

Internal Quality Assurance And Assessment Policy and Procedure

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Introduction and Aims

MERCURI INTERNATIONAL (UK) LTD delivers vocational qualifications supported by a robust system of internal quality assurance that aims to:

- Ensure accuracy and consistency of assessment decisions and delivery
- Continually improve assessment practice through development and training of both teams and individual Learning & Development Coaches (LDC) and trainers
- Meet the different requirements of (but not limited to):
 - Awarding Organisation (AO)
 - End Point Assessment Organisation's (EPAO)
 - Ofsted
 - Education & Skills Funding Agency (ESFA)
- The processes and procedures outlined in this policy apply to all qualifications delivered by MERCURI INTERNATIONAL (UK) LTD whether vocational or with an awarding body and describe in detail how these aims are monitored and achieved.

Roles and Responsibilities

Learning & Development Coach (LDC)

LDC's, reporting to the Apprenticeships Manager, are responsible for the end to end journey of the learner, including but not limited to:

- Onboarding & induction;
- Initial Assessment and diagnostics;
- Production and on-going monitoring / management of the learner's Individual Learning Plan (ILP) to ensure timely readiness for end point assessment;
- Setting learner work and subsequent assessment of learners' Knowledge, Skills and Behaviours against the learning outcomes of the Apprenticeship Standard and associated Assessment Plan;
- Providing relevant information advice and guidance (IAG) for learners throughout their learning plan;
- Managing monthly learner contact and attendance at training sessions and/or assessment visits;
- Conducting Progress Reviews with learner and employer;
- Managing learner change in circumstances that affect their learning plan; and
- Managing learner completion and exit process

From time to time the LDC may be expected to deliver face to face and/or remote learning sessions.

LDC's should hold or be working to a relevant assessment qualification and/or be able to demonstrate occupational competency in their respective field/s.

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All learners should complete an individual learning plan and assessment methods should be focused on the learner. LDCs must adopt a wide range of assessment methods in line with the learners individual learning style and specific job role. The evidence collected should be;

- Valid
- Current
- Authentic
- Meets the standards of the relevant qualification

Prior learning should be recognised and taken into consideration when planning and assessing a learner. Evidence of learning should be photographed and uploaded to BUD and assessed to the relevant criteria (see Recognition of Prior Learning Policy & Procedure)

Lead Internal Quality Assurer (Lead IQA)

The Lead IQA, reporting to the Finance & Operations Director, is responsible for planning and auditing the quality of course delivery, assessment and monitoring the implementation of the IQA strategy to ensure that the organisation complies with the Awarding Organisation/EPAO's requirements. The Lead IQA is responsible for planning and implementing all IQA activities and quality assures the performance of all internal quality assurance staff.

Internal Quality Assurers (IQA)

IQA's, appointed by and reporting to the Lead IQA, are responsible for planning appropriate IQA activities which include:

- Monitoring and observing the delivery and assessment practice of LDCs and trainers within their curriculum and occupational area;
- Assuring the accuracy, consistency and quality of LDCs' decisions against the assessment criteria of the various qualifications MERCURI INTERNATIONAL (UK) LTD deliver;
- Assuring quality delivery of qualifications in line with the various qualification specifications and requirements that MERCURI INTERNATIONAL (UK) LTD offer;
- Being part of any external quality assurance (EQA) visits and audits as required and ensuring any EQA recommendations are communicated and carried out;
- Delivering standardisation training to any/all delivery staff as and when needed;
- Develop LDCs and trainers practice in line with IQA development/action points and feedback.

All IQA staff at MERCURI INTERNATIONAL (UK) LTD must:

- (Where applicable) hold relevant qualifications in both quality assurance and/or internal verification and assessment and where appropriate competence qualifications at the required level;
- Attend regular training and complete continual professional development (CPD) activities to keep them informed of changes within the sector;

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- Copies of their certificates should be held centrally in the office either electronically or in hard copy format.
- Keep their CPD updated and that they can demonstrate that they meet Ofqual CPD requirements.
 - Make CPD available centrally electronically or in hard copy format for audit as and when necessary.

Quality Assurance Procedures

IQA Sampling Plans and Rationale

All IQA plans are based on a sampling rationale whereby LDC's are rated according to the level of risk they represent. MERCURI INTERNATIONAL (UK) LTD uses the "traffic light" rating system as follows:

RED – indicates a high level of risk and is for existing LDCs with no record of CPD; new or existing LDCs with frequent actions identified on sampling; any LDC identified as having made unsafe decisions or with a high caseload (>55). New and unqualified LDCs should be assigned a mentor through their development.

AMBER – indicates a medium level of risk newly qualified LDCs with few actions identified on sampling; qualified and/or experienced LDCs new to MERCURI INTERNATIONAL (UK) LTD.

GREEN - indicates a low level of risk. Green is for experienced LDCs who consistently demonstrate up to date practice and have rare action points on samplings.

Monitoring

Trainer and LDC practice

IQA's monitoring of all areas of delivery increases according to the level of risk that attaches to the trainer/LDC. It is MERCURI INTERNATIONAL (UK) LTD's aspiration that all trainers and LDCs move through the system to attain Gold or Green status and will do all possible to develop the members of staff accordingly.

MERCURI INTERNATIONAL (UK) LTD will continually to grade LDCs throughout the process in line with Ofsted grading criteria, overlaid by a "Traffic Light" RAG rating system as follows:

Outstanding (Gold): No observed risk and no remedial action identified as a result of IQA sampling. Anonymised feedback will be used as best practice during Standardisation meetings. 10% sampling of caseload will continue on a twice-yearly basis.

Good (Green): No observed risk with only minor continuous improvement actions identified as a result of IQA sampling. CPD Action Plan agreed to get to 'Outstanding' within 6 months. 20% sampling of caseload will continue on a twice-yearly basis.

Requires Improvement (Amber): Some observed risk with improvement actions identified. CPD Action Plan agreed to get to Good within 3 months. Observations interval increased a visit every 3 months to include at least one observation of practice and sampling of decisions across a sample of

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units and/or assessment criteria. The basis of this will be decided by the IQA in their rationale based on previous practice and outcomes of monitoring. To move from AMBER to GREEN the AMBER LDC must achieve 1 observation and 1 sample with no more than 1 future action on each. At least 50% of all decisions must be sampled.

Inadequate (Red): major risk observed. A visit every 4 weeks to include observations of delivery and/or assessment as appropriate and on-going 100% sampling of all decisions across all units, learning outcomes and assessment criteria until the LDC regularly demonstrates accuracy and/or consistency of judgement and practice. To move from RED to AMBER the RED LDC must achieve 2 observations and 2 samples with no more than 1 action identified on each.

Response to Learner and Employer Feedback

MERCURI INTERNATIONAL (UK) LTD will regularly seek Learner and Employer feedback throughout each Programme, but as a minimum:

- At learner quarterly reviews
- Through online surveys at 6-monthly intervals
- Through [Ofsted Learner View](#) and [Ofsted Employer View](#)

At quarterly standardisation meetings all learner and employer feedback will be analysed and reviewed as to how this can be used to improve future training.

Equally MERCURI INTERNATIONAL (UK) LTD will seek feedback from employers and learners on bespoke or specifically designed Apprenticeships programmes and their success to inform how future programmes can be achieved

General feedback can be submitted at any time to apprenticeships@mercuri.co.uk

Areas to be sampled

Learners: across cohorts and programmes and where learning difficulties exist.

Assessment Methods: to cover questioning, observations, work sheets, product evidence, RPL, professional discussion, guided discussion, assignments, case studies and projects.

Units/assessment criteria: new qualifications and or units, levels, grades, comparison of assessment criteria.

The Learning Process: delivery, recruitment, IAG, RPL, induction and training/learning.

Records: records of assessment decisions, LDC reports, marking, assignment and knowledge question marking, feedback to learners.

Team Meeting and Standardisation

There will be a minimum of 4 standardisation meetings for each occupational area of delivery per year. The LDCs for those programmes must attend these meetings and the aim of these meetings are:

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- Ensure accuracy and consistency of assessment decisions
- Ensure consistent quality of delivery
- Improve and develop the practice of LDCs

The agenda for these meetings will be based on, but not limited to:

- Quality performance data covering, but not limited by apprenticeship, programme, region, employer, ethnicity & age
 - The purpose of this review will be to identify common or emerging trends of best practice for use in future programmes
- Areas of good and improved LDC practice identified through assessment sampling
- Observation of teaching & learning
- Feedback from EQA visits/sampling or as a result of changes to qualifications standards or the sector itself
- Learner and/or Employer feedback and how this can be used to improve future training
- Review bespoke or specifically designed employer programmes and their success to inform how future programmes can be achieved
- Industry funding or quality rule changes

Staff should timetable their activities to ensure maximum chance of attending all 4 standardisation meetings every year.

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Version Information

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