



Reynolds

Training Services

POLICY NAME	Internal Quality Assurance Policy		POLICY NUMBER	Po-010-RTS	
EFFECTIVE DATE	November 2023	NEXT REVISION	November 2024	VERSION NUMBER	1.1

VERSION HISTORY				
VERSION	AUTHOR	REVISION DATE	DESCRIPTION OF CHANGE	APPROVED BY
1	John Reynolds	January 2020	Policy Implemented	John Reynolds
1	John Reynolds	January 2021	Annual Review – No amendments	John Reynolds
1	John Reynolds	January 2022	Annual Review – No amendments	Andrew Reynolds
1.1	John Reynolds	November 2022	Logos Updated	Andrew Reynolds
1.1	John Reynolds	November 2023	Annual Review – No amends	Andrew Reynolds

Approved by: John Reynolds
Position: Managing Director
Date: 15th November 2023

Approved by: Andrew Reynolds
Position: Centre Manager
Date: 15th November 2023



Internal Quality Assurance

Reynolds Training Services Ltd will appoint one person to be the Quality Assurance Co-ordinator who will also be a qualified Internal Quality Assurer (IQA). IQA's are responsible for the internal quality assurance of vocational qualification systems operated at Reynolds Training Services Ltd.

In addition to carrying out the internal quality assurance, the Quality Assurance Co-ordinator and IQA team will:

- ❖ Check that Assessors and IQA's meet the occupational requirements to be Assessors, this is defined in the Assessment Strategy.
- ❖ Keep copies of CVs, certificates, and records of Continuous Professional Development for Assessors and IQA's.
- ❖ Hold regular standardisation and support meetings for Assessors and IQA's.
- ❖ Carry out observation of assessment activity for each Assessor on at least an annual basis, endeavouring to do so more frequently when an assessor is still developing their competence in the role.
- ❖ Ensure that all requirements are in place to meet the requirements of External Quality Assurance (EQA) visits.

Carrying out Internal Quality Assurance

New Assessors

It is our policy that new assessors will achieve the Level 3 Award in Assessing Competence in a Work Environment.

When new assessors undertake assessment of candidates, the IQA will monitor their assessment techniques by observation. This observed assessment will take place very early on in the Assessor's development.

The outcome of every assessment will also be monitored and each decision countersigned by an experienced Assessor until such times as the new Assessor has achieved their qualification. All assessments carried out by new Assessors will be subject to 100% internal quality assurance.

Where the assessor has no experience of assessing a particular unit and has achieved the Level 3 Award in Assessing Competence in a Work Environment, they will be deemed to be a new Assessor and all assessments will be verified, these assessment decisions will not need to be countersigned by another Assessor though.

Support will also be provided by one-to-one sessions with the IQA, regular meetings and observed assessment. This may be on request from the Assessor or by arrangements with the IQA.

Experienced Assessors

Observation of Assessors

Experienced Assessors will be observed carrying out assessment activities on at least an annual basis. This activity could be planning, observation of an assessment activity or observation of the Assessor giving feedback to a candidate.

Records of observation and feedback will be kept by the Quality Assurance Co-ordinator.

Discussions with candidates

The Internal Quality Assurer may arrange to speak to candidates about the assessment processes. This will be from time to time and can be face to face or via the telephone.

Records of such discussion will be kept and feedback will be provided to the Assessor.



Planning Internal Verification activities

We will hold Internal Quality Meetings to ensure that we are all working in the same way. These will be held at least once a year and will count towards the requirements for Continuous Professional Development of the Internal Quality Assurers. They will normally precede the Assessor Meetings.

Planning will take place on at least a six-monthly basis, when it will be decided what will be done and how it will be done.

We aim to ensure that each Assessor's work is reviewed across all possible units throughout the year.

Assessor Meetings

These will be held at least twice a year and will count towards the requirements for Continuous Professional Development of the Assessor.

If Assessors do not attend the meetings, the nominated IQA will find out the reasons why and discuss future requirements.

Supporting documentation:

- ❖ IQA Report Form;
- ❖ IQA Sampling Matrix;
- ❖ IQA Assessor Observations;
- ❖ CPD Record Form.

Internal Quality Assurance Procedure

Procedure

New Assessors

In line with the policy, all assessments of new Assessors will be subject to internal verification until the Assessor has obtained the Level 3 Award in Assessing Competence in a Work Environment. In addition, any units which the Assessor assesses which have not been subject to internal quality assurance will be chosen in the sample.

For new Assessors, the IQA will:

1. Ensure that the Assessor Name is added to the Internal Quality Assurance Matrix.
2. Carry out internal quality assurance on all assessments carried out by new Assessors. The IQA will complete an Internal Quality Assurance Report for each activity undertaken, this will form the basis of feedback to the Assessor. Note that where the Assessor has not yet achieved the Level 3 Award in Assessing Competence in a Work Environment, the name of the countersigning Assessor will also be added to the forms.
3. The result of such quality assurance will be recorded on the IQA matrix. Where the assessment decisions are confirmed, the IQA will indicate this with a '/' mark in the appropriate unit column.
4. Where the decision is not confirmed, the IQA will indicate that it has been referred by inserting 'x' in the appropriate unit column. Under these circumstances, the IQA will contact the Assessor to discuss the results as well as providing the feedback in writing. Any additional support will be recorded on the Assessor Development Form.
5. The IQA will also discuss the results with the assessor who countersigned the decisions made by the new Assessor and take action, as appropriate.
6. The IQA Report and Matrix will be updated once actions have been completed.



When the Assessor has achieved the Level 3 Award in Assessing Competence in a Work Environment

1. When the Assessor achieves the Level 3 Award in Assessing Competence in a Work Environment, the IQA will need to ensure that all units have been sampled in some way.
2. The IQA will check the Internal Quality Assurance Matrix, where units have not been subject to any sort of internal quality assurance activity, the IQA will ensure that such units are chosen for sampling when they are assessed for the first time.

Experienced Assessors

Sampling of assessment decisions will take place according to the policy.

1. The IQA will choose which units to sample by referring to the relevant sampling matrix.
2. The IQA will complete the Internal Verification Report form for each activity carried out for each Assessor. In addition, the IQA matrix will be updated indicating if the decisions have been confirmed or not.
3. Where the decisions are not confirmed, the IQA may need to take action to support the Assessor. In these circumstances, the IQA will contact the Assessor directly to give feedback and arrange appropriate support. The outcome of the discussions will be recorded on the Assessor/IQA Review Form.

Candidate Internal Quality Assurer

All decisions will need to be countersigned by an experienced Internal Quality Assurer until the Candidate IQA has achieved the relevant qualification.

Completion of Internal Quality Assurance Report Forms

The IQA needs to indicate if the verification is interim or final.

The IQA will sign each piece of evidence reviewed by putting their initials and the date that the quality assurance was done in red ink.

This will then enable the audit trail to be followed.

Observation of Assessors

New Assessors

1. New Assessors will be observed carrying out an assessment very early on in their role as an Assessor.
2. The IQA will complete the Assessor Observation Checklist, this will form part of the feedback to the Assessor, and any identified actions will be detailed within the relevant section with clear guidance on closeout requirements ensuring these are agreed and in a timely manner.

Experienced Assessors

1. Experienced Assessors will be observed carrying out an assessment activity on (at least) an annual basis. The timescale will be determined by the IQA based on the results of internal quality assurance decisions. Where there is any concern in the ability of an Assessor, the IQA will carry out observation on a more frequent basis.
2. The IQA will complete the Assessor Observation Checklist, this will form part of the feedback to the Assessor, and any identified actions will be detailed within the relevant section with clear guidance on closeout requirements ensuring these are agreed and in a timely manner.



Discussion with Candidates

1. From time to time, the IV may decide to check that candidates are being supported in line with requirements. This will take place where the IV has any concerns about the level of support being provided to candidates or where a candidate has lodged an appeal.
2. The Candidate Discussion Record will be used as the basis for this discussion.
3. The outcomes of the discussion will be discussed with the Assessor. Where any remedial action is required, this will be agreed and recorded on the Assessor Development Record.