

4 Doves First Aid Training

Internal Quality Assurance Policy

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1. Introduction

- 1.1 Internal Quality Assurance (IQA) is the process of confirming that the assessment decisions made by all associated with 4 Doves First Aid Training are accurate and consistent and that the evidence for this process is properly produced and maintained. Thus maintaining confidence in the integrity of the qualification.
- 1.2 4 Doves First Aid Training internally verifies that the internal assessment decisions made by those employed by 4 Doves First Aid Training comply with the standards published by the Awarding Body, ITC First, or detailed within the official guidance to the qualification.
- 1.3 4 Doves First Aid Training also uses the opportunity provided to verify that assessment evidence is collected fairly, consistently and efficiently and that administrative procedures are correctly followed.
- 1.4 Evidence of Internal Quality Assurance activities undertaken by 4 Doves First Aid Training will be archived on the ITC website. These activities will include:
 - a) IQA of assessment decisions including double assessment [by internal quality assurer and assessor];
 - b) Evidence of annual observation of training and assessment decisions for each assessor within 4 Doves First Aid Training delivering first aid/short course qualifications awarded by ITC First;
 - c) Sampling plans;
 - d) Minutes of standardisation meetings;and may include evidence of:
 - e) Team teaching;
 - f) Other meetings of relevance;
 - g) Awarding body CPD events;
 - h) Thematic reviews of all aspects of learner journey;
 - i) Other IQA activity.
- 1.5 Evidence to be archived on ITC Centre documents area of ITC website (the Member's WebOffice) at least once per year.

2. Resources required

- 2.1 Trainers/assessors will have the qualifications and experience to deliver [train and assess] the qualification identified. All evidence will be archived on ITC website (the Member's WebOffice).
- 2.2 4 Doves First Aid Training will appraise teaching and confirm assessment judgements of its staff regularly and record the outcomes of this quality assurance activity on the ITC website.
- 2.3 4 Doves First Aid Training will maintain a file of suitable staff for undertaking internal quality assurance (IQA) activities.
- 2.4 4 Doves First Aid Training trainers/assessors and internal quality assurers will attend a minimum of 1 standardisation meeting per year.
- 2.5 4 Doves First Aid Training internal quality assurers will hold an internal quality assurer's qualification or be suitably experienced in assessing the qualification delivered [suitable experience, for 4 Doves First Aid Training purposes, will be defined by the number of training courses logged on the ITC Website]. E.g. 4 Doves First Aid Training internal quality assurers for first aid are required to have delivered [trained + assessed] more than 10 courses and be current [delivered 3+ courses in previous 12 months].

- 2.6 4 Doves First Aid Training will produce a sample plan for each assessor for each qualification annually and archived on the ITC First website [Centre documents area].

3. Method

- 3.1 ITC First assessment methods are described in the qualification specification. 4 Doves First Aid Training staff training and internal quality assurance ensures that evidence of appropriate assessment decisions is recorded throughout the delivery of the qualification.
- 3.2 The 4 Doves First Aid Training internal quality assurers will review assessment decisions, evidence taking and administration activity performed by the assessor. Ideally the assessment decisions of the assessor and internal quality assurer (IQA) should agree. The process is designed to identify differences in interpretation and maintain a common interpretation within 4 Doves First Aid Training assessors. Constructive analysis of the decisions made is to be encouraged.
- 3.3 Where assessment decisions differ, the assessor and IQA will discuss decisions and interpretation of published assessment guidance documents. This discussion will be recorded. If further staff training is required this will be identified by 4 Doves First Aid Training and provided by 4 Doves First Aid Training.
- 3.4 Internal quality assurance documentation will be completed and retained for review and be available for ITC First and/or its regulators to view.
- 3.5 Internal quality assurance documentation will be forwarded to ITC and archived on the ITC website Centre document archive.
- 3.6 4 Doves First Aid Training will respond to the guidance generated by ITC First external quality assurance activity.

Appendix 1: Internal Verification Record

Qualification:	Assessor:
IQA Assessor:	Date:

Candidate	Activity Assessed	Assessment Method	Assessor Assessment Decision	IQA of Assessor Assessment Decision

COMMENTS – to be completed by IV Assessor

Were assessments completed in accordance with ITC requirements and appropriate to the activities?	Yes	No
Have any discrepancies with assessments been discussed with the assessor?	Yes	No

Comment

Assessor Signature _____ IQA Signature _____