

Internal Quality Assurance


Course preparation, delivery and assessment (internal and external)

Quality Assurance Protocols – Learner journey


Quality monitoring function

- ✓ Learner signs up to a course and completes an enrolment form
- ✓ Any required documentation (ID) collected and copied
- ✓ Learner personal file created (enrolment form, ID)


- ✓ Audit of documentation

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- ✓ Learner is registered with the Awarding Organisation via online platform
 - ✓ Registration details stored within learner personal file
 - ✓ Learner receives pre-course information and joining instructions

- ✓ Audit of learner personal file
- ✓ Registrations check

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- ✓ Learner attends training course
 - ✓ Induction to the course completed, learner handbook, materials issued
 - ✓ Learning takes place

- ✓ Observation of delivery

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- ✓ Learner completes assessments – internal or external (entered for exam)
 - ✓ All work produced by the learner submitted to Trainer / Assessor
 - ✓ Assessment of learner work completed by Trainer / Assessor
 - ✓ Feedback provided to learner and qualification signed off

- ✓ Internal quality assurance of assessment decisions - sampling

Certificate claims made via the Awarding Organisation online platform.
Evidence of claim stored in learner personal file

Quality Assurance Protocols – Course design and delivery

Quality monitoring function

- ✓ Course design – scheme of work, lesson plans, resources, assessments



- ✓ Course delivery – as per scheme of work and qualification requirements



- ✓ Learner feedback gathered
- ✓ All other stakeholder feedback gathered



- ✓ Course evaluation process

- ✓ Quality check completed on all documentation prepared

- ✓ Observation of course delivery

- ✓ Evaluation of feedback

- ✓ Review of course with all involved in the course

Quality Assurance Protocols – Assessment (internal assessment)

Quality monitoring function

- ✓ Trainer / Assessor to prepare assessment materials / packs
- ✓ Issue assessment materials / packs to learners – set timescale for completion
- ✓ Provide instructions for the completion of assessment materials / packs



- ✓ Trainer / Assessor to collect assessment materials packs from learners within the agreed timescale
- ✓ Ensure learners have completed all aspects and signed / dated evidence



- ✓ Assess learner assessment materials / packs
- ✓ Mark and annotate the work produced by the learners
- ✓ Provide written feedback and actions (if necessary) to the learners
- ✓ Maintain an assessment tracking document for learners / qualifications



- ✓ Sign and date all assessment materials / packs
- ✓ Store assessment materials / packs for internal quality assurance
- ✓ Confirm with the learner completion of the qualification
- ✓ Request certificates are claimed for the qualification

- ✓ Internal quality assurance of assessment decisions – sampling and feedback to Trainer / Assessor

- ✓ Confirm certificate claims can be made for each learner
- ✓ Maintain IQA records

Store learner work securely until qualification certificates have been received. Return work to the learner, issue certificate and maintain a copy of the certificate for records

Quality Assurance Protocols – Assessment (external)

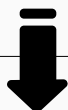
Quality monitoring function

- ✓ Schedule the exam as per Awarding Organisation requirements
- ✓ Upon receipt of exam papers keep all documentation secure
- ✓ Book a suitable room for the exam and organise an invigilator

- ✓ Quality check completed on all documentation prepared



- ✓ Prepare the exam room ahead of the exam starting
- ✓ Follow the exam policy and invigilation guidance set
- ✓ Ensure the exam is not compromised in any way



- ✓ Invigilator to administer the assessment, ensuring that the security of the exam is not compromised and by following invigilation guidance at all times



- ✓ Invigilator to conclude the exam and collect all documentation
- ✓ Follow invigilation procedures at all times
- ✓ Return all documentation to the Awarding Organisation for assessment, ensuring invigilation procedures are followed

- ✓ Review of process

Upon receipt of certificates issue to the learner and maintain a copy of the certificate for records