



**Internal Quality Assurance Policy
June 2019**

1. Introduction

1.1 High quality delivery of training, and assessment of learning is key to any training service to ensure that learners are encouraged to succeed and are treated fairly at all stages of the process. The review of Internal Quality Assurance therefore includes all stages of the learner's journey, from first enquiry to final certification.

1.2 Internal Verification is the process of confirming that the assessment decisions made by all associated with SEB Training Services (SEBTS) are accurate and consistent and that the evidence for this process is properly produced and maintained.

1.2 SEBTS internally verifies that the internal assessment decisions made by those employed by, or working on behalf of, SEBTS comply with the standards published by the Awarding Organisation

1.3 SEBTS also uses the opportunity provided by the Internal QA process to verify that assessment evidence is collected fairly, consistently and efficiently and that administrative procedures are correctly followed. This includes overviewing how learners are allocated to the correct courses, that high quality training and assessment opportunities take place, and that all paperwork relating to achievements is in place.

2. Resources required

2.1 Internal Assessors working on behalf of SEBTS will have the qualifications and experience to deliver [train and assess] the qualification identified. All Assessors will have an adult teaching and assessment qualification. They will also be able to demonstrate occupational competence in the area of work. Requirements of the Awarding Organisation will be used to define competence. They will attend appropriate CPD events and attend internal IQA meetings to ensure they are appraised of new assessment criteria and any changes to qualifications. Trainers used by SEBTS will be required to demonstrate a level of CPD appropriate to the course they deliver.

2.2 SEBTS will appraise [teaching] and verify [assessment] of anyone working on behalf of SEBTS in line with the ITC policy regarding this. The outcome of reviews will be recorded on the paperwork relevant for the Awarding Organisation concerned.

2.3 SEBTS Internal Verifiers will meet any requirements set down by the appropriate Awarding Organisation

2.4 SEBTS tutors, assessors and Internal Verifiers will attend a minimum of 1 standardisation meeting per year.

2.4 SEBTS Internal Verifiers will hold a relevant teaching qualification and an Internal Verifier qualification or be suitably experienced in assessing the qualification delivered [suitable experience, for SEBTS purposes, will be defined by the number of training courses delivered]. SEBTS Internal Verifiers are expected to have delivered [trained + assessed] more than 12 courses and be current [delivered 3+ courses in previous 12 months]. They are

expected to have delivered and/or assessed the qualification for which they are carrying out an Internal Verification role. Relevant teaching and Internal Verification are defined as current Level 3 qualifications, or their equivalent as defined on the Regulated Qualifications Framework. Guidance on the suitability of qualifications will be sought from the Awarding Organisation if needed.

3. Method of Internal Quality Assurance

3.1 The majority of accredited courses delivered by SEBTS have assessment methods which require candidates to be continually assessed throughout the course. SEBTS staff training and internal verification ensures that evidence of appropriate decisions is recorded throughout the training day.

3.2 SEBTS trainers will support assessment decisions with appropriate supporting comments on the assessment documentation for each candidate, as required by the appropriate awarding body and in accordance with the latest Assessment guidance documentation produced by the awarding body.

3.3 The SEBTS Internal Verifier will review the assessment decisions, evidence production and administration activity performed by the tutor [Internal Assessor]. This will include an overview of course paperwork and advice given to candidates to ensure they are on the right course. Ideally the assessment decisions of the tutor and verifier should agree. The process is designed to identify differences in interpretation and maintain a common interpretation within SEBTS tutors. Constructive analysis of the decisions made is to be encouraged. For ITC courses, those undertaking observations may use ITC document 'PR6' found upon support resources or a Centre devised Internal Verification plan that has the fields described in Appendix 1 as a minimum requirement.

3.4 Where assessment decisions differ, the tutor [Internal Assessor] and verifier 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 SEBTS and provided by SEBTS

3.5 Internal verification documentation (paperwork relevant for the Awarding Organisation, or the proforma at Appendix 1 used.) will be completed and retained for review and be available for ITC and/or its regulators to view.

3.5 Verification documentation will be archived in line with Awarding Organisations procedures.

4. Annual Review of this Policy

4.1 This policy is to be jointly implemented by Cluster members. This policy will be reviewed and agreed annually by each cluster. **Steve am taking this out as don't think it is relevant any more**

4.2 To retain membership of the cluster, Cluster member agrees that if they do **NOT** implement a common and shared Internal Quality Assurance procedure including uploading evidence of implementation [annual PR6 document + attending 1 meeting], then they will not meet the requirements of the cluster.



Suggest replace with:
This policy will be reviewed annually