

Internal Quality Assurance Policy

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Authorisation & Document Control

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Version History

Version	Author	Issued	Summary of Changes
1.0	Jacqui Molkenthin	June 2017	New document
2.0	Sandie Shastry	October 2018	Front page, contents page and version control added. Document history relocated.
3.0	Helen Hawkins	November 2019	Re-write of policy to ensure currency, appropriate scope and alignment with the external quality assurance framework. Formatting updated to comply with brand.

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Definitions

Assessor

A person approved by the Energy & Utilities Independent Assessment Service (EUIAS) to undertake end-point assessment.

Purpose

The purpose of this Internal Quality Assurance (IQA) policy is to define the requirements in place to assure the reliability of all end-point assessment decisions.

Assessor Approval

Only assessors approved by the EUIAS will conduct end point assessment activity. The approval process will confirm that appropriate qualifications and levels of knowledge and experience are held. As a minimum, the requirements set out in the related apprenticeship standard and assessment plan will be met.

Centralised records will be maintained inclusive of:

- Evidence of the required qualifications, knowledge and experience, including CVs and qualification certificates
- Date of approval
- Scope of approval - including end-point assessment activity, apprenticeship standard, pathway (where applicable) and assessment plan version
- all assessor applicants and the outcome of the application

Assessor Training/Initial Standardisation

All assessors will be trained by the EUIAS for the end-point assessment activity they will undertake. An assessor cannot undertake end-point assessment activity until training is completed. The purpose of training is to drive standardisation of assessment outcomes by ensuring a common understanding of EUIAS end-point assessment requirements. As a minimum, the training will include, but is not limited to, the training requirements set out in the related apprenticeship standard and assessment plan.

Assessors will be retrained when EUIAS, apprenticeship standard and assessment plan requirements change.

Centralised records will be maintained inclusive of:

- Date(s) of training
- Scope of training - including end-point assessment activity, apprenticeship standard, pathway (where applicable) and assessment plan version
- Outcome

Assessor Risk Rating

All assessors will be risk rated. Assessor risk is categorised as high or low. New assessors will initially be considered high risk until sufficient evidence exists to reduce their risk rating. Risk rating is carried out on an ongoing basis. If an assessor has been inactive for 6 months or more, their risk rating will revert to high.

Ongoing risk rating will be impacted by:

- Occupational knowledge, skills and experience
- Assessment knowledge, skills and experience
- Caseload
- Independence
- Monitoring activity outcomes
- CPD within the previous twelve months, including attendance at EUIAS training and standardisation events

Assessor Monitoring

Moderation of assessment outcomes will be undertaken. The sample size for moderation will be dependent on the risk rating of the assessor:

High risk assessor - 100% of assessment judgements will be moderated

Low risk assessor - 20% of assessment judgements will be moderated

Where deemed necessary, observation of assessment activity will also be undertaken.

Sample plans will be developed and maintained to enable the required level of monitoring for each assessor. As a minimum, sample plans will be representative across all relevant methods of assessment. Sample plans will be flexible to take account of changes in risk.

The outcome of monitoring activity will impact the assessors' risk rating. Where areas of concern are identified, the assessor's risk rating will be increased.

Feedback will be provided to the assessor following monitoring activities. Feedback will be constructive and identify areas of good practice, improvement, CPD and compliance. Feedback will confirm if any remedial action is required. Compliance with remedial actions will be monitored.

Centralised records will be maintained inclusive of:

- Date of monitoring
- Scope of monitoring
- Outcome

Removal of Approval

Where there is sufficient evidence to demonstrate that an assessor is unable to make reliable, valid assessment judgements the assessor's approval status will be revoked.

Independence

The independence of assessors is paramount to assuring the reliability of end-point assessment judgements. Assessors will only undertake assessment activity where appropriate independence from the apprentice has been confirmed. The minimum requirement for independence is set out in the relevant apprenticeship standard and assessment plan and will be adhered to. The processes in place to assure independence are set out in the EUIAS' Conflict of Interest policy.

Assessor CPD

Assessors must maintain the currency of required occupational and assessment knowledge and skills in order to maintain their EUIAS approved assessor status. The minimum required occupational and assessment knowledge and skills are set out in the relevant apprenticeship standard and assessment plan and will be adhered to.

Assessors will submit records of CPD activity at least every twelve months. Centralised records will be maintained.

Ongoing Standardisation

Standardisation events are purposed to raise standards in assessment practice and drive consistency in assessment judgements and application of EUIAS assessment requirements. Assessors will attend an EUIAS standardisation event at least once every twelve months, or more frequently if required by the relevant assessment plan. Attendance is required to maintain EUIAS approved assessor status. Attendance will impact the risk rating of the assessor.

Feedback will be provided to approved assessors following standardisation activities. Feedback will be constructive and identify areas of good practice, improvement, CPD and compliance. Feedback will confirm if any remedial action is required. Compliance with remedial actions will be monitored.

Centralised records will be maintained inclusive of:

- Date
- Start and end times
- Location
- Attendees
- Actions
- Agreement

Where the EUIAS is utilising two or more Internal Quality Assurers (IQA) for an apprenticeship standard, standardisation amongst the IQA team will also take place.

Record Retention

Records will be retained for six years after the date the activity took place.