

IQA STRATEGY NOCN, EDEXCEL AND PEARSONS

Introduction

Our IQA strategy has been developed to ensure that our assessors are making accurate and authentic assessment decisions in line with the latest Qualifications and Credit Framework Requirements for Approved Centres. Alongside this, we aim to ensure that all our assessors have regular one on one time with an IQA and receive accurate feedback about their performance. This feedback will form the basis of their development and will identify any training needs as part of their Continuous Professional Development (CPD).

The IQA process in our business will involve the following processes, to ensure a well-rounded assessment of assessor practice is being made.

- Assessor Risk Grading
- New Assessor to Centre
- Verification System
- Assessor Observation
- Portfolio Sampling
- Portfolio Checklists
- Formal Feedback Sessions
- Standardisation Meetings
- CPD-Records held centrally for all staff

New Assessor to Centre:

Any new assessor joining the centre will need to be occupationally competent in order to perform their role, their C.V should reflect this. The assessor will complete the centre induction and systems before any registration. They will not conduct any assessments prior to this being completed.

Unqualified Assessor:

Any assessor who is working towards their A1, must have their assessment decisions counter signed by an occupational competent assessor in the relevant qualification/unit.

Learning and Development Practitioners all Assessors:

Ensure all learners understand the purpose, requirements and processes of assessment. Plan assessment to meet requirements and candidate's needs. Use valid, fair, reliable and safe assessment methods, for example; observation, questioning, C.V, professional discussion, video, supporting evidence & witness testimony. Identify and collect evidence that is valid, relevant and authentic. Make assessment decisions against specified criteria, and provide feedback to the learner that affirms achievement, and identifies any additional requirements. Maintain required records of the assessment process, its outcomes and learner progress, to ensure the standardisation of assessment practice and outcomes.

The IQA system will work in practice as follows:

- The IQA will risk assess each assessor in line with Joint Awarding Body guidelines.
- We have adopted a RAG rating system (as used throughout many approved IQA systems) to grade each assessor.

- Assessor observation frequency, portfolio sampling % and review frequency decided for each assessor in line with RAG rating and J.A.B guidelines.
- Observation and portfolio sampling carried out in line with sampling plan to ensure range or assessment is covered.
- Scheduled formal standardisation activity lead by the IQA.
- The IQA will maintain records of all standardisation activity, assessor observations feedback and review sessions.
- Records to be revisited on an on-going basis to determine risk of each assessor going forward and to identify areas where CPD/Training is required.

The IQA will complete relevant documentation in the portfolio for the Operations Manager to claim any part of the qualification that is complete, quality checked and ready for certification.

The use of this system will allow for flexible and efficient IQA process. We will actively manage the time of the IQA, to ensure they have adequate time to complete their duties, whilst ensuring that that amount of IQA activity is consistent with the relative risk each assessor poses in terms of making correct, holistic and authentic assessment decisions.

Formal Teaching Observations: These will be paired where possible with the funder BCTG however this may not always be possible. BCTG will continue to complete these observations. These reports will be shared at Management meetings with the Operations Manager who will in turn discuss any improvements needed with the IQA. Records are held in centre in the NOCN Centre file. The IQA will schedule Observation of Assessor visits to maintain quality of Assessment on Employer premises.

Quality Statement

The Quality Statement that is owned by all members of staff of the company is as follows:

We, the staff of Floorskills Training Centre are committed to providing high quality services to our wide range of learners and other customers. This provision is aimed at developing the relevant knowledge, skills and competences to meet the award.

Introduction

Floorskills aims to provide a high standard of service and training, such that candidates have qualifications, skills and competency to allow them to obtain sustained employment. In addition to providing good training resources and an expert assessment team, we ensure that the standard of training and assessment remains high, and continuously improves by underpinning the work we do with a set of quality assurance arrangements:

Verification System

The verification process for each assessor is carried out over a period of 12 months. During that time each assessor will be observed delivering training and assessment using all the defined methods (observation, written questions, oral questions, accreditation of prior addition, portfolios are reviewed regularly, and interviews will be completed with learners.

Each assessor will have a rolling report that will be filled out whenever verification takes place. This report will contain copies of all observation reports carried out by the relevant IQA, as well as reports produced during EQA visits. Assessor performance is continually reviewed, feedback given, and action points will be addressed.

Edexcel/Pearson's Awarding Body

Sampling planners are held centrally for all staff delivering Functional Skills. Any new staff to the centre or staff who are in training will have 100% sampling completed of their Functional Skill assessments. This is to ensure all staff are working to the centre Quality Assurance standard. The IQA for Functional Skills will sample 100% of English Speaking and Listening assessments to include discussions formal/informal level 1 and level 2 and presentations at level 2. The IQA will also monitor the quality of delivery ensuring all required signage and names badges are available and used during assessment.

Assessor and Trainer Observations

Regular assessor/Trainer observations will take place on their performance in the field with candidates. This will take place at least once a year. A report will be produced, and any action point addressed with the assessor, to maintain continuous improvement. Observation of Teaching and Learning will cover all delivery areas including Induction, Initial Assessment, Teaching, Invigilation, practical tests and assessment. All OTL reports are held in the centre file for both NOCN and Pearson's and emailed to the funder BCTG. The centre has devised a OTL record showing which OTL's have been completed as a checklist. The funder BCTG will from time to time request specific OTL's are carried out as part of Quality Assurance. Guidance through a webinar was supplied to the centre in December 2017 and the Judgement words to be used for the OTL's.

OSCA Training Edexcel/Pearson's

The start of each Academic year the IQA will complete the OSCA training along with all delivery staff for Functional Skills. The relevant OSCA training form will be completed and emailed to customer services at Pearson's.

Portfolio Sampling

Floorskills will make every effort to ensure that units delivered by each assessor are sampled through the rolling programme of verification.

Final Verification Sampling

Many units will be sampled when the portfolio is presented for certification. This method of sampling has the benefit of allowing greater forward planning, as portfolios are available with all units complete. It is likely that 'Final Verification' of portfolios will include sampling of more units than that achieved on an interim basis.

Phone Call NOCN Awarding Body:

In each assessor centre folder there is a phone call log, where 1 in 5 folders will have a phone call from an IQA, to discuss the qualification with the candidate or witness. This will be registered onto the log correctly. If there are issues with the feedback, the assessor will be contacted to discuss them. This will be reviewed to ensure the quality, consistency, and continuous improvement for the qualification. IQA-Visits to centre will be planned around Standardisation, Observations both at the centre and at the Employers Workplace. Frequency of formative and summative sampling.

Observation:

There will be a minimum of two visits documented (however distance learning in addition to one visit will be acceptable provided that the IQA is happy that consistency of competency has been fully demonstrated) in each folder for the qualification. If this is not in the folder at the summative stage, an action will be put in place to revisit the candidate.

Final Verification:

All folders that are due for certification, must have at least a registration check, and sign off check, to ensure the correct qualification is certificated. There must be an IQA sheet completed, and a clear audit trail in the assessor's folder.

Interim Verification Sampling

During the NVQ process the IQA will sample the NVQ portfolios. The sampling of portfolios will focus on units that are part complete, as well as those that have been completed. This will also be an opportunity to review and discuss the use of assessment methods, planning, and the structure of the portfolios with the assessor. Interim IQA reports for each qualification are in the assessor's folders.

Sample Structure:

The following are taken into account when determining the structure of the sample.

- **Programme Stage:** A selection from learners at different stages of their qualification
- **Units and Methods:**
- **Problem Areas:** The process should be used to review areas identified as giving a cause for concern.
- **Qualifications:** A range of awards must be chosen to include, if appropriate, both old and new standards.

Assessment and Delivery Team:

Name	Role	Assessor Award	Verifier Award	PTLL's
Rob Harper	Trainer	NO	NO	YES
Matthew Bourne	Trainer	YES	NO	YES
Andy Bury	Trainer	NO	NO	NO
Tony Mann	Assessor	YES	NO	YES

Assessment, Delivery and Verification Teams:

Functional Skills

Name	Role	Assessor Award	Verifier Award	PTLL's
Michelle D'Albert	Tutor	YES	YES	YES
Emma Bourne	Tutor	NO	NO	NO

Invigilation Teams:

Name	Role
Michelle D'Albert	Invigilator
Emma Bourne	Invigilator

As part of our policy of continuous improvement, this system of verification will be reviewed on an annual basis, to ensure the quality and consistency of the verification being carried out, and that our system is running in line with our current level of activity.

All assessors, whether new or existing, will complete 10 number portfolios without any actions and will be visited on site monthly to gain certainty of their competency. Once this has been achieved, they will automatically drop down to 1 unit in each portfolio numerically through each trade until all units have been covered, all portfolios will have registration docs and end dates checked. Then the process of units will start again. Once competency is assured every other portfolio will have one unit checked and all portfolios will have one unit checked and all portfolios will have registration docs and end dates checked.

On the occasion where an assessor goes back or stays M/H for a long period, a review will be set, and training may be offered to the assessor.

Assessor:

To be reviewed every month...

Current risk date	H	M	L	IV
Current risk date	H	M	L	IV
Current risk date	H	M	L	IV
Current risk date	H	M	L	IV
Current risk date	H	M	L	IV
Current risk date	H	M	L	IV

