



Assessment Quality Assurance Policy



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Terminology

The Term	Will hereinafter refer to...
Directors	The directors of PAAH.
Company Directors	The directors of PAAH Funded Centres
Personnel	Any personnel employed by PAAH and/or the Funded Centres and partner centres that are responsible for delivery or support of PAAH Funded Learners.
Partner Centres	Employers and work placement providers of PAAH Funded Learners.

Acronyms:

SSB – Standard Setting Bodies
 PPE – Personal Protective Equipment
 LQA – Lead Quality Assurer
 IQA- Internal Quality Assurer
 EQA – External Quality Assurer
 CPD – Continuous Professional Development

Policy Statement

PAAH is committed to ensuring the quality of assessments. This is achieved by qualified personnel and work based assessors, through rigorous quality assurance procedures, meeting with the requirements laid down by:

- Qualifications and Examinations Regulation (Ofqual)
- Standard Setting Bodies e.g. Habia
- Awarding Centres e.g. City and Guilds

Purpose

The PAAH Assessment and Quality Assurance Policy aims to...

- Give confidence to candidates and employers that the qualifications gained, through centres funded by PAAH, have been achieved to the 'National Standards' and via a quality audit system that has been reliable, sufficient, authentic, valid, consistent and fair, in ensuring a standardised approach to assessment practice by all Assessors.
- Focus on the assessment practice of all centres working with learners funded through PAAH, through ensuring adequate sampling of all types of assessment methods, all units within the awards and all candidates. This will be done in line with the following guidance and procedures, using the identified associated documents.
- Ensure all PAAH funded centres maintain a high standard of quality assurance, which leads to continuous improvement and fully meets all awarding centres requirements. All EQA reports will be held centrally by the PAAH Quality Team and any actions plans or sanctions followed up by PAAH, with support guidance and sharing of good practice to continuously develop and improve assessment practice and quality improvement across all centres.

- Ensure centres funded by PAAH, base their quality assurance processes on the ASSESSORS and the various forms of ASSESSMENT METHODS. However, whilst carrying out quality assurance of the assessment practice there needs to be the involvement of candidates and the units/outcomes of the award they aim to achieve.
- Ensure all centres (funded by PAAH) use high quality documentation /systems which are designed to meet the requirements of the awarding organisation for the planning, sampling and monitoring of assessment practice which is in line with S.S.B and/or awarding organisation guidance.

Diversity/Safeguarding

Centres funded by PAAH will ensure that assessment is quality checked to guarantee assessor practice meets the needs of candidates and allows candidates' access to a process which requires evidence that is valid, authentic, current, sufficient, fair and reliable. Centres will ensure awarding body assessment guidance is followed and any appropriate adjustments for access arrangements and special considerations to meet the diverse nature of learner needs are embedded within delivery.

Safeguarding of learners is a key priority as set out in the personnel recruitment, safeguarding and bullying and harassment policies. Centres will ensure assessment practice is monitored to ensure all safety requirements are upheld, including the use of PPE, safe equipment and environment, safe use of chemicals, accident reporting, first aid, evacuation procedures and other areas identified by risk assessment procedures.

Organisation Structure

It is the responsibility of the Director/ Lead Quality Assurer (LQA) to ensure that each funded organisation adheres to their awarding organisation guidelines for the implementation of the assessment practice and the quality assurance procedures.

Centres will ensure a Quality Assurer (QA) is allocated a realistic number of assessors whose assessment practice they assure. Judgements by the QA will ensure candidates' performance and knowledge is in line with national agreed standards. Where a QA acts as an assessor, centres will ensure arrangements are made for another QA to quality assure those assessments.

Persons involved/ Responsibilities

LQA's Role within each Funded Centre

The LQA will...

- Ensure quality in assessment practice, in line with the requirements of the awarding organisation(s) and to the national standards.
- Where required (according to awarding organisation requirements) be vocationally specific. Where there is more than one individual acting in an LQA role, vocational competence is not necessary.
- Where vocationally specific, be vocationally competent /qualified up to the level they will be quality assuring, in line with the most up to date requirements as laid down by the Standard Setting Body (SSB) and/or the appropriate awarding organisation.
- Hold the appropriately recognised assessor qualification with any relevant update.
- Hold the appropriately recognised internal quality assurance qualification with any relevant update/s.
- Be familiar with the requirements of the awarding organisation(s) in relation to the role of the LQA and external quality assurance process.

LQA within funded centres will ensure that they...

- Allocate appropriately trained/qualified assessors.
- Deal with all awarding organisation documentation.
- Monitor and control organisational policies in line with company procedures.
- Monitor and sample all assessment practices, all forms of evidence and assessment records.
- Organise and conduct assessor standardisation/ moderation meetings.
- Organise and conduct IQA standardisation/ moderation meetings
- Control internal procedures and documentation requirements.
- Liaise with and organise external quality assurance visits.
- Allow access to internal quality assurance procedures for quality checks by PAAH, awarding organisation(s) EQAs and other relevant centres quality assurance procedures.
- Report outcomes from external quality assurance activity to PAAH

Funded Centres will ensure within the Allocation & Monitoring of Assessors that they...

- Check that all assessors have relevant/appropriate experience and/or qualifications for the levels to be assessed within the vocational area, inline with the current S.S.B./awarding organisation guidance.
- Each assessor has or will work towards the appropriate assessor qualifications
- Provide support to all assessors, but in particular, new or inexperienced ones, ensuring that their training needs are identified, recorded and implemented or passed onto the relevant person, inline with management guidelines.
- Monitor the continuous professional development of all assessors and QAs inline with the S.S.B./awarding organisation requirements and ensure all records are available for the awarding organisation quality assurance visits.
- Deal with any disputes and appeals between assessors and candidates in line with organisational assessment appeals procedures (which meet awarding organisation requirements).

Time-scale

Quality assurance is an ongoing process and centres funded through PAAH will plan quality assurance activities in line with awarding organisation requirements.

Related Documentation

PAAH and its funded centres will ensure they maintain records for ...

Record	Purpose to record evidence of	Frequency
External Quality Assurance Reports	Completed by the awarding organisation to record the outcomes of the quality assurance visit carried out.	In Line with awarding organisation requirements – to be submitted to PAAH Quality Group.
Internal Quality Assurance records, reports and systems,	Sample planning, sample records with outcomes and action plans for improvements required, with evidence of completion to record achievement of actions.	In line with awarding organisation requirements.
Appeals Procedures	Learners’ awareness and understanding of appeals procedure in the event of disagreement with an assessment outcomes.	Signed prior to assessment by each candidate.
CPD records	Assessor and Internal Quality Assurer records of training and development to support the professional development of the role if assessor / IQA.	Maintained by each assessor/ IQA and evidence submitted annually to PAAH
Candidate interview records	Interviews of candidates to monitor assessor performance.	Included as part if the assessment sampling process.

Awarding Organisation Documentation

The funded centre LQA will ensure...

1. Documentation is up to date, has been received, maintained and in operation including:
 - Organisation and qualification approval records
 - Specific qualification notes and guidance
 - Candidate registration and certification
 - Assessment materials and guidance notes
2. All Assessors are aware of current documentation and have access to relevant copies.
3. All Assessors are aware of and have knowledge of the procedures for processing awarding body documentation.

Training and Induction to the Policy

Funded centres delivering assessment to PAAH learners will....

- Ensure assessors have a good knowledge of assessment and quality assurance practices. All assessors will be either qualified or working towards their assessor qualifications.
- Assessors are inducted to their assessment and quality assurance responsibilities including the completion of necessary documentation.
- All new personnel are supported in their roles until considered competent to operate assessment procedures and work in line with awarding organisation requirements.

Learners

All learners funded through PAAH will receive an induction to assessment, roles and responsibilities (including IQA and EQA), appeals procedures, records and documentation. Knowledge and understanding will be checked and reinforced at appropriate stages throughout the learners programme.

Employers / Work Place Trainer

All work based assessors will be visited and supported by a suitably qualified individual. They will be issued with support information, documentation and guidance as necessary.

Procedure

Funded Centres - Monitoring / Sampling of Assessment Practices

1. Quality assurance sampling is a planned process and will be performed on an ongoing basis. A quality assurance plan will be maintained and recorded on a suitable paper-based or electronic system. This will also show when quality assurance activities have occurred.
2. PAAH recommends as a minimum unless awarding centres state differently:
 - Funded centres will ensure that monitoring/sampling of evidence, assessments practice and assessments records will be carried out on a minimum of three times per year.
 - Observed assessments will be sampled and recorded, as a minimum, on 1 occasion per year for experienced assessors and 2 occasions per year for an inexperienced assessor.
 - Other forms of assessment methods will be sampled and recorded, as a minimum, on 1 occasion per year for experienced assessors and 2 occasions per year for an inexperienced assessor.
3. Ongoing/random sampling will take place to include assessor observation, product evidence, performance records etc. There will be focus on the authenticity of work and anti-plagiarism strategies and evidence.
4. The sample procedure will cover every assessor within the quality assurer's team, each unit within the award/qualification, all forms of assessment methods used across a sample of candidates, in a cohort period.
5. An up to date candidate register will be kept for each vocational area and qualification level together with registration number and start date.

During sampling sessions, funded centres will check to ensure that...

1. Assessment records are accurate, signed and up to date for each candidate
2. All evidence sampled is sufficient, authentic, valid and consistent and the assessors' judgements are fair and reliable.

A sample record will be kept to include:

- Assessor name
- Candidate name
- Types of evidence sampled
- Unit(s) sampled
- Outcomes are satisfactory or not
- Comments
- Action plans

Sample records will all be clearly referenced. Feedback will be provided to each assessor based on the outcome of the sampling, clearly outlining any action to be taken and the action completion dates. All forms to be signed by the assessor and QA with a copy available for the Assessor.

Sampling of completed units/portfolio: -

1. A sample of the candidate cohort, for each assessor, as identified on the sampling plan, will be taken for the quality assurance of completed units. This is to be done during the programme and/or on completion of the portfolio.
2. The level of assessor sampling should follow the awarding organisation requirements, should be risk assessed and sampling should be increased as necessary if problems are identified.
3. All records completed (as above).
4. Recommended/Action recorded
5. Where further evidence is required for a unit/portfolio, clear details and targets dates are to be recorded for re-submission.

Assessor Standardisation Meetings

Funded centres will...

1. Hold standardisation meetings/activities on a frequency that is in line with their awarding organisation requirements or agreed timescales.
2. Ensure that each assessor has up to date awarding organisation documentation.
3. Ensure that each assessor has up to date centre documentation.
4. Discuss any updates on policies, procedures and practices.
5. Discuss and act on action topics from quality assurance reports.
6. Conduct standardisation exercises with all assessors as identified, either in groups or individually.
7. Discuss, review and act on external quality assurance report action plans.
8. Record and circulate minutes of meetings.

Internal Procedures and Documentation

Funded centres will ensure...

1. All awarding organisation requirements are included in relevant procedures.
2. Ensure all assessors have copies or have access to all relevant documentation.
3. When procedures, practices or documents are changed, updated or amended, ensure all assessors have updated documentation.
4. A regular review of all procedures and documentation will be conducted, at least annually.
5. Ensure that all quality assurance and assessment records are stored securely and only made available to appropriate personnel.

External Quality assurance

Funded centre LQAs will ensure they...

1. Liaise with the external quality assurance personnel on matters relating to interpretation of standards, assessment and quality assurance issues.
2. Co-ordinate with the external quality assurance personnel, organise the external quality assurance visit requirements.
3. Make available all quality assurance, assessment records and candidate portfolios.
4. Complete awarding organisation registration and certification records.
5. Accompany the external quality assurance personnel throughout the visit and make available any other relevant records and details.
6. Receive from the external quality assurance personnel the visit feedback and report.
7. Sign, or not, based on the action plan, comments and fair conduct of the external quality assurance personnel.
8. Where an external quality assurance personnel visit report is not agreed, lodge a formal appeal with the awarding organisation, in consultation with management.
9. Keep all external quality assurance personnel reports secure and act accordingly on the action plan and timescale.
10. Forward a copy of the report onto the PAAH Quality Team for checking action planning (where appropriate) and centralising of records.

Monitoring, Review and Evaluation

Monitoring of Process and Information

Monitoring of learner assessment by PAAH funded centres will be carried out inline with this policy. The assessment quality assurance practices will be monitored by the **quality improvement team**. The completion of assessment documentation will be audited through audit procedures.

Monitoring of Documentation and Policy

PAAH directors will monitor the Assessment Quality Assurance Policy. In the case of a subcontractor non-compliance with the nature of this policy, the quality team will monitor the process and the link director will be kept informed and be involved as appropriate. The Directors of PAAH will be informed and updated as necessary.

Monitoring of Documentation and Policy

The Quality Team reviews the policy and documentation bi-annually (or earlier if required).

Communications, either written or electronic, will notify funded centres, of all reviews and any outcomes from the reviews. The updated policy will be submitted to PAAH Directors meetings for approval/ratification. The completed policy will be displayed in all training rooms and be available on a VLE where possible.

Impact Assessment

This policy will be impact assessed for equality and diversity and records will be maintained.

Safeguarding

This policy will be reviewed to ensure it fully safeguards learners, personnel and other partners in relation to their levels of safety, health, achievement, enjoyment, contribution and well-being.

Grievances or Complaints in Relation to Assessment

Organisational personnel, learners or employers have the right to lodge a complaint or grievance about any of the areas covered under the Assessment Quality Assurance.

Policy. If a complaint or grievance is made regarding an assessment quality assurance outcome, it will be dealt with in line with the Candidate Appeals Procedures. If initial discussion with the assessor does not resolve the issue then the second stage of the appeals procedure commences (IQA), if still not resolved the final stage is a decision from the external quality assurance personnel. Other complaints will be dealt with under the Grievances or Complaints Policy.

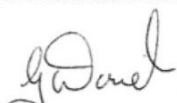
Directors, Personnel, PAAH Funded centres, its learners or partner centres have the right to lodge a complaint or grievance about the process or outcome of an Assessment Quality Assurance Policy. Grievances or complaints in relation to this policy are dealt with under the Grievances and Complaints Policy.

PAAH Funded centres who are not satisfied with the action taken by PAAH and feels it right to question the matter further, may consider the following possible contact points:

- Sector Skills Body (e.g. HABIA)
- Awarding Organisation (e.g. City and Guilds, VTCT etc.)
- Skills Funding Agency
- The Equality and Human Rights Commission
- ACAS
- The employee's Trade Union
- The Citizens Advice Bureau and/or law centre/firm
- Relevant professional bodies or regulatory centres

Approved by the Directors of PAAH on 1st November 2017

Signed:



G. Daniels