

2023

Essential Drug and Alcohol Services



TRAINING, THERAPY & HEALTH SERVICES

# [Internal Quality Assurance]

EDAS Training policies and procedures

# Introduction

EDAS ensures effective Internal Quality Assurance (IQA).

EDAS are responsible for the effective design, delivery, assessment, monitoring of all internal quality assurance processes and providing accurate documentation to enable certification of units of achievement for learners.

EDAS'S approach to managing the quality of all accredited training, qualifications or programmes that we offer is paramount in maintaining our integrity and value. It is central to the expectations, experience of the learner's journey and qualification achievement rates.

## Overview

Internal Quality Assurance (IQA) forms one part of EDAS's Quality Assurance Process and focuses on our responsibilities as a centre to ensure:

- ❖ An appropriate design of a programme to meet all accredited qualifications or unit specifications and rules of combination
- ❖ Effective delivery that meets learner's expectations of agreed learner journey
- ❖ The accuracy and consistency of assessment decisions between assessors
- ❖ Assessors are consistent in their interpretation of qualification or national occupational standards
- ❖ Maintenance of documentation audit trail to enable certification and distribution to learners
- ❖ Monitoring, review and evaluation for continuous improvement

Internal Quality Assurance (IQA) links with the External Quality Assurance Process (EQA) undertaken by External Verifier.

EDAS Centre's Internal Quality Assurance (IQA) processes follow best practice principles to ensure its rigour.

Effective IQA must be all embracing from the conception and design of all our training programmes, recruitment of learners and team members, to delivery, assessment, and evaluation through to certification.

Appendix 1. **Flow chart for the IQA Press**

## **Role of Assessors**

The role of the Assessor is to decide whether a learner has demonstrated competence and capability. This is achieved by judging the learner's assignment or evidence against all the learning outcomes and assessment criteria. The Assessor should provide support and guidance concerning sufficiency of evidence and provide summative written feedback

## **Role and Responsibilities of Internal Quality Assurance Personnel**

### **There must be a separation of the Assessor and IQA role per learner**

The Internal Quality Assurance person (s) must have the authority to implement the IQA policy and strategy and report to senior personnel within EDAS to lead to continuous development. The Internal Quality Assurance personnel's role is key and has many responsibilities. Ideally, the person should be employed within EDAS so they can implement their various responsibilities fully.

## **Responsibilities**

1. Plan and prepare internal quality assurance activities and sampling arrangements in line with EDAS centre's risk management strategy thus ensuring and demonstrating that assessment is valid and consistent through monitoring and sampling assessment decisions. IQA sampling should take place at various stages in the learners' journey to gain an overall picture of the quality and delivery – from induction to the learner evaluation process and at various interim stages. Further detail is provided on risk managed sampling and the CAMERA Acronym.
2. Organise standardisation activities to aid interpretation of unit specifications, provide guidance and maintain the accuracy, quality and consistency of assessment decisions. (Appendix 2 Standardisation form)
3. Provide on-going answering of queries relating to assessment or verification process, special consideration or requirements, constructive feedback and advice on a Tutors and /or assessor's performance to address any identified areas of improvement and maintain good practice. This entails observation, sampling and checking accuracy and completeness of documentation. Written feedback must be provided to Assessors and recorded.
4. Take a key role within the internal appeals procedure and judicator in assessment disputes or variances. The IQA personnel assessment decision will override the assessors' decision.
5. Take a lead role by understanding the legal requirements in terms of maintaining records such as data protection, confidentiality, and secure storage of records and transparency. The IQA personnel will maintain all assessment records meeting all training requirements
6. Take a lead role in the evaluation of trends in terms of equality, diversity and where appropriate bilingualism in relation to assessment decisions, monitoring retention and achievement rates.
7. Managing communications, both with tutors, assessors, senior management and the External Verifier.

The EDAS IQA personnel's role and associated responsibilities as indicated in the above is key to the implementation of our centre's IQA policy and strategy and is certainly not about second marking.

In summary – the IQA personnel will be involved with developing tutors and assessors, guiding and supporting them, planning a rigorous and robust risk managed assessment and sampling strategy, organising standardisation events, ensuring awarding bodies policies and procedures are adhered to, communication, storing and recording information to provide a clear audit trail and liaise with the External Verifier(s).

With respect to S/NVQ qualifications then in addition to having the appropriate occupational competency associated with appropriate qualification and experience, there must be at least one IQA person who has D34, V1 or the level 4 Award in Assessment and Quality Assurance (LLUK TAQA). The D34, V1 or level 4 Award in Assessment and Quality Assurance qualified IQA person can then countersign the decisions of an unqualified IQA person who is operating in the centre and working with S/ NVQ qualifications to gain the Level 4 Award in Assessment ( LLUK TAQA).

IQA personnel with D34 or V1 should follow LLUK and C&G guidance and ‘must have up-to-date working knowledge and experience of best practice in assessment and quality assurance and show current evidence of continuing professional development in assessment and quality assurance.

*For further information on the Level 4 Award in Assessment and Internal Quality Assurance ( TAQA) then it is useful to look at the qualification offered by C&G <http://www.cityandguilds.com/67669.html?s=4>*

### **Internal Quality Assurance Sampling Strategy**

Sampling across all qualifications whether S/NVQ or VRQ qualifications should be managed in line with the following principles:

Sampling is representative of all activities, is based on the CAMERA rationale, takes account of the Awarding Organisation qualification tariff percentages and provides evidence of both interim and summative sampling.

The sampling must be planned however it should be flexible to take account of changes in risk. There should be a clear rationale indication in our records as to how EDAS decided upon IQA sampling plan.

The sampling plan will be requested and forwarded to the External Verifier when EDAS completes the form CA2.

**CAMERA** is an acronym for the sampling strategy

**C** candidates or learners – sampling should cover ethnicity, gender, employed full or part time and special arrangements, all referrals.

**A** assessors – sampling will cover all assessors taking into account a higher risk of new assessors or feedback from EV reports, across all assessment sites, occupational and qualification, experience, evidence of countersigning of unqualified S/NVQ Assessors.

**M** Methods of assessment- sampling will cover all VRQ and NVQ units assessments, a higher percentage if the method of assessment has been adjusted in terms of agreed flexible assessment method , questioning. Observation, product evidence, evidence of RPL.

**E** Evidence types- written confirmation that VRQ assignments and S/NVQ evidence is valid, authentic, current, sufficient, plus a focus on any special requirements and identified problem units.

**R** Records – all documents relating to assessments and assessor feedback to learners.

**A** Assessment locations - across different assessment locations, main centre location and satellite centres

Interim sampling should be built into the plan and will occur at both the early and middle stages of the qualification assessment. Interim sampling enables EDAS to check formative assessment or part of a unit (S/NVQ) and identify consistency or issues at an early stage for corrective action.

Summative sampling will occur at the end of the qualification assessment.

Quality rating	Certificate status	Centre's minimum sample	EV minimum sample
00	Direct claims	15%	5%
01	Direct claims, with an action plan	15%	10%
02	EV sign-off	20%	15%
3a/3b	EV sign-off	30%	20%

That judgement is based upon risk within EDAS and is not dependent upon length of time the centre has offered neither the qualification nor how many candidates have been processed.

The External Verifier will base the decision upon risk. Listed below are some possible factors that may influence that decision:

- ❖ How stable is the assessor / IQA resource within EDAS
- ❖ Are the assessment decisions in line with national standards?
- ❖ Is the IQA person clearly checking the audit trail and documentation records
- ❖ What experience of relevant assessments does the team have?

Direct claims status is awarded on an individual qualification basis, so EDAS might have direct claims status for one qualification but not another so the internal sampling will vary.

- ❖ 00 or None low risk rating No EV sign off required: Direct Claims Status - no action plan – sampling retrospectively
- ❖ 01 low risk rating No EV sign off required: Direct Claims Status - with action plan – sampling retrospectively
- ❖ 02 medium risk EV sampling required before release of results – action plan in place
- ❖ 3a high risk Suspend registrations – action plan in place
- ❖ 3b high risk Suspend certification- action plan in place.
- ❖

#### **When can QQR - Tariff be changed?**

The rating may change at any point as a result of further EV activity; centre visits, remote monitoring, the annual EDAS review. The decision to amend any ratings would be that of the EV and be confirmed by the Training Manager/co-ordinator.

#### **Standardisation Meetings**

Standardisation meetings should be planned and occur at regular intervals in line with the EDAS IQA strategy. There should be evidence of these meetings through minutes and the External Verifier will ask to view these and actions required.

EDAS IQA personnel should ensure all assessors attend including associates and that an agenda is set which covers standardisation of judgements, EQA reports and assessor feedback plus other pertinent issues such as qualification updates.

#### **Appointment of a qualified occupationally competent team, on-going feedback and team development**

The appointment of occupationally competent and qualified staff is vital. EDAS will retain team member CV's plus CPD records on file. These will either be electronic or paper based. The External Verifier may request to see these during their activities with the centre. Updating knowledge of qualifications and procedures will be on going so CV and CPD records will be updated to capture this.

EDAS will maintain a staff list of staff delivering and assessing or IQA against each qualification. We will update of changes at EDAS by completing the Centre Update Form available via the online Forms tab within Walled garden.

All new team members WILL have induction to cover centre policies on internal appeals, H&S and special requirements.

Team members will receive feedback on the consistency of assessment, judgements and/ or delivery observations. The IQA will also use learner, employer feedback plus EV reports as a basis for feedback

#### **Documentation and records**

EDAS has the following as a minimum to ensure clarity of the audit trail

- ❖ Registration list
- ❖ Induction and enrolment records
- ❖ Tutorial records ( VRQ) or ILP records( S/NVQ)
- ❖ Sampling plan
- ❖ Assessment tracking record
- ❖ Assessment feedback sheets
- ❖ IQA feedback documentation
- ❖ Standardisation meetings calendar, agenda and minutes from the meetings
- ❖ Assessment Appeal records

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