



Registered Company Number: 9281141.
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**INTERNAL
QUALITY
ASSURANCE
AND ASSESSMENT
POLICY**

Internal Quality Assurance and Assessment Policy

1.0 Policy Statement

Learning and development Bureau is committed to ensuring a standardised approach to internal quality assurance practice, under a single quality assurance system that is well documented and systematically reviewed regularly. The internal quality assurance procedure for all provision must be open, fair and free from bias and have accurate and detailed recording of internal quality assurance decisions. An accredited lead internal quality assurance officer for each principal sector area will be recruited to ensure that internal quality assurance of programmes is in line with the regulatory bodies' requirements. The internal quality assurance process will monitor and maintain the quality, transparency and integrity of assessment in line with the requirements of our awarding organisations.

2.0 Purpose

The purpose of this policy is to:

- a. Ensure that staff and partners receive appropriate information regarding the internal quality assurance and assessment process
- b. Ensure the consistent and fair treatment of all staff in the application of this procedure
- c. To provide student-centred approaches to assessment that serves the stated learning objectives of the programmes we offer and facilitate the achievement and wider development of our students.
- d. To assess students work with integrity by being consistent and transparent in our assessment judgements and processes so that the outcomes are fair, reliable and valid
- e. To register and assess individual students within agreed timescales
- f. To claim valid student certificates within agreed timescales
- g. To construct a secure, accurate and accessible audit trail to ensure that individual student registration and certification claims can be tracked to the certificate which is issued for each student.

3.0 Scope

This policy applies to all assessment staff including internal quality assurance officer, trainers and assessors working across the full range of qualifications delivered and assessed.

4.0 Role of the Internal Quality Assurer (IQA)

It is the responsibility of the IQA to ensure:

- a. all awarding organisation communication is channelled via the Quality Manager

(QM)

- b. all external quality assurance visits, confirmation sampling and quality review and development activities are organised and sanctioned by the QM
- c. a lead internal quality assurer (LIQA) for each principal sector area is duly accredited and recognised via the successful completion of an online support for centre assessors standardisation exercise
- d. each LIQA oversees effective internal quality assurance systems within each principal sector area and or curriculum area
- e. all assessment staff are briefed and trained in the requirements for current internal quality assurance procedures
- f. effective internal quality assurance roles are defined, maintained and supported
- g. internal verification is promoted as a developmental process between staff
- h. standardised internal verification documentation is provided and used
- i. an annual internal verification schedule, linked to assessment plans, is in place
- j. secure records of all internal verification and assessment activity are maintained for three years.
- k. the outcome of internal verification is used to enhance future assessment practice and all assessments are subject to internal verification sampling
- l. each verified sample will be appropriately structured to include assessor work from all units/programmes, processes, assessment methods, sites and teams
 - all the assignment briefs or assessment tools used in every unit is verified
 - a sample of assessment decisions made for every unit are verified
 - a sample of assessment decisions from every assessor is verified
- m. that within the sample:
 - the range of assessment decisions made is included
 - the experience of the assessor is taken into account when setting the sample size
 - the sample size is sufficient to assure the accuracy of the assessment decisions for the whole group
 - the sampling process is planned and documented

5.0 Role of the Assessor

It is the responsibility of all lecturers/trainers/assessors to:

- a. ensure that students are provided with assignments that are fit for purpose, to enable them to produce appropriate evidence for assessment
- b. assess students evidence using only the awarding organisation assessment and grading criteria
- c. ensure that assessment decisions are impartial, valid and reliable
- d. ensure that assessment procedures will minimise the opportunity for malpractice
- e. maintain an accurate and detailed audit trail of student recruitment, induction, registration with the awarding organisation, assessment decisions and certification
- f. ensure assessment of all programmes meets both the relevant national standards and the grading criteria for the qualification

- g. ensure equal and fair access to assessment for all students and that the methods used are valid (appropriate for each student and qualification) and maximise holistic assessment opportunities
- h. seek to prevent misuse of the conditions for special student requirements, (for example where students are permitted support) and that details of all students that are entitled to special consideration are sent to the relevant awarding organisation
- i. ensure all students enrolled onto a qualification can claim Recognised Prior Learning (RPL) as a valid method of assessment that considers whether they can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to further develop through a course of learning
- j. ensure that once students are enrolled to the college, registration with the awarding organisation takes place according to the schedule set by the Exams department
- k. ensure roll-on, roll-off short courses or programmes not following the standard academic year are registered within one month of enrolment
- l. ensure that assessment schedules are planned, published (issued to students and relevant staff) , monitored and allow for naturally occurring evidence
- m. resources provided enable assessment to be performed accurately and appropriately, leading to assessment decisions that are valid, authentic, reliable and sufficient
- n. ensure students are provided with assessment material and assignments that have been internally verified as fit for purpose, which enable them to produce appropriate evidence for assessment
- o. ensure that dates for submission and re-submission of formative assessment are clearly visible and marked work is turned around within a two week time-frame
- p. that in accordance with awarding organisation requirements late submission of students' work will not be limited or 'capped', except where required by an awarding organisation's or Higher Education Institution's assessment strategy
- q. ensure that unit achievement is recorded as prescribed :
- r. ensure that during the programme, accurate records of assessment and achievement, at criterion level are tracked.
- s. ensure assessor to candidate ratio is compliant with awarding organisation requirements to enable fair access to assessment
- t. ensure work based assessor to candidate ratio is capped at 40 candidates per full time assessor or pro-rata
- u. ensure assessment processes minimise the opportunity for malpractice from both the student and staff; any such practice will be subject to student or staff disciplinary procedures
- v. ensure students' declare that submitted work is their own, use appropriate citations and referencing for research sources and that authenticity is checked as stated in the Academic Misconduct Policy. The college may use electronic checking systems to minimise or eliminate plagiarism
- w. ensure that feedback is constructive, motivational, relates to the assessment criteria, provides clear guidelines for improvement and informs the next step in the process
- x. ensure all assessors/tutors/lecturers/personal tutors) update summative assessment

- decisions/grade on the college e-Tracker on a regular basis to track summative student progress
- y. ensure all assessment decisions in qualifications made by trainee internal quality assurers' and assessors' are countersigned by qualified quality assurers' and assessors' who hold the relevant vocational qualifications
 - z. ensure students who wish to appeal against an internal assessment decision, i.e. if the student considers that their work has been wrongly assessed and wishes to appeal, are fully informed of the college appeals process
 - aa. ensure assessment is accurately recorded, tracked on e-Tracker and leads to a valid certification claim and to avoid the risk of falsified records (by alteration, substitution or making fraudulent certificate claims)
 - bb. ensure that full or unit award claims have been authorised before submitting to for processing
 - cc. ensure that all records of student achievements, assessment tracking and internal quality assurance documents are stored securely for a minimum of three years

6.0 Examinations and Controlled Assessments

- 6.1 These regulations are taken from the JCQ General Regulations for Approved Centres and have been established to ensure that the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute.
- 6.2 Centres must conduct examinations and assessments in accordance with these regulations and, where relevant, the JCQ publications:
 - a. Access Arrangements and Reasonable Adjustments
 - b. Instructions for conducting controlled assessments
 - c. Instructions for conducting coursework
 - d. Instructions for conducting examinations

7.0 Access arrangements and reasonable adjustments

The centre agrees to:

- a. ensure that it will recruit with integrity with regard to both general and vocational qualifications;
- b. ensure that students will have the correct information and advice on their selected qualification(s) and that the qualification(s) will meet their needs. The recruitment process must include the centre assessing each potential student and making justifiable and professional judgements about the student's potential to successfully complete the examinations/assessments and achieve the qualification(s). The centre's assessment must identify, where appropriate, the support that will be made available to the student to facilitate access to examinations/assessments;
- c. ensure that where a student with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified specialist assessor;

- d. submit any applications for access arrangements or reasonable adjustments ensuring that appropriate documentary evidence is held on file to substantiate such an arrangement and is open to inspection.
- e. recognise its duties towards disabled students as defined under the terms of the Equality Act 2010. This must include a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled students;
- f. The arrangements must be carried out in accordance with the following JCQ publication: *Access Arrangements and Reasonable Adjustments*.#

8.0 Candidates

The centre agrees to:

- a. register or enter candidates for an examination or assessment in accordance with the regulatory bodies' published procedures for that qualification;
- b. maintain a unique candidate identifier (UCI) for each student entered for an examination or assessment and to ensure that the same UCI is used consistently for the candidate over time to enable aggregation of units and qualifications;
- c. enter students who are usually following general qualifications at that centre as internal students;
- d. enter a candidate not in attendance at a centre who is following a general qualification as a private candidate and, where necessary, will inform the centre at which the candidate is registered of the entries made;
- e. (A private candidate is responsible for his or her own entry which must be made through an accredited centre in the United Kingdom. A student may not be entered as both an internal and a private candidate at the same centre in the same examination series.)
- f. N.B. Awarding bodies do not accept entries directly from private candidates; they will only accept entries made through an accredited centre. Further advice should be sought from the relevant awarding body who may maintain a list of centres who have indicated a willingness to accommodate private candidates.
- g. enter student under names that can be verified against suitable identification such as a birth certificate, passport or driver's licence. You may need to check that the name the student is using within the centre is his/her legal name rather than a 'known as' name. This will help to prevent issues at a later date when the candidate may need to verify that he/she is the person named on the certificate.
- h. verify the identity of all students that they enter for examinations or assessments. The centre must be satisfied that all student identities have been checked, whether as part of the initial registration process, or in the case of private candidates through a verification process which involves photo-ID;
- i. make arrangements to notify students, including any private candidates entered through the centre, of their examination entries and the dates and times of their examinations/assessments;

- j. ensure that, in relation to examinations, the JCQ *Mobile Phone and Warning to Candidates* posters are displayed in a prominent place for all students to see prior to entering the examination room;
- k. ensure that the JCQ Information for candidates (controlled assessments, coursework, on-screen tests and written examinations) are distributed to all students whether electronically or in hard copy format prior to assessments and/or examinations taking place. Students should also be made aware of the content of the JCQ Mobile Phone and Warning to Candidates posters;
- l. N.B: It is permissible for each of the JCQ Information for candidates to be placed on the centre's website and for the respective link to be e-mailed to students, with an appropriately worded message.
- m. A centre may provide student with a copy of the JCQ Information for candidates in a language other than English, Irish or Welsh.
- n. ensure that all student data where required by the regulatory body has been supplied to the regulatory bodies within the terms of the Data Protection Act 1998 and the Freedom of Information Act 2000, and that students have been properly informed that this data has been transferred to the regulatory bodies.

9.0 Controlled Assessments, Coursework and Portfolios of Evidence

The centre agrees to:

- a. ensure that arrangements are in place to co-ordinate and standardise all marking of centre-assessed components and to ensure that students centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions;
- b. take reasonable steps to ensure that all associated administrative tasks are completed in an accurate and timely manner. For example, marks are correctly calculated, recorded and submitted by the published date;
- c. submit centre-assessed marks and to despatch moderation samples, if required by the awarding body, by the published date;
- d. have in place, and be available for inspection purposes, an internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)
- e. have in place, and be available for inspection purposes, a policy with regard to the management of controlled assessments;
- f. use only current assessment materials/tasks to assess students' knowledge and skills (in cases where the awarding body provides such material);
- g. store safely and securely all controlled assessments, coursework or portfolios until the deadline for an enquiry about results has passed or until any appeal, malpractice or results enquiry has been completed, whichever is later. This includes materials stored electronically.

10.0 During the examination/assessment

The centre agrees to:

- a. provide suitable accommodation and facilities for all examinations and assessments, including centre-assessed work;
- b. provide fully trained invigilators for examinations, including on-screen and computer based assessments;
- c. provide fully trained Oral Language Modifiers, practical assistants, readers, scribes and Sign Language Interpreters for examinations where permitted in accordance with the JCQ publication *Access Arrangements and Reasonable Adjustments*;
- d. provide fully qualified teachers to mark, and/or fully qualified assessors for the verification of centre-assessed components;
- e. have in place procedures to verify the identity of all students at the time of the examination or assessment;
- f. conduct all examinations/assessments governed by these regulations in accordance with the following JCQ publications:
 - a. *Access Arrangements and Reasonable Adjustments*,
 - b. *Instructions for conducting controlled assessments*,
 - c. *Instructions for conducting coursework*,
 - d. *Instructions for conducting examinations*
- g. keep records of all cases where overnight supervision is required in accordance with the JCQ publication *Instructions for conducting examinations*
- h. submit declarations for very late arrival of students for examinations, in accordance with the JCQ publication *Instructions for conducting examinations*
- i. submit any applications for special consideration where students meet the published criteria.

11.0 Malpractice

The centre agrees to:

- a. notify an regulatory body as soon as it is discovered, by completing the appropriate documentation, any established, suspected or alleged case of malpractice (which includes maladministration);
- b. Notification must be made to an regulatory body whether involving a student (during examinations or following the authentication of controlled assessment, coursework or verification of other assessed qualifications) or malpractice or maladministration by a member of staff;
- c. investigate any instances of suspected malpractice (which includes maladministration) in accordance with the JCQ publication *Suspected Malpractice in Examinations and Assessments: Policies and Procedures*, and provide such information and advice as the regulatory body may reasonably require