

## **Quack Recruitment & Training Internal Quality Assurance Policy 2024**

### **Scope of the Policy**

This policy is provided for Quack Recruitment & Training customers, learners and staff members who are using or delivering courses and qualifications offered by Quack Recruitment & Training.

### **Review arrangements**

Quack Recruitment & Training will review this policy annually in line with self-assessment arrangements. This policy will also be revised as and when necessary, in response to customer and learner feedback, or good practice guidance issued by an awarding organisation or other regulatory body.

### **Location of the Policy**

This policy is available for all staff members, third parties and learners to access.

### **Communication of the Policy**

Every staff member involved in the management, delivery, assessment and quality assurance of qualifications offered by Quack Recruitment & Training, shall be made aware of this policy during their induction period of employment. Learners undertaking Quack Recruitment & Training qualifications shall be informed of this policy during their induction process.

### **Policy Statement**

Internal Quality Assurance (IQA) is concerned with monitoring the learner journey throughout their time undertaking a qualification at Quack Recruitment & Training.

IQA involves monitoring the training and assessment activities and the quality of work learners produce, in terms of meeting the correct grading criteria. Internal quality assurance helps to ensure that assessment and IQA activities are valid, authentic, sufficient, fair and reliable.

Internal quality assurance measures the quality, delivery, processes, procedures and learner achievements.

### **Statement of Principles**

Key concepts and principles of internal quality assurance of assessment include: -

- ensuring quality standards throughout the learner journey
- ensuring accuracy and consistency of assessment decisions made by assessors.
- identifying issues and trends that develop
- supporting and developing assessors and tutors
- ensuring accountability for assessment decisions and quality standards, awarding body procedures and policies are maintained.
- ensuring achievement made by learners and judged by assessors is recognised and meets the grading criteria.
- ensuring the correct and appropriate assessment strategies are used by assessors.
- ensuring confidentiality of the learner and provider are maintained at all times.
- ensuring sampling both interim and summative is occurring.

Internal quality assurance principles include ensuring standardisation activities take place, assessment decisions embrace inclusion, equality is promoted with learners and the diversity of learners is valued by all staff. It ensures that fairness is apparent in all assessment decisions and that there are auditable records to show this.

Other principles include maintaining health and safety practices, such as risk assessments. Also ensuring all staff have access to training and CPD, that assessors and staff members are motivated and that clear communication between takes place regularly.

### **IQA Activities**

Quack Recruitment & Training will undertake sampling of assessment judgements in line with the sampling plans in place for all qualifications offered.

Sampling will be formative and summative and at a 10% to 25% of learner evidence, depending on the assessor's experience, qualifications and competency. (100% for new or newly qualified staff members).

Sampling may take place formatively.

All completed qualifications will be formatively sampled.

An assessor will receive a sampling report within three days of submitting a learner portfolio for sampling.

Any disagreements with an IQAs findings will be reviewed by the Director of Quack Recruitment & Training, who will have the final say on any judgements.

Sampling plans will identify learners, assessors and the assessment criteria to be sampled. Sampling activities will meet the requirements of the awarding organisations Quack Recruitment & Training are approved with.

Standardisation activities will be undertaken regularly (at least every eight weeks) with IQAs, Assessors, Trainers and relevant line managers present. Standardisation activities will meet the requirements of the awarding organisations Quack Recruitment & Training are approved with.

All meetings will have a set agenda and minutes shall be produced and disseminated to all relevant staff members.

### **Example Standardisation Meeting Agenda:**

- Actions from previous standardisation meetings
- Resources, H&S, E&D issues
- Progression and achievement of learners
- Examples of learners work to standardise.
- Good practice from assessors
- Areas for improvements
- Internal quality assurance reports
- External quality assurance reports
- AO and qualification updates

Observations of staff members will be determined by a yearly cycle, with all training and assessing staff members receiving a minimum of two observations per year. All staff members will be required to be observed at grade two or above. Action plans and support will be in place for any staff members identified as 'requiring improvement'.

All observations will be documented and moderated.



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All Quack Recruitment & Training staff members will receive access to regular, continuous professional development (CPD) and shall be encouraged to undertake reflective practice.

Learner feedback shall be collected through surveys, focus groups and comments, complaints and complements cards. Learner feedback will be regularly obtained and analysed, and improvements shall be highlighted and implemented across the organisation, where required.

All documents relating to IQA activities will be held securely, in line with Data Protection and confidentiality requirements. Access will be granted to all relevant awarding organisations to any assessment documents and related materials.