



Group  
Training  
Association

# GTA Internal Quality Assurance Policy

This policy applies to all members of GTA (including staff, learners, and volunteers) who access training at the GTA.

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## What is an Internal Quality Assurance?

Internal Quality Assurance (IQA) is a quality improvement/management process. Internal Quality Assurers (IQAs) are responsible for the management of the assessment process to ensure the accuracy and consistency of assessment decisions between assessors and to ensure that assessors are consistent in their interpretation and application of the National Occupational Standards for the award.

Rigorous Internal Quality Assurance relies upon several continuous and integrated activities, including:

- Induction, including registration of assessors and candidates
- Assessment Planning
- Feedback
- Assessment Decisions
- Review
- Record Keeping
- Certification, including unit Certification, where applicable.

## What do Internal Quality Assurers do?

The Internal Quality Assurer is central to the quality improvement/assurance in VCQs both within the National Framework and within the Quality Improvement System operated at Doncaster GTA. The role of the Internal Quality Assurer is crucial in ensuring the confidence of all stakeholders in the awarding of the VCQs and involves four main aspects:

- Operate and evaluate internal assessment and quality improvement/assurance systems.
- Support assessors.
- Monitor the quality of the assessor's performance to meet external quality assurance requirements.

There are three types of Quality Assurer

- *Internal Quality Assurance/Moderators* are appointed by the centre and verify the accuracy, consistency, and quality of assessment at the unit level of a qualification.
- *External Quality Assurers* are appointed by Awarding Bodies. They confirm that centres are meeting the Assessment and Internal Quality Assurance requirements of the VCQ, Code of Practice and provide advice and support for centres regarding the Awarding Bodies' requirements and interpretation of National Standards.
- *External Quality Assurer/Reviewers* are appointed by Awarding Bodies to ensure, through a review of quality procedures, programmes, and candidates, that centres are consistently applying standardised Centre Assessment of Procedures and Internal Quality Assurance Procedures, in accordance with the VCQ Code of Practice and the requirements of Awarding Bodies.

Each has an important role in providing support and feedback to the centre in establishing and improving Internal Quality Control systems.

## Assessors

All Assessors must be:

- Occupationally competent and have the relevant occupational expertise as defined by their Sector Skills Council Assessment Strategy (see SSC Assessment Strategy for further details).
- Qualified to the relevant Certificate in Assessing Vocational Achievement (Units 1,2 and 3) within the first 12 months of registration as a candidate assessor if they do not hold the A units (A1/A2) or D units (D32/D33).

All VCQ Assessors are responsible and accountable for:

- Participating in a VCQ Assessor induction.
- Ensuring that they are fully conversant with VCQ practice, (i.e. the most up-to-date VCQ Code of Practice, Joint Awarding Body Guidance and Updates, Awarding Body Quality Documents, National Occupational Standards for the VCQs that they assess).
- Ensuring that the candidates have been registered with the Awarding Body as near to the start of the programme as possible, normally within 12 weeks of commencement of the programme. NB - any assessment activity that takes place prior to candidate registration must form part of the APL process.
- Managing the assessment system, from candidate induction (including registration of candidates, to assessment planning, feedback, assessment decisions, review, and record-keeping as requested by the Awarding Body.
- Producing Assessment Plans which meet the SSC Assessment Strategy.
- Assessing evidence of candidate competence against the National Occupational Standards in the qualification, and to Units 1, 2 and 3 standards as appropriate.
- Ensuring the candidates' evidence is valid, authentic, sufficient and current.
- Providing oral AND written feedback on assessment decisions.
- Ensuring that their assessment decisions are checked, authenticated and countersigned by a qualified assessor with relevant occupational expertise (applies to Candidate Assessors only).
- Meeting with their IQA and participating in assessor interview(s); this must occur a minimum of once per programme.
- Retaining documentation/records to standards established by the VCQ Code of Practice/Awarding Body requirements.
- Maintaining accurate and verifiable records of candidate assessment decisions and achievement, as required by the Awarding Body.
- Updating their Curriculum Vitae.
- Maintaining their own CPD in accordance with their SSC Assessment Strategy and with the NCD Continuous Professional Development (CPD) Policy.
- Attending team meetings and standardisation activities.

### **Internal Quality Assurer**

All Internal Quality Assurer must be occupationally competent and have relevant occupational expertise as defined by their SSC Assessment Strategy (see SSC Assessment Strategy for further details). They must also be qualified to Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (Units 4 and 5) within the first 12 months of registration as a candidate Internal Verifier or have completed mandatory updating to their V1 or D34. All VCQ Internal Verifiers are responsible and accountable for:

- Participation in a VCQ Internal Quality Assurance Induction.
- Ensuring that they are fully conversant with VCQ practice, (i.e. the most up to date VCQ Code of Practice, Joint Awarding Body Guidance and Updates, Awarding Body Quality Documents, National Occupational Standards for the VCQs that they verify).
- Understanding the content, structure and assessment required for the Awards that they are verifying.
- Managing the Internal Quality Assurance system, from induction, to assessment planning, feedback, assessment decisions, record keeping, certification (including unit certification, where appropriate) as required by the Awarding Body.
- Establishing procedures to ensure that all assessors interpret the standards in the same way.
- Producing Internal Quality Assurance sampling plans which meet Awarding Body requirements, and ensure that, over time (i.e. the duration of the programme), all assessors, all assessment

site/locations, all assessment methods, all parts of the assessment process, all candidates and all units are included in the sample.

- Regularly sampling evidence of assessment activities made by all assessors, across all aspects of VCQ assessment (including direct observation or assessment practice), and to V1 standard.
- Using, as a minimum, the GTA documentation (Appendices 1 - 6 accompanying Internal Verification for VCQ Procedures), or appropriate Awarding Body IQA documentation when required (ensuring that all aspects of GTA Policy and Procedures are covered).
- Ensuring that they do not internally verify their own assessment decisions.
- Ensuring that their Internal Quality Assurance decisions are checked, authenticated, and countersigned by a qualified IQA where relevant occupational expertise (applies to Candidate IQAs only).
- Monitoring and supporting the work of assessors, including the facilitation of appropriate staff development and training for assessors.
- Ensuring that candidate certification is conducted in accordance with the 10-week rule applying to certification.
- Maintaining up to date records of IQA and sampling activity and ensuring that these are available for External Verification.
- Retaining documentation and records to standards established by the VCQ Code of Practice and Awarding Body requirements.
- Updating their Curriculum Vitae.
- Maintaining their own CPD in accordance with their SSC Assessment Strategy.
- Attending team meetings and leading the standardisation process, evidence of which must be appropriately documented.

### **Doncaster GTA Assessment**

The Internal Quality Assurer/moderator must record and report on all sampling undertaken in sufficient detail to justify their decisions. Underpinning all IV activity is the validity of the verification sample, which is achieved by using forms GTA V5, 6 and 19.

### **Sampling Strategy**

Sampling should entail reviewing the quality of the assessment judgement by evaluating how assessors have reached those decisions. The IQA must be able to follow an audit trail which clearly demonstrates that assessors have followed the correct procedure when submitting a portfolio for verification regardless of the qualification type and size. Evidence must be confirmed by assessors as being:

- Valid - Relevant to the standards for which competence is being claimed.
- Authentic - The evidence is produced by the learner and any expert witnesses are verified.
- Current - The evidence produced is current with level of industry technology and the assessors have up to date CPD/Linked which is relevant to the claimed qualification.
- Sufficient - The evidence submitted meets the criteria of the awarding body standards.

The sampling plan/strategy for each qualification may vary according to meet the specific demands of the qualification and learner needs, this will be discussed with the External Verifier and should consider the following factors:

*Learners* - Ethnic origin, age, gender, particular requirements, and any other relevant feature of the learner population.

*Assessors* - Experience and qualifications, workload, occupational experience, CPD, evidence of counter signing for candidate assessors.

*Methods of Assessment* - Questioning, witness testimony, APL, simulation, product evidence, assignments/phase tests.

*Evidence* - Written confirmation that the evidence is valid, authentic, current, sufficient, and special considerations for assessment needs.

*Records* - Reports from assessors, IV records, learner portfolios and class records.

*Assessment locations* - Workplace assessments, simulation within centre, assessments taking place at other locations other than the designated locations.

The IQA sampling plan/strategy must:

- Meet the requirements of the VCQ code of practice and the awarding body requirements
- Be continuous throughout the programme
- Ensure that, over time, all assessors, all assessment sites/locations, all assessment methods, all parts of the assessment process, all learners meet the awarding body criteria
- Not be determined by any rule of thumb such as a percentage of portfolios submitted for sampling, but to be based on assessor experience and the history of any actions or referrals

Flexible to account for:


- Assessor experience – substantially larger samples are required for assessors that are not yet qualified or who recently qualified with little experience of assessment practices (less than 12 months). New assessors to the centre or new to qualifications or out of practice.
- Workload of Assessors – ensuring that the total sample reflects the number of decisions being made by each individual assessor.
- Specialist assessors – some assessors may assess only specialist units. In these cases, once an IQA is satisfied that the assessor judgements are consistent, it is reasonable to reduce the number of their assessment decisions contained within the overall sample.

### Sampling Activities

All sampling activities will be logged on the form GTA V6, this includes:

- Formative sampling
- Interim sampling
- Observations of Assessors

The IV report number should always be in numerical order.



GTA V6  
Ver3 JM 02/12 FORM 25

**INTERNAL VERIFICATION SAMPLING PLAN**

Assessor's Name	Candidate's Name	Candidate's Registration No	Unit	Planned IV Sampling Activities (Circle as appropriate)						Assessment Type			IV Report No	IV's Signature	Date
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
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				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			
				WO	WT	UPK	PT	PHT	OLT	SUM	FORM	OBS			

WO = Workplace Observations; WT = Witness Testimonies; UPK = Underpinning Knowledge (inc. oral questions, assignments etc); PT = Practical Tests; PHT = Phase Tests; OLT = On-line Tests  
SUM=Summative Assessment; FORM= Formative Assessment; OBS= Observation of Assessors

Form 25 Issue 2

When a sampling plan is raised GTA V6 should be completed first, then issue the sampling plan its number. Other details such as learner's name and number can also be completed at the same time.

## Formative Sampling

Formative sampling can be followed by using two documents GTA 12a and GTA 12b. Both flow diagrams show the process route from initial sampling to certification. Formative sampling is the final part of the sampling process. The number of units sampled is left to the discretion of the IQA, generally the quantity is based on two elements, assessor experience and previous interim sampling reports. In experienced assessors or previous poor feedback would require a more in-depth assessment covering a wider range of units.

## Interim Sampling

Using template form GTA V16 the internal verifier can plan interim assessments for all registered learners on all qualifications. By using the IMI Awards web-portal the internal verifier can copy all registered candidates by month into the template and begin planning which assessments are going to take place, when and where. Once a learner has achieved a full certificate they are simply highlighted, and certification date is inserted.

The template gives an overview what units have been sampled from a particular assessor; this gives the ability to cover IQA assessment across all units over the period of the qualification including formative sampling.

Registered Date	Description	Candidate Number	First name	Surname	Certification date	Planned Date	Sampling plan number	Date Sampled	Unit/s Sampled	Internal Verifier	Assessor
17/06/2011	Application of Number	0477-08-08	Aaron	Porter	21/11/2011						
21/06/2011	Application of Number	1041-08-09	Finlay	Macleod	14/11/2011						
21/06/2011	Application of Number	2561-01-10	Mathew	Turner							
21/06/2011	Application of Number	2563-01-10	Joe	Kirby	21/11/2011						
21/06/2011	Application of Number	3024-01-09	Russell	Boulby	14/11/2011						
23/06/2011	Application of Number	0077-07-08	Michael	Arthurs							
23/06/2011	Application of Number	0298-09-09	Jade Louise	Crawford							
17/06/2011	Communication	0477-08-08	Aaron	Porter	21/11/2011						
21/06/2011	Communication	0690-02-11	Niall	Lamb							
21/06/2011	Communication	1041-08-09	Finlay	Macleod	14/11/2011						
21/06/2011	Communication	2561-01-10	Mathew	Turner							
21/06/2011	Communication	2563-01-10	Joe	Kirby	21/11/2011						
21/06/2011	Communication	3024-01-09	Russell	Boulby	14/11/2011						
23/06/2011	Communication	0077-07-08	Michael	Arthurs							
29/06/2011	Information Technology	0083-04-11	Dale	Allen	16/12/2011						
21/06/2011	Vehicle Maintenance & Repair	1041-08-09	Finlay	Macleod							
21/06/2011	Vehicle Maintenance & Repair	2561-01-10	Mathew	Turner							
21/06/2011	Vehicle Maintenance & Repair	2563-01-10	Joe	Kirby							
21/06/2011	Vehicle Maintenance & Repair	3024-01-09	Russell	Boulby							
17/06/2011	Vehicle Maintenance & Repair	0477-08-08	Aaron	Porter							
23/06/2011	Vehicle Maintenance & Repair	0077-07-08	Michael	Arthurs							
23/06/2011	Vehicle Maintenance & Repair	0298-09-09	Jade Louise	Crawford							
16/06/2011	Certificate in Vehicle Maintenance and Repair	0298-09-11	Daniel	Lee	10/02/2012						
21/06/2011	Diploma in Vehicle Maintenance and Repair	1041-08-09	Finlay	Macleod							
21/06/2011	Diploma in Vehicle Maintenance and Repair	2561-01-10	Mathew	Turner							
21/06/2011	Diploma in Vehicle Maintenance and Repair	2563-01-10	Joe	Kirby							
23/06/2011	Diploma in Vehicle Maintenance and Repair	3024-01-09	Russell	Boulby							
17/06/2011	Diploma in Vehicle Maintenance and Repair	0477-08-08	Aaron	Porter							
23/06/2011	Diploma in Vehicle Maintenance and Repair	0077-07-08	Michael	Arthurs							
23/06/2011	Diploma in Vehicle Maintenance and Repair	0298-09-09	Jade Louise	Crawford							
12/07/2011	Application of Number	0063-07-11	Keith	Bramley	09/09/2011						
12/07/2011	Application of Number	0572-01-05	Mark	Quimby	09/09/2011						