed with External Quality Assurer.

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IQAs will take joint responsibility of all Trainer/Assessors in order to ensure opportunity and diversity of support.

In defining the strategy, all the following should be taken into account:

- Size of sample needed to ensure reliability
- Trainer/Assessors – number, experience, workload and location
- Range (if any) of assessment sites, satellites
- Learner cohorts, e.g. full-time/part-time, different employees, different programme start dates – particularly focusing on any problem unit(s)

Internal Sampling

Internal quality assurance sampling will focus on written portfolio evidence that will be measured against criteria identified as feedback, final check, assessor judgement, planning (including reviews) and recording.

Portfolios for sampling will be identified from One File in advance to the assessor. This will be in accordance with the appropriate sampling cycle identified by the experience of the assessor. Portfolios will be sampled and returned to the relevant assessor within 4 working days. Verbal and written feedback will be given via the NVQ IQA Qualification Report Form to the Trainer/Assessors at the point of return. Any identified training will be reported to the Training Operations Manager via the Internal Support Log.

External Sampling

External sampling will focus on observation of assessment practices and will be conducted at the learner's place of employment. External sampling will be in accordance with the appropriate sampling cycle identified by the experience of the assessor. The visit will be arranged in advance. The IQA will identify from One File, in agreement, with the Assessor which employer(s) and learner(s) will be visited and assessment practices that will be monitored. This will be entered into the calendars of both the assessor and Quality Assurer. Verbal feedback will be given to the assessor at the end of the visit. Written feedback will be provided via the Training Learning Assessment Evaluation Form, any identified training will be reported to the Training Operations Manager via the Internal Support Log.

The sampling will be identified in the first instance by date of commencement on the programme. This could be influenced by fast progression learners. For example, a learner may be completing 10 units in their particular framework and have achieved 50% or 5 units prior to the 50% date. In this instance, once identified via the IV tracker/e-track, the portfolio will be sampled at an earlier date.

Learners with additional learning/social needs

These learners will be identified from page 7 of the completed ILP at the commencement of the program.

These learners will be supported through additional internal and external sampling on a 12 weekly cycle and by the assessor, learner and employer completing 6 weekly reviews.

Learners with additional learning/social needs will be highlighted orange on the IV Tracker to allow effective monitoring. The dates of the additional sampling will be entered onto the IV tracker.

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Learners not achieving agreed targets

These learners could be identified by

1. Problem Log
2. E-track
3. Internal Sampling
4. External Sampling
5. Reviews
6. Learner/employer surveys

The assessor in partnership with the learner will be supported more frequently through internal and external sampling on a 12 weekly cycle and by the assessor, learner and employer completing 6 weekly reviews. This will encourage timely achievement.

Learners exceeding agreed targets

These learners could be identified by

1. E-track
2. Sampling
3. Reviews

In this instance target dates will be reviewed by the assessor, learner and employer. The learner's IDLP will be updated and the IV tracker amended.

The frequency of Internal Verification will be as follows. However, the aim will be to follow procedures that will provide regular feedback to Trainer/Trainer/Assessors, and have a significant impact on standards.

This will depend on:

- The skill and experience of IQAs
- The skill and experience of Trainer/Trainer/Assessors
- How long we have been running the qualification

We will adopt an internal verification system that requires sampling all Trainer/Assessors, and all learners.

The sample must be based on assessed work from a minimum of 5%, but up to 100% of learners per Assessor.

New and inexperienced Trainer/Assessors

This will include Trainer/Assessors new to the company or new to an award and/or working towards their A1. The assessor's caseload will be sampled on a 2 weekly cycle; this will be a combination of internal and external sampling.

- Customer Service Practitioner portfolios sampled at 50% and 100%
- Customer Service Specialist Apprenticeship portfolios sampled at 40% 70% and 100%
- Retailer portfolios sampled at 50% and 100%
- Retail Level 3 and above Apprenticeship portfolios sampled at 40%, 70% and 100%.
- Business Administrator Apprenticeship portfolios sampled at 40% 70% and 100%
- Recruitment Resourcer Apprenticeship sampled at 40% 70% and 100%
- Functional Skills sampled at 50% or 100%
- Team Leader/Supervisor Apprenticeship portfolios sampled at 40% 70% and 100%
- Operations/Departmental Manager Apprenticeship portfolios sampled at 40% 70% and 100%

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Experienced Trainer/Assessors

This will include Trainer/Assessors that have worked for the company and completed 3 successful samplings and hold the A1 qualification.

Will be changed to new assessor process if training needs are identified.

The assessor's caseload will be sampled on a monthly cycle; this will be a combination of internal and external sampling.

- Customer Service Apprenticeship portfolios sampled at 50% or 100%
- Customer Service Advanced Apprenticeship portfolios sampled at
- Retail Apprenticeship portfolios sampled at 50% or 10%
- Retail Advanced Apprenticeship sampled at 50% and 100%.
- Business Admin Apprenticeship portfolios sampled at 50% or 100%
- Business Admin Advanced Apprenticeship sampled at 50% and 100%
- Key Skills sampled at 50%
- Customer Service Technical Certificates 1 of 3 sampled at 100%
- Business Admin Technical Certificate sampled at 100%

- Customer Service Practitioner portfolios sampled at 50% or 100%
- Customer Service Specialist Apprenticeship portfolios sampled at 50% and 100%
- Retailer portfolios sampled at 50% or 100%
- Retail Level 3 and above Apprenticeship portfolios sampled at 50% and 100%
- Business Administrator Apprenticeship portfolios sampled at 50% and 100%
- Recruitment Resourcer Apprenticeship sampled at 50% and 100%
- Functional Skills sampled at 50% or 100%
- Team Leader/Supervisor Apprenticeship portfolios sampled at 50% and 100%
- Operations/Departmental Manager Apprenticeship portfolios sampled at 50% and 100%

A 100% sample will be appropriate if overall numbers are small, or in the first year of operation, while the team is building up expertise in the assessment requirements. Once the team becomes more experienced, it will be sufficient to take smaller samples of assessment decisions taken by each Assessor.

Risk Management will be implemented after every cohort at the end of each sampling period. This will allow IQAs to either reduce or increase sampling on specific units and/or specific assessor

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Monitoring assessment practice

This is necessary:

- To ensure that National Standards of assessment are adhered to by all Trainer/Assessors
- To identify problems or areas where Trainer/Assessors require advice/mentoring/development
- To ensure that learners are aware of, and satisfied with, the assessment process

Monitoring assessment includes the IQA sampling Trainer/Assessors. It also includes reviewing the Internal Verification records completed with each Assessor and evaluating all aspects of their performance, as recorded in the Internal Verification records.

The following requirements must be met:

Factors	Need to consider
Learners	Ethnic origin, age, gender, other factors, special needs etc
Trainer/Assessors	Experience and qualifications, workload, occupational experience
Methods of assessment	Questioning, observation, testimonies, APL, use of simulation, product evidence, assignments, projects and tests
Elements/Units within the NVQ	Problem areas, special requirements
Records	Reports from Trainer/Assessors, correct assessment practices, IV records, learners portfolios and files
Assessment locations	Workplace assessments, off-the-job training, other assessment locations

- additional support / scrutiny of qualified, but new, Trainer/Assessors
- that the first judgement in each unit assessed by an unqualified assessor is overseen and countersigned
- standardisation activities across the Trainer/Assessors and IQAs within each qualification

If action to adjust assessment is found necessary, an action plan will be implemented to ensure that this is completed before External Verification takes place. This will be made available to the External Quality Assurer as part of their monitoring role

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IQA Meetings

The IQAs will meet with the Training Operations Manager on a two weekly basis.

Internal Standardisation

The centre quality assurance co-ordinator and the team of IQAs must ensure that there will be standardisation of activity across the **whole** centre i.e. **all** qualifications, **all** assessment locations and **all** IQAs.

In order to complete a standardisation review we will collate copies of evidence presented for unit accreditation and ask each Assessor to make a decision based on what is in front of them. We will request that they note any queries they may have, e.g. further information needed.

The purpose of the standardisation exercises will be to agree on standardised assessment practices, processes and assessment decisions.

Internal Verification exercises will be repeated at intervals to ensure that messages are reinforced.

We will put into place procedures that will provide ongoing feedback to Trainer/Assessors.

This will be dependent on:

- the skill and experience of IQAs
- the skill and experience of Trainer/Trainer/Assessors
- how long we have been running the qualification

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Developing and Supporting Trainer/Assessors

The IQA must ensure that all Trainer/Assessors have:

- copies of assessment materials, instructions and mark schemes
- the identified resources/equipment/facilities, as specified
- a copy of the Instructions for Candidate Examination
- access to the Guidance and National Standards document
- access to appropriate training and support
- access to Information, Advice and Guidance (IAG)
- action planned training and support programme

External Quality Assurer

The External Quality Assurer's first port of call is the IQA, who will be expected to have a range of information to hand:

- Numbers of current, registered learners per subject/level
- Learner centre enrolment and awarding body registration details
- Assessor details
- Learner special assessment requirements
- Assessment records and plans
- Learner support resources available
- Assessment sites
- Internal Quality Assurance sampling strategy
- IQA records including feedback to Trainer/Assessors, discussions with learners, records of claims for certification