Internal Quality Assurance Policy

(To be read alongside the Quality Assurance Policy)

1. Introduction

As part of the commitment to offer high quality robust training and qualifications, Jill Webb Training (JWT) operates a robust internal quality assurance (IQA) system to ensure that all our training delivery and assessment meets the assessment standards set by the Awarding Organisations (AO) we work with and the requirements of the CPD Certification service (CPDUK). The IQA system aims to maintain consistency and accuracy of assessments and ensure that all practices, resources, processes and procedures meet the requirements of the qualifications that we deliver. IQA is carried out on an on-going basis and will be conducted in line with the implementation section of this policy.

2. Purpose

The purpose of the IQA Policy is to ensure that we meet and exceed the requirements placed on us by AOs and our membership of CPDUK. In implementing this Policy, we ensure fair and valid decision are reached for all our learners. We ensure that there is consistency and qualify in the delivery of training courses and we offer support to Tutors and Assessors working on behalf of JWT.

3. Roles and Responsibilities

As Centre Manager for AOs and CPDUK Jill Webb, or her nominated representative, is responsible for:

- Being the first point of contact for queries from AOs and CPDUK
- Being the primary point of contact around External Quality Assurance (EQA) visits and subsequent action plans
- Ensuring any documentation to meet the requirements of the AOs and CPDUK are in place
- That JWT policies and procedures are in place and regularly updated
- Ensuring that the guidelines of the AOs and CPDUK are followed
- Allocation of appropriate Associates to each course and ensuring they have the knowledge and skills to deliver the course alongside appropriate equipment
- Ensure all Associates have the correct qualifications and are up to date with CPD in line with the JWT Staff and Associate Recruitment Policy
- Managing the IQA process for JWT

Associates Working for JWT as Tutors and Assessors

- Are responsible for working in line with all JWT policies and procedures
- Ensuring delivery and assessment is explained to learners and they are aware of the process and requirements
- Making learners aware of policies and procedures including equal opportunities, reasonable adjustments, special considerations, complaints and appeals
- Report any concerns relating to Tutor/Assessor/IQA performance to Jill Webb
- Maintain up-to-date records of training and assessment and forward to Jill Webb upon completion of the course
- Provide constructive and accurate feedback to learners

4. Internal Quality Assurance (IQA)

The role of an IQA process is to:

- Monitor the conduct of assessment via desk-based sampling and observation assessments
- Create sample plans
- Sample learners evidence to verify assessment decision
- Ensure Assessors' judgements are impartial, consistent, fair and reliable
- Ensure evidence appears valid, authentic, current, reliable and sufficient
- Ensure all evidence is signed and dated
- Support and advise Assessors and create action points to complete within a specified timeframe
- Follow up any action points issued to Assessors
- Quality assurance record keeping for audit trail purposes
- Complete the relevant paperwork for the AOs and CPDUK

5. Implementation

This Policy is implemented in 4 ways:

1. In line with the JWT Staff and Associate Recruitment and Quality Policies, all those working on behalf of JWT are required to provide evidence of their competence to deliver courses allocated to them.

2. At least three times a year an IQA meeting is held to which all Tutors and Assessors are invited. This will provide a chance to discuss current issues and learning around assessment. A standard agenda is found in Appendix A. Minutes of these meetings are circulated to all Assessors and Tutors. They are also made available to any EQA.

3. Observation and confirmation of assessment decisions
   An IQA will carry out at least an annual IQA observations on every Tutor and Assessor, this may be conducted in person or via Zoom (where the AOs or CPDUK allows this). During an observation visit the IQA will complete a report, using the proforma set down by the AOs or JWT as appropriate. They will discuss any action points and feedback to the Tutor/Assessor.

   The observation must cover the following activities:

- Both practical and theoretical aspects of the course for a minimum of one hour
- Observe the briefing of learners undertaking the assessment
- Observation of assessment, covering a variety of assessment methods
- Feedback given to learners post-assessment

It is important to note that the observation should be a supportive tool to improve the quality of the training and assessment experience.

4. The actions outlined above will be combined into an annual IQA Plan which will be monitored at the regular meetings

This Policy will be reviewed every three years or earlier if a change in legislation, working practices or feedback from clients or partners necessitates.

This Policy was reviewed and updated in August 2024.

Appendix A
IQA Meeting Agenda For Accredited And Certified Courses

1	Welcome and introductions
2	Minutes of last meeting and actions outstanding
3	ITC and Cluster feedback
4	IQA plan update and learning from this and standardisation exercise and discussion of assessment decisions
5	Any areas to note for risk assessments for example COVID, specific venue issues
6	Other awarding body updates – ITC, CPD and other
7	Policy review – are all providers policies up to date? Any issues or learning?
8	CPD undertaken and learning to share
9	AOB
10	Date of next meeting