

Internal Quality Assurance (IQA) Strategy

Introduction

All Electrical Training Ltd (AET) has a robust approach towards quality assurance. Our aim is to continuously check, review and revise our processes and to ensure that we always provide the highest standards in delivery and assessment.

Overview

Internal Quality Assurance (IQA) forms one part of the Company's Quality Assurance Process and focuses on our responsibilities as a centre to ensure:

- An appropriate design of a programme to meet all qualification or unit specifications and rules of combination, as well as meeting the criteria of the framework or standard
- Effective delivery that meets learner expectations and agreed learner journey
- The accuracy and consistency of assessment decisions between assessors
- Assessors are consistent in their interpretation of qualification or national occupational standards
- Maintenance of documentation audit trail to enable certification and distribution to learners
- Monitoring, review and evaluation for continuous improvement

Assessors and Internal Quality Assurers

Assessors are selected for their relevant occupational competence. They must hold A1 or D32/33 or TAQA qualifications. They must be current practitioners and be able to demonstrate a clear understanding of the role of assessor. Where a new assessor is recruited, they are provided with a clear action plan for achieving the level 3 units within a maximum of 18 months. The assessor will be sampled accordingly in line with the sampling strategy (see sampling strategy). During this time, they are coached and supported by the Internal Quality Assurer (IQA). The IQA will give sufficient support and have relevant technical/occupational familiarity for the area of verification and be fully conversant with the units. The IQA will hold the Training, Assessment, Quality, Assurance (TAQA) or V1 or D34.

Standardisation Meetings

It is the responsibility of the Lead IQA to hold standardisation meetings. These will be organised periodically, but there will be a minimum of four standardisation meetings per year. Items for discussion will include (but not limited to) the following:

- IQA strategy
- IQA tracking
- IQA actions
- Standardisation / best practice
- Actions from EQA visits
- Feedback from inspections or self-assessment reports
- Changes in procedures, paperwork, funding partner processes
- Learner feedback
- Development sessions

Key actions will be recorded, resolved and retained for future review, as required. Actions will also inform the Quality Improvement Plan (QIP).

IQA strategy

In all cases the assessment strategy for the qualification must be consulted for specific requirements. It is good practice to follow the 'CAMERA' model:

Factors	Sampling must cover/consider
Candidates/Learners	Ethnicity, age, gender, whether candidates are employed full or part time and any special arrangements
Assessors	Experience (new assessors are higher risk), feedback from EQA visits, qualifications, workload, occupational experience
Methods of assessment	Questioning, observation, testimony, RPL, use of simulation, product evidence, assignments, projects and tests
Evidence types	Written confirmation that evidence is valid, authentic, current, sufficient plus a focus on any special requirements and identified problem units
Records	All documentation relating to assessments and assessment feedback to learners
Assessment locations	Different assessment locations

In all cases the Sampling Strategy will reflect the risk analysis of the qualification, assessor and learners. The IQA verification process will sample across all activity. Sampling will include the type of activity undertaken, evidence, knowledge and feedback. This will be an integral part of the IQA role and form part of the standardisation process.

The IQA will sample all learner portfolios, work with assessors and check all evidence on qualifications, as well as checking progress over time.