



## Internal Quality Assurance Policy

### Introduction

The Excellent Performance Team is committed to the effective Internal Quality Assurance (IQA) of all learning programmes. Appropriate systems are in place with all tutors, assessors and Internal Quality Assurance (IQA) receiving effective training and standardisation to ensure effective implementation. All learning programmes will be internally verified to include assessment activities (where these have not been provided by the awarding organisation) and assessment decisions. The frequency, content and quantity of Internal Quality Assurance (IQA) will be dependent on various factors: performance of tutor; frequency of tutor running courses; amount of successful verification (internal and external); any issues regarding quality of assessment; other factors as determined by the company. Internal Quality Assurance (IQA) requirement will be detailed in the Internal Quality Assurance (IQA) schedule.

### Internal Quality Assurance (IQA)

The role of the IQA is to monitor quality ensuring accuracy and consistency of assessment materials and decisions. Additionally, an IQA can also provide support and guidance to assist further development.

The Excellent Performance Team will ensure that there are sufficient suitably qualified IQA available to effectively verify the company's programme.

IQA's **should** hold one of the following qualifications:

Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice

1<sup>st</sup>4sport Level 3 Certificate in Internal Quality Assurance (IQA) Practice in Sport

D34, V1 or other equivalent qualification

It is appropriate that in some cases IQA's who are working towards specific IQA qualifications but have sector competence may work in the role of IQA, this decision will be done on a risk rated decision.

In addition Internal Quality Assurance (IQA) should have experience and up to date knowledge of the subject matter contained in the learning programme.

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### Internal Quality Assurance (IQA) Schedule/ Strategy

The key contact will maintain the overall IQA schedule. When planning the schedule, the following should be considered:

- All tutors/assessors to be included
- All aspects of the qualifications to be included over a period of time
- All disciplines and levels to be covered
- Rotation of appointed IQA
- A range of learners must be included\*

For RQF qualifications, the sampling may consist of:

- Theory question paper
- Session overview
- Lesson plans
- Observation record
- Evaluations
- Review record
- Action plan
- Whole portfolio

\*The learners selected for IQA may be selected by the key contact, IQA or external verifier, this may be changed during the training programmed based on risk management, in order to protect all parties.

From time to time a random IQA sample may be requested which will be in addition to the scheduled sample to ensure ongoing effectiveness of assessment activities and decisions.

All tutor/assessors will be subject to IQA a minimum of once 1 per year for each discipline and level that they tutor at and or IQA. This may be changed dependant on feedback.

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### Internal Quality Assurance (IQA) Process

To ensure that learners receive a quality experience from The Excellent Performance Team and that assessment decisions made are accurate and safe Internal Quality Assurance (IQA) will ensure that:

- Assessment activities are accurate and effective
- Assessment decisions are accurate

Internal Quality Assurance (IQA) of assessment activities is only required where awarding organisation assessment materials have been modified.

The frequency, content and quantity of Internal Quality Assurance (IQA) will be dependent on various factors: performance of tutor; frequency of tutor running courses; amount of successful verification (internal and external); any issues regarding quality of assessment; other factors as determined by the company.

Internal Quality Assurance (IQA) can be completed either face to face or remotely and overtime will cover all aspects of qualifications both theoretical and practical.

To ensure that The Excellent Performance Team can achieve the above the following process will be adopted:

### Prior to the course

1. At course registration the key contact will allocate an IQA if required and the aspect of the qualification to be reviewed.
- 2 Both tutor and IQA will be advised of the allocation at course registration
- 3 The tutor must submit the assessment activities along with an IQA of Assessment Activities Form to the IQA for approval at least 3 weeks prior to the course if required.
- 4 Once reviewed the IQA should complete the IQA of Assessment Activities Form with their approval or detail any areas that require amendment and resubmission
- 5 The completed IQA of Assessment Activities Form should be forwarded to the tutor and key contact.
- 6 Assessment activities must not be released to learners until they have been approved by the IQA (if required).
- 7 The key contact will notify the assessor and IQA as applicable the names of the learners to be included in the sample. The IQA sample will be at least 25% of the total number of learners in the cohort with a minimum of 3 learners.

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### At the course

- 1 Advise the learners at the start of the course that certification is subject to Internal Quality Assurance (IQA) (and external verification where applicable)
- 2 If the assessor believes that a learner should be included in the IQA sample advise the key contact so that necessary amendments can be discussed and agreed.
- 3 If a learner selected for external verification is not going to achieve competence at the end of the course advise the key contact at the earliest opportunity to ensure that a suitable course of action can be agreed.
- 4 Where the course is being externally verified learners and assessor must complete the Awarding Body Authenticity Declaration Form.
- 5 All IQA samples must be submitted within 2 days of the end of a course, if this isn't possible for whatever reason this should be alerted to the key contact as a matter of urgency.
- 6 If the IQA agrees with the assessors decisions the IQA Form should be completed accordingly and the results Released. Any areas for improvement/development should be noted on the action plan section.
- 7 If the IQA disagrees with the assessors decision the IQA Form should be completed accordingly and the results Blocked. The remedial work section should be completed including deadline for resubmission of work.
- 8 Following resubmission the IQA form should be updated accordingly and results Released.
- 9 Should the assessor and IQA be unable to agree on assessment decisions after discussions this should be referred to the key contact who will appoint a second IQA to review the sample and make a final decision.
- 10 Until such time as the assessment decisions are released by the IQA (or external verifier if appropriate) no learner on the course should be advised of their individual results.
- 11 The completed IQA Form should be forwarded to the tutor and key contact

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### Internal Quality Assurance (IQA) for Flexible Learning/RPL Programme

- 1 Assessment activities and decisions for learners enrolled on a flexible learning/RPL programme may be subject to Internal Quality Assurance (IQA).
- 2 The selection of a learner for Internal Quality Assurance (IQA) will be dependent on a number of factors including but not exclusively:
  - a. has the assessor been delivering courses at the same level and discipline
  - b. recent results of Internal Quality Assurance (IQA) or external verification
- 3 The Internal Quality Assurance (IQA) of the flexible learning/RPL programme will follow the same process as that of a taught course.

### Standardisation

- 1 To ensure consistency of assessment decisions throughout The Excellent Performance Team's entire programme assessors and Internal Quality Assurance (IQA) should meet on an annual basis. This meeting will allow a review of a sample of learners work from either recent courses or materials provided by the awarding organisation to ensure future consistency and reliability of assessment decisions. This meeting may be conducted via SKYPE.
- 2 From this meeting annual development plans for the company, assessors and Internal Quality Assurance (IQA) can be developed.
- 3 All assessors and Internal Quality Assurance (IQA) are required to maintain competency by attending relevant CPD training.

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### Specific to STA Courses

The following Internal Quality Assurance Strategy is now in place for all STA Courses run by The Excellent Performance Team and includes all tutors and assessors over a 12 month period starting from 7<sup>th</sup> September 2019, this will be reviewed as and when STA review their own policy. This complies with Safety Training Awards minimum requirements for Approved training Centres.

The centre will carry out

1. 1 face to face observation per tutor per year
2. 1 face to face observation per assessor per year
3. All new tutors will be observed on their first course
4. New assessors will be observed on their first assessment
5. Where a tutor is delivering 1 or 2 courses per year, a face to face observation would be expected on all courses to both tutoring and assessing
6. When a tutor is involved with more point 5, the following will take place
  - Minimum of 1 face to face observation whilst tutoring and a minimum of 1 face to face observation whilst assessing and desk-based samples of courses run throughout the year, subject the sampling plan as detailed, this will include learner interviews, looking at portfolio's where appropriate to qualification being sampled, looking at practical mark sheets and marking of MCQ papers.
7. Where courses are tutor/ assessed, one observation is sufficient as long as tutoring elements and assessing elements are observed. For STA First Aid at Work courses the observation will need to take place on day 1 of the course (the emergency first aid at work day)

The following IQA's have been appointed for the centre for STA courses

Neal Wood  
Ray Lau  
Ellie Purvis

Ellie Purvis Approved Centre Key Contact  
[courses@theexcellentperformanceteam.co.uk](mailto:courses@theexcellentperformanceteam.co.uk)

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