

# INTERNAL QUALITY ASSURANCE POLICY

## Purpose

The purpose of internal quality assurance is to monitor assessment activities and ensure that the principles of assessment are met.

The IQA process will be open, fair and free from bias and there will be accurate and detailed recording of all internal quality assurance decisions and will monitor and maintain the quality, transparency and integrity of end point assessment, in line with regulatory requirements.

## Responsibilities

The internal quality assurance process covers the following areas:

IQA Process Area	IQA Responsibilities
Support the preparation of assessment activities, ensuring there are sufficient resources in place to carry out the assessment.	Work with Excel Me in developing assessment documentation prior to end point assessment delivery ensuring it is fit for purpose
	Support the review and update of any guidance documents
	Support the on-boarding process of assessors
	Ensure that assessors use appropriate documentation and follow the relevant standard procedures correctly
	Check that documentation and systems are meeting regulatory requirements
Advise, support and develop assessors	Understand the quality assurance requirements of their standard
	Monitor and review the performance of the assessors
	Give advice and guidance on assessment best practice
	Support/facilitate training for assessors where necessary
	Be at hand to answer queries and provide support related to their standard
Maintain their own professional development and provide advice about professional development as well as keeping up to date with trends and developments in the sector	

IQA Process Area	IQA Responsibilities
Verify and confirm assessment decisions	Sample assessment evidence provided by the apprentice
	Verify the assessor's assessment decisions
	Check that the assessor has made the correct grade decisions for each criterion
	Confirm that the overall grade for the assessment activity is correct
	Confirm that the final grade is correct
	Ensure that the assessor has provided robust feedback that justifies the grade decision given
	Ensure that assessments meet the requirements of the apprenticeship standard
Provide action points and developmental feedback	Provide the assessors with appropriate and sufficient feedback confirming if the assessment is valid, authentic, sufficient, current and reliable
	Confirm if the assessment decisions are agreed and/or to set action points where decisions and feedback need to be reviewed
	Work in collaboration with the assessors to agree how a grade decision is reached where there are discrepancies,
	Be supportive of assessors and provide positive developmental feedback
	Follow up to check actions have been carried out
	Ensuring assessors have delivered assessments at the required level
Carry out regular monitoring and standardisation activities	Plan for how and when assessors will be monitored
	Create appropriate tracking documents to monitor the IQA activities
	Carry out assessor monitoring activities
	Support the standardisation process
	Ensure standardisation activities cover all standards, all assessment activities, all criteria within the standard
	Be prepared to engage in monitoring activities
Maintain accurate and timely records of assessment and internal quality assurance activities	Carry out IQA sampling activities
	Produce feedback reports for assessors, which covers all assessment activities for the apprentice
	Make records available for external audits and verification
	Ensure electronic records are kept up to date in a timely manner
Preparing for external quality monitoring visits	Work with Excel Me to ensure all documentation is available for auditing and external quality visits
	Have data available for regulatory visits

## Management of IQAs and Assessors

IQAs will be appointed before any new End Point Assessment is delivered. Each assessor new to the standard must have an induction that explains the End Point Assessment delivery model and the requirements set by Excel Me. Excel Me, supported by the IQA, will deliver the induction session prior to the assessor administering assessments.

Before assessment begins, assessors will be provided with:

- A copy of the most recent apprenticeship standard and associated guidance documents
- Information regarding the quality assurance considerations of the apprenticeship standard
- All Excel Me policies and procedures
- All assessment documentation related to the apprenticeship standard
- Advice on how to work towards an appropriate assessor qualification
- Information on how to access the online portals to carry out the assessment activities.

All Excel Me assessors:

- Receive ongoing feedback, support and development
- Receive training on the relevant standards and regulatory requirements
- Are provided with a copy of Excel Me policies
- Have submitted a CV and qualification certificates related to the requirements of the apprentice standard
- Only conduct assessments where there is no conflict of interest
- Are approved for the delivery of their sector specific end point assessment activities.

## EPA Delivery

To ensure effective EPA delivery Excel Me:

- Use standardised documentation for all stages of the End Point Assessment process
- Require all assessors to declare conflict of interest declarations where appropriate
- Provide guidance for apprentices and employers on the end point assessment
- Provide guidance documents and training
- Will monitor assessor performance
- Will seek feedback from employers and apprentices following the completion of the End Point Assessment
- Will ensure end point assessment judgements are consistent.

## Monitoring

Excel Me will continuously monitoring the performance our End Point Assessment process. To do this, we:

- Undertake analysis of the grades awarded by standard, by training provider and by assessor
- Carry out evaluations of the End Point Assessment process via standardisation
- Undertake employer and apprentice engagement to identify areas for improvement
- Have appropriate audit trails for apprentice registration, end point assessment, documentation and final grading decisions
- Hold information on file to enable a full audit trail.

## Excel Me Contact Details

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