



INTERNAL QUALITY ASSURANCE STRATEGY

January 2023



Internal Quality Assurance Strategy

Citrus QCF(RQF) NVQ 31/01/18

External Quality Advisor Andrew Benstead.
Training and Quality Manager; Mark Holmes

Key Issues

- Outline of Strategy
- Observation Plan
- Sampling Plan
- Novice IQA
- Novice Assessors
- Assessor Allocation and Workload
- IQA Allocation and Workload
- Teaching and Learning
- Training
- Meetings
- Internal Verification

1.0: Outline of Strategy

- Centre to complete all expected awards and achieve QCF(RCF) awards in line with centre targets per individual Assessor.
- Centre to ensure that it meets the requirements of Qualifications and Credit Framework, requirements for approved centres dated July 2013 ver2.
- Continuous mentoring of novice Assessors will take place by Experienced Assessors.
- Mentoring to be carried out with new Assessors as and when they join the company new Assessors will be appointed a mentor as per qualifications.
- All new Assessors will be shadowed by an experienced Assessor until they are deemed competent/ready to progress; Mentoring will continue and be reviewed quarterly until all Citrus Values are embedded.
- Every Assessor will control a maximum work load of 75 candidates. This number will not be exceeded at any given time in order to control and manage quantities as required.
- Freelance Assessors will be incorporated in to the structure but because of the high risk will always have their portfolios internal Quality Assured by the Training and Quality Manager.

2.0: Observation Plan

- Observations will be planned and carried out by all IQAs.
- Assessors will be observed as to the risk table in paragraph 10
- IQAs will ensure that an observation report will be filled out and placed in IQA file.
- IQA's to ensure that candidate is interviewed on each observation

3.0: Sampling Plan

- Sampling of assessment work must be ongoing and not end loaded
- Sampling must be of a formative, interim and summative nature
- All actions must be S.M.A.R.T.
- All actions must be completed
- All Portfolios are to be verified in a timely manner and not end loaded.

4.0: Novice Assessors

- All novice Assessors are to be on a CPD regime
- Assessors will receive an action plan from the IQA and Lead IQA on induction.
- All novice Assessors to be evaluated every month with IQA reviewed accordingly so as to promote quality and efficiency
- All Assessors will attend the awarding bodies workshops in line with CPD
- All novice assessor to achieve TAQA Standard 9 within 12 months of commencing their role

5.0: Novice IQA's

- Novice IQA to be mentored by Training and Quality Manager Mark Holmes or IQA.
- Novice IQA to be countersigned by Training and Quality Manager Mark Holmes or IQA.
- An Action plan will be put together by Training and Quality Manager or IQA for the Novice IQA.
- Any new IQA to achieve TAQA Standard 11 within 12 months
- Standardisation of Internal Quality Assurance will be paramount and will be done as part of the induction and then the next standardization meeting.
- All Internal Quality Assurers will attend the awarding bodies workshops in line with CPD

6.0: Training (CPD)

- All assessors and IQA's are to be on a CPD regime
- CPD can be recorded on the IFL website and then a screen shot printed out for EQA visits.
- Ongoing training of Assessors will be monitored by the EQA, CM and the Assessor himself then recorded in the assessor's CPD portfolio
- All Internal Verifiers and Assessors will attend the awarding bodies workshops in line with CPD

7.0: Meetings

- Team Meetings will take place every six months.
- Individual meetings with Training and Quality manager will be every 2 weeks to discuss tracker, candidate's progress and any other matters.
- All meetings will have an agenda, minutes will be recorded and a copy kept for the EQA visit and audit purposes

8.0: Internal Verification

- All IQA's will be informed if they are required for Quality Adviser visits.
- Member of senior management present at Quality Adviser feedback for centre.
- After each External Quality Adviser visit a meeting will be held for NVQ team.
- IQA will be carried out by Registered and Approved IQA'S only
- IQA will ensure that any actions from EQA visits are addressed promptly and in line with awarding bodies requirements.
- An on-site monitoring visit will take place for each IQA in order to maintain and improve the quality to standard 11. This will be done by Training and Quality Manager and will depend on the risk status of the IQA.
- Every IQA to be quality audited within a time frame as agreed with EQ Advisor
- The centre manager will have a key role in the mentoring of Assessors, ensuring that time is allocated to the IQAs to allow the strategy to be carried out.

9.1: Resident Assessors

Assessor Name	Qualifications	Risk Rating
Tim Richardson	A1 / V1	Medium
Michael Dunnett	D32 / 33 V1	Low
Chris Downes	A1	Low
Paul Fitzpatrick	Standard 9	Medium

9.2: Non- Resident Assessors

Assessor Name	Qualifications	Risk Rating
Darren Walker	A1 V1	Medium
Gareth Main	A1	Low (EWPA only)
Duanne Vincent	A1 V1	Low (EWPA only)
Ross Nortcliffe	A1 V1	Low

Note:

All qualifications that have not been given direct claims will be at high risk until we have received direct claims. All standards will be monitored by the Training and Quality Manager and Internal Quality Assurers.

If more than 5 actions points are raised in a six-month period by an IQA on an assessor than that assessor's risk rating will be reviewed and changed with an action plan put in place with the IQA and assessor. Review points will need to put in place and agreed.

Due to changes all EWPA folders will be checked prior to the relevant sections being email to Cskills.

Also, the Lead IQA will also at times do unannounced visits and will ask for folders to do spot checks.

10.0: Risk Table

Risk Band	Definition	Sampling	Observations
Low	Experienced assessor for this qualification	Min – 25 % of candidates per occupation. Complete portfolio sampled.	1 Assessment observation per year

