

# Internal Quality Assurance Policy

Version 3.0 (December 2018)

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## Document History

Version Number	Date	Reason for Revision
1.0	June 2017	<ul style="list-style-type: none"><li>• First draft</li></ul>
2.0	October 2018	<ul style="list-style-type: none"><li>• Front page, contents page and version control added</li><li>• Document History relocated</li></ul>
3.0	December 2018	<ul style="list-style-type: none"><li>• Job titles and duties updated</li></ul>

## Policy Statement

The EUIAS is committed to ensuring a standardised approach to internal quality assurance practice. The internal quality assurance procedure must be open, fair and free from bias and have accurate and detailed recording of internal quality assurance decisions. The internal quality assurance process will monitor and maintain the quality, transparency and integrity of end-point assessment in line with the requirements of the Institute for Apprenticeships.

## Responsibilities

The EUIAS Service Officer is responsible for the overall implementation and monitoring of this policy. The IQA policy will be communicated to all staff and associates involved in the operation of end-point assessment, all of whom have a responsibility to respect and follow the IQA procedure.

## Purpose

This purpose of this policy is to ensure that:

- a) Our end-point assessment tools are designed appropriately to meet requirements of the apprenticeship standard and assessment plan:
  - i. Our end-point assessment tools will be designed to be fit for purpose, and current to the latest industry and regulatory requirements
  - ii. End-point assessment tools are subject to peer review and sign off at the relevant Sector Assessment and Assurance Panel
  - iii. We will ensure that delivery is apprentice and employer centred, and provides key information such as assessment requirements and schedules, descriptors and policy information
  - iv. We will monitor and review each end-point assessment activity throughout the delivery through to certification
  - v. Knowledge assessments are built up using a process of interrater reliability and the Angoff method, and the performance of apprentices in the questions items will be analysed to identify where improvement can be made
- b) Our recruitment of staff and associates (technical experts) are occupationally qualified to support design, implementation and delivery:
  - i. All technical experts will receive on-going feedback, support and development facilitated through regular team meetings and 1:1s
  - ii. All technical experts will receive training on the relevant standards, funding rules, and regulatory requirements
  - iii. All technical experts will be provided with a copy of EUIAS policies, as well as electronic access

- iv. All technical experts will receive regular communications (via email, team meetings, and individual 1:1s) to enable the dissemination of timely and up to date information which is key to quality and efficacy
  - v. Technical expert CVs will be held securely on file and available on request (subject to the data protection requirements – please refer to Data Protection Policy)
  - vi. All technical experts involved in the delivery of end-point assessment activities on behalf of employers are that are risk assessed and approved for the delivery of end-point assessment activities
- c) Our delivery is effective and meets employer and apprentice expectations of the end-point assessment and certification process:
- i. We use standardised documentation for registration, end-point assessment activities, audit, and certification
  - ii. We require all technical experts to declare and complete confidentiality and conflict of interest declarations for all technical experts. We have a conflict of interest policy which provides further detail
  - iii. We provide a handbook for employers on the apprenticeship and end-point assessment
  - iv. We provide guidance documents and training to all those involved in end-point assessment
  - v. We have a code of conduct for the planning and delivery of end-point assessment activity
  - vi. We risk assess and audit technical experts to ensure compliance, high quality delivery, and support standardisation. Each expert is assigned a risk rating per cohort activity
  - vii. We have a reasonable adjustments policy to ensure any apprentice needs are met during end-point assessment
  - viii. We survey apprentices and employers after completion of the apprenticeship
- d) Our end-point assessment judgements are consistent and transparent so that the outcomes are fair, reliable and valid:
- i. We use industry technical experts to undertake audits of technical experts delivering the end-point assessment activities to confirm capability and compliance
    - If we identify any malpractice, maladministration or infringements, we have a policy detailing the approach taken
  - ii. We carry out statistical analysis of preliminary and final grade awards by cohort and by assessor as part of standardisation activity
  - iii. We will carry out evaluation throughout each end-point assessment and on a bi-annual basis (standardisation), reporting to the Assessment and Assurance Panels and the Governing Body
  - iv. Evaluation methods include employer surveys, apprentice surveys, auditor feedback and client review meetings

- e) We have a secure, accurate and accessible audit trail for employer selection, apprentice registration, end-point assessment documentation, audits and final grading decisions (via Final Decision Panel or external examiner):
- i. All documentation is stored on the z drive in specific employer folders. The folders are accessible only to EUIAS team members and all learner data spreadsheets have additional password protection
- f) We will hold the following information on file to enable a full audit trail from registration to certification:
- i. Marketing and promotional materials
  - ii. Registration details
  - iii. Records of team meetings (schedules, agendas, minutes)
  - iv. End-point assessment training records
  - v. Learner and employer feedback surveys
  - vi. Final Decision Panel / external examiner consensus reports (final grading decisions)
  - vii. Complaints records and appeals records
  - viii. All records are held securely and appropriately in line with the provisions of the Data Protection Policy
- g) Monitoring, review and evaluation for continuous improvement:
- i. This policy is subject to annual review through the EUIAS Governing Body

## Quality Control

Activity	IQA Checks
Registration: <ul style="list-style-type: none"> <li>• Application form (inc. employer selection)</li> <li>• Apprentice registration</li> </ul>	Checks for completeness by EUIAS administration (and follow up with employer where information missing)
Contracting	<ul style="list-style-type: none"> <li>• EUIAS and lead training provider contract detailing end-point assessment price, responsibilities, activities and dates</li> <li>• Contract to be signed by head of EUIAS</li> </ul>
Technical Expert Approval	<ul style="list-style-type: none"> <li>• Employer submission of technical expert names, CVs and assessor certificates</li> <li>• Initial check by EUIAS Administrators</li> <li>• Expertise checks by qualified EUIAS technical experts</li> <li>• Technical expert approval letter written and issued by EUIAS Administrators</li> </ul>
Technical Expert Training	<ul style="list-style-type: none"> <li>• Arrangement of webinars and face to face training of all technical experts</li> </ul>

Activity	IQA Checks
	<ul style="list-style-type: none"> <li>• Delivery of training by EUIAS Assessment Manager and sector technical expert</li> <li>• EUIAS Administration, recording of all training activity on the EUIAS tracker</li> </ul>
Entry to End-point Assessment	<ul style="list-style-type: none"> <li>• Checks for completeness by EUIAS Administration               <ul style="list-style-type: none"> <li>○ Employer completion of entry to EPA requirement template</li> <li>○ Employer submission of gateway to end-point assessment evidence (e.g. Maths and English certification)</li> </ul> </li> </ul>
Technical Expert Audits	<ul style="list-style-type: none"> <li>• Employer submission of end-point assessment schedules</li> <li>• Assessment Manager with Administration will identify dates for audit and the technical experts will carry out the audits</li> <li>• EUIAS technical expert submission of audit report</li> <li>• Assessment Manager and Administration check the audit report, record and follow up on any infringement</li> </ul>
Final Decision Panel or External Examiner	<ul style="list-style-type: none"> <li>• EUIAS Administration preparation of template consensus report</li> <li>• EUIAS delivery manager completion of consensus report on the day</li> <li>• EUIAS reporter and panel member / external examiner check and sign off consensus report</li> </ul>
Certification	<ul style="list-style-type: none"> <li>• EUIAS Administration completion of certification request spreadsheet</li> <li>• Employer final check of learner details (check name spelling etc)</li> <li>• EUIAS Administration submission of certification request to ESFA</li> </ul>
Reviewing Performance of End-point Assessment Tools	<ul style="list-style-type: none"> <li>• Peer review of tools being designed</li> <li>• Sector Assessment and Assurance Panel sign off of EPA tools</li> <li>• Review of tools to form part of bi-annual standardisation</li> </ul>
EUIAS Policies	<ul style="list-style-type: none"> <li>• Policies drafted by EUIAS staff</li> <li>• Policies reviewed by Sector Assessment and Assurance Panel working groups on an annual basis</li> <li>• Policies signed off by EUIAS Governing Body</li> </ul>
Use of the EUIAS Logo	<ul style="list-style-type: none"> <li>• Employers and training providers cannot use the EUIAS logo without our prior written consent</li> <li>• The EUIAS logo cannot be used on any documentation relating to the on-programme journey of an apprentice</li> </ul>