



Internal Quality Assurance Policy & Procedures

Philosophy for Internal Quality Assurance:

"Quality is not an act. It is a habit." - Aristotle

Internal Quality Assurance is a key aspect of effective quality of service, within all delivery of vocational, academic and apprenticeship teaching and learning programmes.

Introduction

This procedure applies to the Internal Quality Assurance of all qualifications offered by Phoenix College.

The purpose of this procedure is to assure that all assessment and Internal Quality Assurance is carried out to the requirements of the Awarding organisation, to National Standards and follows the Awarding organisation requirements, the qualification Sector Code of Practice and the National regulatory body criteria.

The PHOENIX COLLEGE Manager/Lead Internal Quality Assurer, is responsible for ensuring assessors are trained, competent and qualified, maintaining, monitoring and reviewing arrangements for processing assessment information and providing confirmation to Awarding organisation that assessment practice is to national standards.

This role is heavily supported by the Lead Internal Quality Assurers and it is the responsibility of the Internal Quality Assurers to report anything to the Centre Manager, should they feel that standards are not being met.

Internal Quality Assurers must not verify their own assessments, and appropriate arrangements must be made in this respect.

Awarding organisation also recommend that Internal Quality Assurers do not internally verify each other's assessments.

The Internal Quality Assurance Procedure:

Managing the quality assurance of the assessment and internal Quality Assurance of each qualification

The Centre Manager is responsible for constantly reviewing and improving PHOENIX COLLEGE Internal Quality Assurance (IQA) and assessment procedures.

The Centre Manager must maintain an IQA/assessor team matrix, specimen signatures and copies of CVs and certificates.

This can be either, A1 (D32/33) and/or V1 (D34)/ Level 3 Certificate in Assessing Vocational Achievement) CAVA certificates, Level 4 Internal Quality Assurance

Any changes to this information must be reported to the Awarding organisation concerned with immediate effect. The assessors must maintain their own continuous professional development (CPD) which will be reviewed by the IQA and made available for External Quality Assurers.

Allocation of Assessors

The Internal Quality Assurer must:

- Ensure that the Assessor has sufficient and current occupational competence, understand the relevant national standards, have a clear understanding of the PHOENIX COLLEGE and Awarding organisation documents in use and hold or be working towards A1 (D32/33) Level 3 CAVA.
- Continuously training, support and monitor both new and experienced Assessors, through site observations, learner interviews and portfolio sampling strategies.
- Where Assessors are working towards their assessor qualification, the Centre and IQA is to ensure a counter-signatory/mentor assessor and Internal Quality Assurer are allocated to that individual.
- Provide unqualified Assessors with a clear action plan to achieve their qualification within 12 months of beginning assessment. Note that Assessors are unqualified until the date the certificate is received at PHOENIX COLLEGE, and a qualified Assessor must continually support, countersign judgements and provide written feedback until such a date.
- Continuous written feedback is to be provided using Assessor feedback form, and matrices are to be signed/dated
- Ensure that Assessors receive training and guidance when new standards are introduced

NB: New Internal Quality Assurers must have a clear action plan to achieve their Level 4 TAQA within 12 months of beginning internal Quality Assurance. Note that Internal Quality Assurers are unqualified until the date the certificate is received at PHOENIX COLLEGE, and a qualified Internal Quality Assurer must continually support, countersign judgements and provide written feedback until such a date.

The Centre Manager must:

- Allocate named assessors to learners according to occupational competence, experience, scheme, current/future caseload, location of employer etc. Pass on all relevant information to assessors.
- Ensure each assessor has access to copies of the relevant standards/scheme books and full up to date awarding organisation documentation, including notes, assessment strategies and guidance for the vocational areas he/she is assessing.
- Ensure that assessors receive training and guidance when new standards are introduced.
- Disseminate External Quality Assurer visit report information and discuss any changes/updates to Awarding Organisation procedures and ensure that all assessors fully understand the implications of these.
- Monitor learner progress using the..... ***learner tracking system; paper-based or e-portfolio***

Control of policies relevant to all qualifications delivery:

The Internal Quality Assurer must:

Have access to a copy of PHOENIX COLLEGE

- Appeals procedure
- Equal opportunities procedure
- Health and safety policy
- Assessment and Internal Quality Assurance Procedures
- List of qualifications offered by PHOENIX COLLEGE that fall within their area of responsibility.

The Centre Manager must:

- Ensure that all assessors/IV's have access to the above.
- Ensure that all learners are registered with Awarding Organisation as soon as they are enrolled and a reasonable time frame before a claim for full certification is made.
- Where the Internal Quality Assurer has carried out assessment, ensure the allocation of another qualified internal Quality Assurer to internally Quality Assurer these assessments must be arranged.
- Refer disputes and appeals to the appropriate authority in line with the PHOENIX COLLEGE appeals/complaints procedure.
- Ensure that the Awarding Organisation criteria for certification claims, including Direct Claims are met in full.

Awarding Organisation and other documentation:

The Internal Quality Assurer must:

- Maintain copies of the following:
 - Standards for each qualification
 - Assessment strategies/notes for guidance
- Ensure that all assessors have access to the relevant copies of the above documentation.
- Ensure that all learners have access to unit certification.
- Use the following PHOENIX COLLEGE IQA paperwork:
 1. Internal Quality Assurer Report Form
 2. Learner Interview Record
 3. Observation of Assessor Performance Checklist
 4. Assessor supervision Report

The Centre Manager must:

- Maintain copies of the following: IQA
 - Record of Centre approval/Registrations
 - Qualification Standards
 - Assessment strategies/notes for guidance
 - Registration form for verified schemes
 - Certification claim/record forms
 - Certification record summary sheets
 - Direct Status Claims
 - Code of Practice/ National Occupational Standards/Awarding Organisation requirements
 - Record of workplace details
 - Assessment paperwork
- Ensure that all assessors have access to the relevant copies of the above documentation.
- Ensure that all learners have access to unit certification.

Standardisation Meetings:

The Internal Quality Assurer must:

- Attend of standardisation meetings should take place, a minimum of three times during the course of an academic year.

The Centre Manager must:

- Plan and record dates of standardisation and other relevant meetings/activities to cover at least six months of assessment and internal Quality Assurance cycle.

The purpose of the meeting is to:

Discuss any changes/updates to Awarding Organisation procedures or qualifications and ensure that all assessors understand the implications of these and take the necessary actions.

Ensure good practice is being adopted and a standard approach is being taken by all.

Discuss outcomes of evaluation feedback forms.

Sampling of records, assessment methods, evidence and assessment decisions

The Internal Quality Assurer must ensure:

- All portfolios will receive a summative Quality Assurance of a minimum of one completed unit prior to external Quality Assurance (experienced assessors). A risk assessment of assessors will be conducted to decide on how much Internal Quality Assurance will take place.
- Portfolios assessed by new/unqualified assessors are to be 100% internally Checked until the IQA is confident of standards and Quality Assurance can be reduced accordingly and in line with the RAG rating system that is in place at PHOENIX COLLEGE. The Internal Quality Assurer Report Form must be used for this activity.
- That there is a sampling plan that demonstrates that all assessors, all units and all evidence methodologies have been sampled over an annual cycle.
- Methods include observation of assessors, learner interviews and sampling of a whole unit or specific evidence sources, and must be completed on an ongoing basis. Not all at the final completion stage.
- Monitoring of the qualification (i.e. sampling of evidence and assessment records for each vocational area) is carried out on an on- going basis appropriate to the learner, assessor and assessment activities taking place within the IQA's area of responsibility.
- When sampling, to check assessment records, assessment methods used by the assessor and verify that the evidence produced by the learner supports the assessment decision:
 - Contact reports, observations and matrices are completed accurately, signed, dated and maintained for each learner sampled.
 - Wide range of assessment methods have been used
 - Competence against performance criteria has been consistently demonstrated by evidence confirming competence over an appropriate of time. Personal statements, professional discussions, case histories are supported by witness testimonies, product to confirm performance.
 - Signatures are authentic and that those on assessment records and portfolio evidence are held on the specimen signature list, or clearly state name and relationship to learner.
 - The sample covers all variables identified in the sampling strategy.
 - With new assessors, increasing this sample initially until satisfied that all evidence is current, sufficient, authentic, valid and consistent and that the judgement of the assessor is fair and reliable.

- Assessment decisions taken by arranging and checking the countersigning process for trainee assessors.
- Assessment decisions meet the national standards and are in line with Award Organisation and PHOENIX COLLEGE policies.
- Discuss assessment methods used and ensure that the direct assessment of natural performance is used whenever possible. Where other methods have been used, ensure that they are in line with the evidence requirements or assessment strategy for all Qualifications and that they have been selected on the needs of the learner while conforming to requirements.
- Record results of all sampling and provide feedback to assessors and obtain assessor signature. Where action is identified, ensure target dates are agreed and feedback reports are signed and dated by the assessor and IQA. The IQA will then re-sign/date when confirming actions satisfactorily completed.
- All IQA records are to be available for EV/EQA's in the front of portfolios on the day of EQA/ EV visit and assessor feedback, learner interviews and assessors observations also to be shown to EQA/EV.

Monitoring of assessors:

The Internal Quality Assurer must:

- Monitor throughout the assessment process, including initial assessment, planning and reviewing.
- Conduct observation of direct/indirect assessment, minimum once per scheme per year per assessor (twice if only assessing one scheme). Ensure trainee assessors are observed a sufficient number of times (minimum of two) until satisfied that the decisions and requirements of the assessor are fair and reliable. This should include an observation of an initial assessment.
- Record the results of the observation on the Observation of Assessor performance Checklist
- Discuss the results of the observation with the assessor at an appropriate time and location, agree actions and obtain signature from the assessor.
- Record the activity on the IQA Sampling Plan
- Carry out learner interviews using the Learner Interview Record for a minimum of 1 per scheme and per assessor to ensure the learner is aware of and understands the assessment process on an annual cycle.

The Centre Manager must:

- Evaluate feedback from learners, discuss with assessors and feed into the PHOENIX COLLEGE evaluation process.
- Ensure any assessor/IQA training/development is planned and implemented.
- Regular check learner progress and ensure running to contract deadlines.

Direct Claims Status (if applicable)

The Internal Quality Assurer must:

- Check that the qualification being internally verified is on the list of schemes approved for Direct Claims status.

The Centre Manager must:

- Ensure that the signature of the internal Quality Assurer is on the agreed list from the Awarding Organisation.
- Ensure that the claim documentation is sent to the Awarding Organisation.
- Ensure that all relevant documentation associated with direct claims status is stored and retained for a period of at least three years.

The documentation must include:

- Contact reports
- Observation reports
- Copies of certification claim forms
- Copy of certificate
- Interim/final Quality Assurance reports
- IQA summary record
- Ask learners to make their portfolios available for up to 6 months after completion for inspection purposes, this includes e-portfolio.

External Quality Assurer visits and certification

The Internal Quality Assurer must:

- Be available following a request from the External Quality Assurer to attend a planned visit.

The Centre Manager must:

- Prepare for the external Quality Assurance visit and inform all staff of date and timetable.
- External Quality Assurer confirms next visit and the Centre Manager/Lead IQA sends a learner list to External Quality Assurer to enable them to select a sample of claimed/in progress qualifications and those awaiting external Quality Assurance.
- Ensure all arrangements for External Quality Assurer visit take place. Ensure requested portfolios are available and relevant requested people available.
- Ensure all previous actions have been implemented and evidence is available.
- Ensure all relevant documentation is available; minutes of meetings, learner interviews, assessor observations, systems and procedures manual etc.

- Sign the External Quality Assurer sample sheet and receive and retain the PHOENIX COLLEGE copy for each External Quality Assurer visit (where a paper form has been completed).
- Remove all interim and summative Quality Assurance reports and place in learner files to be retained.
- On receipt of certificates, copies are taken and placed in the learner file and originals are issued to the learners/employers.

Control of procedures and documentation relevant to delivery of qualifications:

The Internal Quality Assurer must:

- Ensure updated relevant procedures are implemented and meet Awarding Organisation requirements
- Issue all relevant procedures and assessment forms to assessors
- Regularly review with assessment team all current procedures and documentation to ensure that they are effective and in line with current Award Body and PHOENIX COLLEGE requirements
- Ensure that sampling and other methods of internal Quality Assurance provide evidence that all assessors are complying with procedures and policies

The Centre Manager must:

- Ensure updated relevant procedures are implemented and meet Award Body requirements
- Ensure all assessors are issued with all relevant procedures and assessment forms
- Regularly review with assessment and Quality Assurance team all current procedures and documentation to ensure that they are effective and in line with current Award Body and PHOENIX COLLEGE requirements
- Where any procedure form or record is updated or amended ensure that all assessors and Quality Assurers are aware of the changes and hold the new versions
- Maintain a list of current processes and plan a minimum of six months ahead internal Quality Assurance sampling plan.
- Ensure that sampling and other methods of internal Quality Assurance provide evidence that all assessors are complying with procedures and policies
- Ensure that all documentation in relation to assessment and internal Quality Assurance is stored securely and made available only to appropriate personnel

Staff development and induction relevant to qualifications:

The Internal Quality Assurer must:

- Identify opportunities for gathering staff development information, record it and pass on to Centre Manager

The Centre Manager must:

- Follow through identified training and development for staff and ensure a plan is put together

Assessor Risk Assessment

Annex A PHOENIX COLLEGE IQA Procedures Dated September 2025

Assessor Risk Level	Assessor Status	IQA Percentage
A	Unqualified Assessor	50% Interim IQA 100% Summative IQA
B	Qualified Assessor – New to PHOENIX COLLEGE	20% Interim 100% Summative
C	Qualified Assessor Not DCS by EQA	20% Interim 50% Summative
D	Qualified Assessor DCS by EQA	5% Interim 10% Summative

Content of the IQA system

Planning is based on the principles of 'CAMERA', and includes sampling of all types of:

- **C**andidates,
- **A**ssessors,
- **M**ethods of assessment,
- **E**vidence or Elements,
- **R**ecords,
- **A**ssessment sites

Effective communication

- Interim sampling
- Summative sampling
- Monitoring of assessor practice (including observation)
- Standardisation activities
- Sound administration
- Records of the above