

# INTERNAL QUALITY ASSURANCE POLICY

## 2025 - 2026



**Version Number:** 3

**Issue Date:** July 2019

**Review Date:** July 2025

**Next Review Date:** July 2026

### Our Mission Statement

Aim to deliver an engaging, positive learning experience every time.

### Our Values

Our values encompass the achievement of all of our learners. Our values are HONESTY, INTEGRITY, SUPPORT, ETHICAL BUSINESS AND EQUALITY OF OPPORTUNITY FOR ALL. We support PREVENT, SAFEGUARDING, BRITISH VALUES, EQUALITY, DIVERSITY & INCLUSION and this policy is at the heart of and supports these core values in aiming to safeguard staff and learners.

### Our Vision

To be the provider of choice for apprentices and clients, creating bespoke education and training that maximizes opportunity and investment, both for now and in the future.

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## 1 - Introduction and Overview

Our aim is to ensure that high quality standards are maintained across all areas of the centre. We work in conjunction with the Department for Education (DfE) and any partner colleges. We aim to uphold our own high standards as well as those of collaborative organisations with which we work.

We aim to ensure that learners are at the centre of all our activities and that internal quality assurance supports learners and their development, by supporting staff in ensuring the quality of assessment decisions and learning activities. We aim to offer a high standard of education and training, and to develop the principles of life-long learning and the development of study skills.

Our internal quality assurance activities are there to support the training and development of assessors, protect the business from a compliance and audit perspective and to ensure that the rigor and standards of the apprenticeship and NVQ programmes are maintained. However, IQA staff within the organisation are trained to consider the needs of the learner first and foremost, and IQA activity is essentially to support learner progress, ensure consistency of assessment decisions and provide standardisation and moderation to ensure that learners are treated equally and grades consistently and fairly.

## 2 - Rationale and Scope

This policy covers all assessment activity, within the centre, including NVQ, Apprenticeship and EPA activities. We ensure robust, consistent and effective systems to be easily maintained to ensure consistency of IQA work across all programmes of study at the centre.

We maintain that standards of IQA will remain the same across all business activities. This is so that we can ensure that all learners are treated equally and fairly, and to ensure the consistency and standard of work produced by all learners, whether this be in preparation for EPA (End Point Assessment) via on-programme learning, or as part of a formal work-based learning qualification, such as a BTEC or NVQ. As an EPAO, we ensure that all assessments are internally quality assured to maintain consistency across all areas.

All apprentices now enrolled on Standards, will be subject to EPA activity in order to fully complete their apprenticeship. IQA activity will support this process in ensuring the standard of learner work and high-quality assessment and teaching activity by tutor staff.

## 3 - Roles and Responsibilities

Our SMT (senior management team) take overall responsibility for the provision of all policies within the centre. The directors, Mark Webber and Peter Carey, take overall responsibility for this policy, its application and sharing of appropriate information.

For each sector of the business, a lead IQA will be nominated. Lead IQA staff will take overall responsibility for programmes within their jurisdiction. All learners will be assigned an IQA by the Channel Manager at the centre, upon enrolment on the course. The details of the IV are clearly displayed on OneFile, with communication channels available to the learner via the system messaging process. The assessor/tutor has overall responsibility for ensuring accurate and consistent assessment decisions and that learners are working at an appropriate level to prepare them for successful EPA outcomes. The IQA will be responsible for ensuring the accuracy and consistency of these decisions, provide guidance and feedback, and ask for re-submission of assessments or learner work as required.

## 4 - How this Policy will be Communicated

- Our SMT will review policies and update as required
- Our policy will be made available on our website if applicable
- Our policy documents will form part of the induction for all staff to the centre
- When suitable, policies will be uploaded to OneFile resources for access by all appropriate users
- Training for all staff will be implemented where required, with training matrix and CPD's updated accordingly
- Acceptable use agreements to be held on learner files, or signed on OneFile as required
- We may email policy updates to staff as required or use OneFile system announcements
- Staff should review the employee handbook in relation to staff behaviour.

## 5 – Complaints and Appeals

Our centre has a robust complaints and appeals procedure in place. Please refer to this policy. Alternatively, please contact our head office on 0845 223 5020 or email [info@apprenticeship-centre.co.uk](mailto:info@apprenticeship-centre.co.uk)

## 6 – Head of Quality Assurance, Ofsted Nominee and Internal Quality

### Assurance Staff

Our Lead IV/IQA team will have responsibility for each of the following areas:

- Business Skills Apprenticeships – Dave Gardner - Head of Quality Assurance
- Technical Apprenticeships – David Gardner – Head of Technical Qualifications
- Work based Vocational Qualifications in Construction – Mark Nicholls - Lead Internal Quality Assurance Manager

Leaders will ensure that:

- Regular standardisation meetings are held to ensure that standards are discussed and agreed across relevant members of the team. Records of which will be retained in line with our data protection policy.
- Training is arranged for tutors on changes/new standards and records of this will be retained in line with our data protection policy.
- CPD for each tutor is regularly updated and checked to ensure tutors/assessors are keeping occupationally competent in areas they deliver in. Records will be stored securely on onefile.
- Regular training is undertaken by themselves and delivery staff on topics such as E&D, Safeguarding, British values etc.

## 7 - Centre Procedures

Our centre utilises the OneFile system to support the IQA process for sampling. The system has been configured with two assessor settings:

- Experienced assessor sampling: 7% of all units sampled minimum
- New assessor sampling: 25% of all units sampled minimum.
- EPAO sampling: 100% of all assessments sampled (independent from OneFile)

All new staff to the centre will be initially placed on the new assessor sampling plan. It is at the discretion of the Lead IV for the sector, or the Centre Manager, to authorise transition to the experienced assessor sampling plan. Changes to assessor sampling plans can only be authorised by staff with Centre Manager OneFile access rights.

OneFile has been set to automatically send IVs unit completion sampling for every unit. The above sampling strategy is the absolute minimum and IQA staff are trained to use their judgement in sampling more evidence and assessment activity to balance the risk to the business, time and the autonomy and trust placed in assessors. OneFile has also been configured to ensure varied and random sampling, and will send IQA staff reminders, via task alerts to complete such IQA activity as required.

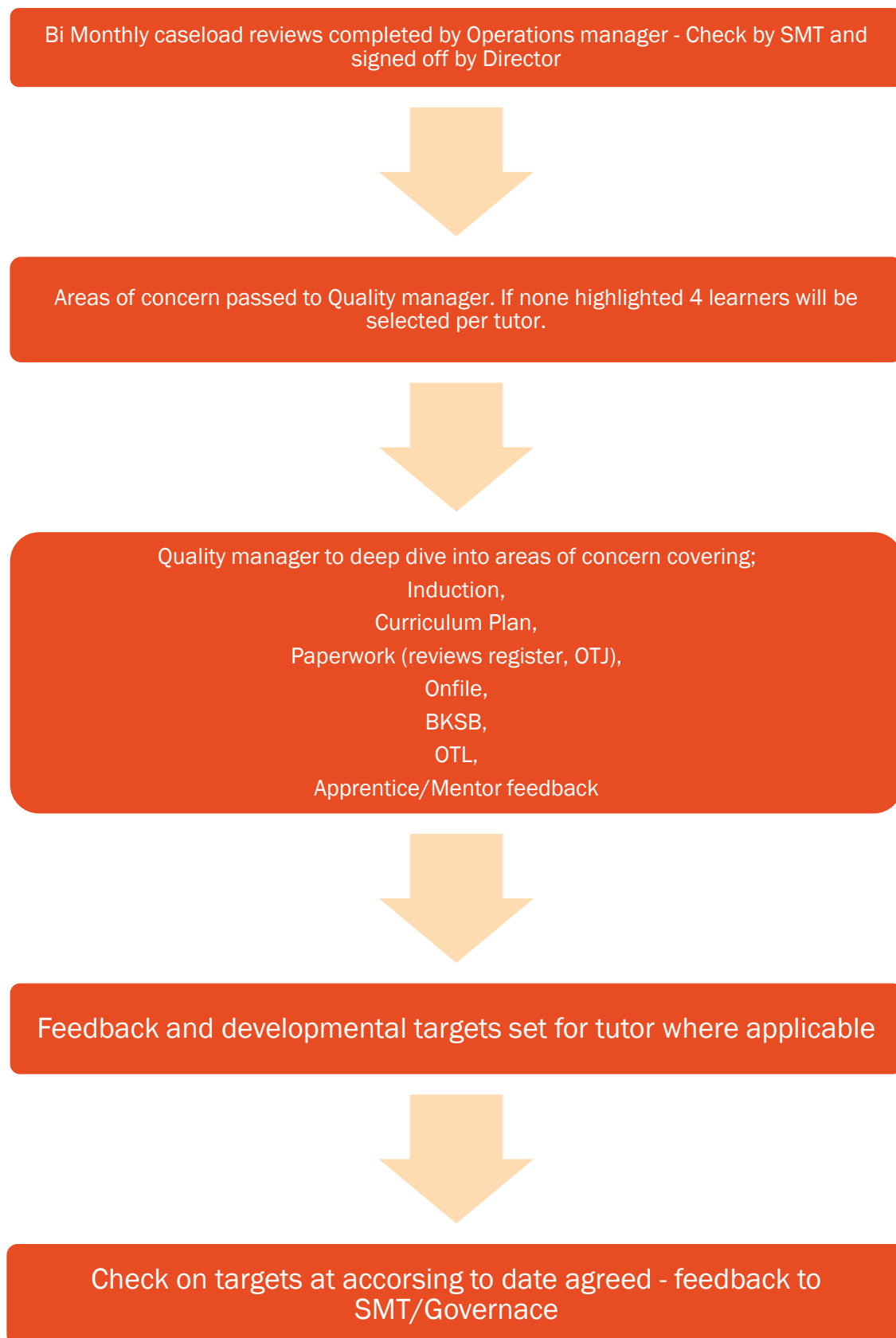
Assessors who have re-submissions can be subject to change of sampling plan. This is at the discretion of the Centre Manager and Lead IV.

## 8 - IQA Responsibilities

IQA staff responsibilities include, but are not limited to:

- Ensuring assessment decisions are accurate, consistent, valid, reliable and fair, as well as considering the following:
- Checking stretch, challenge and developmental feedback on assessments
- Checking the journal notes and consistency of learning activity
- Asking learners and employers for feedback
- Dealing with complaints and queries
- Supporting assessor/tutors with queries and technical support in relation to qualification delivery and terms
- Completing Observations of Teaching and Learning (OTLs) and dual OTLs on a regular basis
- Ensuring the standard and consistency of resource material and that it is fit for purpose
- Ensuring learners are continually enhancing maths, English and ICT skills
- That soft skills, Prevent, H&S, E&D, Prevent and British Values are embedded in all apprenticeship courses
- The 20% off the job log has been uploaded and reviews for learners are of the required standard
- Ensuring EPAO assessments are carried out within our guidelines and meet the quality standard as requested by the EQAP
- Reviewing appeals and following the appeals process
- Preparation for External Quality Assurance Visits / Ofsted / DfE as required and within GDPR/DPA laws and regulations
- Agreeing sampling plans to be allocated to assessor/tutors within their teams
- To report issues, malpractice or other concerns to the SMT in good time and in the best interest of the centre and the learner
- To review outcomes of learners with regards to progression, and quality of learning to ensure learners are continually being supported to maximise their chance of achievement.
- Ensuring that records of IQA activity is accessible on onefile or paper based where used for at least 12 months.

## 9 – Quality Assurance Process



## 10 - Reporting Malpractice

Should IQA staff suspect malpractice or plagiarism, this should be reported to the SMT immediately. The SMT will then make a decision as to if the examination boards need to be informed or if legal or internal action or investigation is required.