



# Quality Assurance Policy

Policy Ref: TMP34v2

This policy will not discriminate either directly or indirectly against any individual on grounds of sex, race, ethnicity or national origin, gender, sexual orientation, marital status, religion or belief, age, disability, socioeconomic status, offending background or any other personal characteristic.

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**Signed**

**Date** July 2020

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**Date** July 2020

## Record of Changes

Version	Issue Date	Changes	Initials
v1	July 2019	Initial issue	JM
v2	July 2020	General procedural review, references updated, formatting changes	JM

**Date of Next Review:** July 2021

## Definition

Throughout this policy document **TMP Studios CIC** is referred to as 'TMP College'.

## Scope

The aim of this Quality Assurance Policy is to ensure effective management of assessment and verification processes, to provide support for Assessors and Internal Verifiers / Internal Quality Assurers and to quality assure the outcomes of assessment in line with Awarding Body requirements.

## The role of the Internal Verifier / Internal Quality Assurer (IV/IQA)

All Internal Verifiers / Quality Assurers will:

- Be appropriately qualified to carry out the role of an Internal Verifier / Quality Assurer
- Submit for file a CV and copies of relevant certificates to demonstrate occupational competence. (Original certificates will be seen to verify authenticity of copies)
- Operate within the TMP College Quality Assurance Policy and Procedure
- Receive an induction before undertaking the role
- Receive ongoing training to support their role / function

There are 3 main aspects of the role, as described in the following sections of this Policy:

1. Monitor the quality of assessor performance –verifying assessment
2. Developing and supporting assessors
3. Meet external quality assurance requirements

### 1. Monitor the Quality of Assessor Performance

Monitoring the quality of assessor performance will include:

- Observation of assessor performance
- Sampling assessment process and judgments within a candidates portfolio
- Interviewing candidates

#### Observation of assessor performance

Observation of assessor practice may include observing the assessor carry out the following activities

- Induction and initial assessment
- Assessment planning
- Using various assessment methodologies
- Giving feedback to candidates

- Making assessment decisions

If necessary assessors will be re-observed within 12 weeks if found to be performing below the required standards.

As part of the observation process, the IV / IQA should question candidates where naturally occurring opportunities arise - this can be used as another tool to monitor the assessor's performance.

The Internal Verifier / Quality Assurer will record the observation on designated paperwork, give feedback to the assessor and record the agreed areas for development. Also the assessor's ongoing continual professional development will be recorded annually, as a minimum.

#### Sampling assessment process and judgments within a candidate's portfolio:

The sampling strategy will be prepared IN ADVANCE of portfolio sampling using common paperwork. The units to be sampled and predicted assessment methods to be sampled will be indicated.

Internal verifiers need to be mindful of the most frequent and required assessment methods within an award and ensure these form a significant part of their sample. All models of internal quality assurance sampling must ensure that, over time, all assessors, all assessment methods and all candidates are included in the sample.

When preparing a sampling strategy, Internal Verifiers / Quality Assurers should give consideration to the following points to ensure that the above requirement is met:

- Candidates - consider, age, gender, ethnicity, special assessment needs.
- Candidates' portfolios to be sampled at various stages of the assessment process (interim and summative sampling)
- Assessors - all assessors to be allocated a workload based on assessment experience and qualifications, caseload, occupational experience.
- Methods of assessment - all assessment methods, appropriate to the assessor / candidate and award to be sampled over time
- Evidence - confirmation that the evidence is valid, authentic, reliable, current and sufficient
- Records - assessment records and decisions made by the assessor will be sampled
- Assessment locations - workplace assessment, TMP College and off the job training

The Internal Verifier / Quality Assurer may decide to amend their predicted sample if, for example,

- the assessment method identified to be sampled is not used OR,
- if the internal verifier feels the evidence sampled does not cover a great deal of the unit OR
- if the ASSESSMENT PLAN / RECORD reveals an area of concern

Sampling assessments should involve reviewing the quality of assessors' judgments at both interim and summative stages.

*Interim sampling* – it is important that the internal verifier “dip in to” the assessment process undertaken with the candidate at different stages in that process. This will include reviewing candidate work, checking their progress, reviewing the assessment plan and assessment decisions made to that point. Interim sampling enables the IV to identify any problems at an early stage and so to avoid the situation of turning down final assessment decisions. It may highlight any individual assessor needs for training or support. It also provides an opportunity to identify and share good practice

*Summative sampling* – involves reviewing the quality of the assessment decision by evaluating how the assessor has reached that decision. The IV must be able to follow an audit trail which demonstrates that the assessor has checked that the evidence presented –whatever the format – meets the evidence requirements of the qualification. The evidence must have been confirmed by the assessor as being:

- Valid – relevant to the standards for which competence is claimed
- Authentic –produced by the candidate
- Reliable –accurately reflects the level of performance which has been consistently demonstrated by the candidate
- Current – sufficiently recent to be confident that the same level of skill / understanding / knowledge exists at the time of claim
- Sufficient –meets all the requirements of the national occupational standards

Written feedback will always be given to the assessor after sampling of portfolios has taken place.

The internal verifier may also arrange to see the assessor and give face to face feedback, especially if the assessor considered at risk or if areas have been identified that require more discussion and explanation.

All sampling of portfolios and verification decisions made by an unqualified internal verifier will be countersigned by a qualified verifier.

## **2. Developing and supporting assessors**

All assessors new to TMP College will submit a CV to ensure they can demonstrate occupational competence for the awards they will assess.

The IV / IQA will carry out an induction session with all assessors new to TMP College. The induction will include the IV / IQA agreeing and recording a development plan with the assessor. Assessors will submit their original assessor qualifications for inspection and validation at their induction. The IV / IQA will take a copy and sign and date this to confirm the original has been seen.

All decisions made by an unqualified assessor must be countersigned by a qualified assessor. The IV / IQA is responsible for ensuring this is set up and happens prior to verification of a completed unit.

The internal verifier will ensure a proactive approach to support is given to all assessors, particularly those who are new to TMP College. To do this the internal verifier will set up:

- An observation for any new assessor early in their practice to enable risk assessment to be determined
- One to one support meetings between the internal verifier and assessor to enable the assessor to progress effectively with their assessment. The number of meetings will be agreed between assessor and internal verifier.
- Scheduled internal verification dates to sample portfolios and observe assessment practice

IVs / IQAs will hold meetings with their assessors on a half termly basis. The meetings will include

- Update of candidate progress
- Health and safety issues
- Equal opportunities monitoring
- Standardisation activities, with the activity and outcome recorded
- Updates from Awarding Body / feedback from external verifier
- Implementation of any action plans or development areas for all assessors as identified at internal verifier meetings and any other matters as identified at internal verifier meetings

### **3. Meet external quality assurance requirements**

Internal Verifiers / Quality Assurers are responsible for ensuring that Awarding Body requirements are met in respect to:

- Ensuring that all assessors have a copy of / access to the appropriate current syllabus / National Occupational Standards
- Ensuring that the assessment process is clearly communicated to assessors and candidates including
  - The structure of the programme
  - The procedures for Internal Quality Assurance
  - Methods of assessment
  - Tracking student progress
  - Academic misconduct (cheating, plagiarism and attempting to gain an unfair advantage)
  - Appeals procedures (TMP College / Awarding Body)
  - Health and Safety
  - Availability of support for learners as necessary
- Ensuring that NVQ learners are registered with the awarding Body at least 10 weeks before the anticipated completion date
- Devising and implementing an appropriate sampling strategy which meets the requirements of the programme area / qualification / assessor risk assessment
- Participate in standardisation exercises
- Ensuring that learners' accreditation records are completed accurately and on time in order that certification deadlines are met

- Ensuring that all the necessary documentation in respect of learners' portfolios, projects, and other course work or assessment are 'signed off' in accordance with Awarding Body requirements
- Liaising with Awarding Body and TMP studios examinations staff as necessary. This may include communicating with external quality Consultants / Verifiers / moderators to arrange visits or meetings and the collection and presentation of learner work / assessment records / IQA records
- Ensuring that appropriate measures are in place to maintain the integrity and security of work submitted by learners for assessment
- Ensuring compliance with Awarding Body / TMP College procedures for external verification / moderation activities, including:
  - Liaising with External Verifier / Quality Consultant / External Moderator
  - Providing all documentation requested by Awarding Body prior to and during external verification activity
- Managing the external verification visit / activity
- Responding to actions arising from external verification activities using TMP College External Report Action Plan (ERAP) process
- Informing the Awarding Body of any changes TMP College e.g. any changes of assessors / employment of new assessors, changes in premises etc
- Holding meetings with assessors

### **Quality Manager Responsibilities**

- To collect all External Verifiers reports with details held in a central database
- Check reports for actions / recommendations
- Forward reports highlighting any actions recommendations as necessary to ensure that actions / recommendations are completed.

### **Quality Assurance Meetings**

TMP College Quality Assurance meetings will be held regularly, chaired by the Director. Internal verifiers are expected to attend all meetings. The meetings will include, for example

- Internal verification standardisation activities
- Feedback from external verifiers and any actions required
- Updates from awarding body and information that will promote effective internal verifier practice
- Information to disseminate to assessors
- Updates from Internal Verifiers in relation to candidate progress