



1st for EPA Ltd Internal Quality Assurance Policy

1. Purpose of Internal Quality Assurance

The purpose of internal quality assurance is to ensure that the principles of assessment are met, in line with awarding body requirements.

1st for EPA Ltd is committed to ensuring a standardised approach to internal quality assurance practice. The IQA procedure must be open, fair and free from bias and have accurate and detailed recording of internal quality assurance decisions.

The IQA process will monitor and maintain the quality, transparency and integrity of end point assessment in line with the requirements of the Institute for Apprenticeships & Technical Education.

Internal quality assurance uses a range of processes to ensure that:

- Assessments generate sufficient evidence to allow apprentices to demonstrate that they have met the required standards.
- All assessors are familiar with the apprenticeship standard.
- Assessors reach accurate and consistent decisions for the same qualification for all apprentices in line with the requirements of the Institute for Apprenticeships and Technical Education (IfATE).

2. Internal Quality Assurer Roles & Responsibilities

Helen Shinner, Managing Director of 1st for EPA Ltd, is responsible for the overall implementation and monitoring of this policy. The IQA policy will be communicated to all staff and contractors involved in the operation of end point assessment, all of whom have a responsibility to respect and follow the IQA procedure.

The role of an IQA (Internal Quality Assurer) is of paramount importance to the overall success, achievement and positive outcomes for any qualification. Assessors who deliver and make assessment decisions for apprentices need support from their IQA.

The internal quality assurance process is covered by four main areas:

- 2.1 Verify assessments
- 2.2 Advise and support assessors
- 2.3 Maintain records of assessment and internal quality assurance
- 2.4 Preparing for external visits

2.1 Verify Assessments

IQAs are required to:

- Sample assessment evidence
- Verify assessment decisions
- Ensure that assessments meet the requirements of the apprenticeship standard.

2.1.1 Assignment Verification: all apprenticeships



- Every assessment will be:
 - fit-for-purpose, i.e. addresses the assessment criteria required
 - based on the most recent specification
 - clear to apprentices in exactly what they need to do
 - compliant with awarding organisation requirements.

2.1.2 Assessment Verification: all apprenticeships

- For each cohort of apprentices, a sample of assessed work will be verified by one or more IQAs using the procedures, form(s) and sample sizes required by the EV organisation.
- The method of selecting the sample will be recorded and clearly accessible. The verification plan must ensure that each apprentice's work is sampled at least once.
- Assessment and Verification of the sample should be completed within four weeks of completion.
- Assessment Verification must be used to record:
 - verification of the assessment decision(s) taken by the assessor
 - supportive, constructive, developmental feedback to the assessor
 - examples of good assessment practice.
- IQAs will organise the above procedures and report the outcomes to the team and to managers.

2.2 Advise and Support Assessors

IQAs are required to:

- Monitor and evaluate the effectiveness of the assessors
- Give advice and guidance
- Support/facilitate training for assessors where necessary
- Standardise the assessment process to ensure accuracy and consistency of standards in the assessment of EPA elements over time.

2.3 Maintain Records of Assessment and Internal quality assurance

IQAs are required to:

- Ensure that assessors use appropriate documentation and procedures correctly
- Ensure that documentation and systems are meeting regulatory and IfATE requirements
- Ensure that the records are stored securely and safely and for the times specified by an awarding organisation
- Ensure that records are available for external audits and verification.

3. Course Management

3.1 Allocation of IQAs

- There will be at least one IQA for each apprenticeship standard; some standards may require more and must meet awarding organisation requirements.



- IQAs must be qualified teachers with significant experience of teaching and assessing with the subject/standard.

3.2 Management and Staff Induction

- Before assessment begins, each standard must have the required IQAs in place.
- Each assessor new to the standard must have an induction that explains assessment, IfATE and 1st for EPA Ltd requirements.
- Before assessment begins, each assessor must have:
 - a copy of the most recent apprenticeship standard and associated guidance documents
 - a copy of the appropriate assessment, verification and quality assurance regulations
 - all associated 1st for EPA Ltd policies and procedures, including this document
 - the opportunity to work towards the appropriate assessor and verifier qualifications.

4. Commitment to Quality

1st for EPA will 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 regular review
 - III. We will ensure that delivery is apprentice and employer centred, and clearly communicate key information such as assessment requirements and schedules
 - IV. We will monitor and review each end point assessment activity throughout the delivery through to certification.
- b) Our assessors are occupationally qualified to support delivery:
 - I. All assessors will receive ongoing feedback, support and development facilitated through regular team meetings and 1:1s
 - II. All assessors will receive training on the relevant standards and regulatory requirements
 - III. All assessors will be provided with a copy of 1st for EPA Ltd policies
 - IV. All assessors 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. Assessor CVs will be held securely on file and available on request (subject to the data protection requirements)
 - VI. All assessors involved in the delivery of end point assessment activities on behalf of employers are 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 assessors to declare and complete confidentiality and conflict of interest declarations where appropriate
 - III. We provide a guidance document 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 risk assess and audit assessors to ensure compliance, high quality delivery, and support standardisation.
- VI. 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 carry out statistical analysis of preliminary and final grade awards by cohort and by assessor as part of standardisation activity
 - II. We will carry out evaluation throughout each end point assessment and on a bi-annual basis (standardisation), reporting to the relevant bodies as required.
 - III. Evaluation methods include employer surveys, apprentice surveys, auditor feedback and client review meetings
- e) We have a secure, accurate and accessible audit trail for apprentice registration, end point assessment documentation, audits and final grading decisions:
 - I. All documentation is stored securely in specific folders, accessible only to 1st for EPA Ltd team members.
- f) We will hold the following information on file to enable a full audit trail from registration to certification:
 - I. Registration details
 - II. Records of team meetings and standardisation meetings
 - III. End point assessment training records
 - IV. Learner and employer feedback surveys
 - V. Final grading decisions
 - VI. Complaints records and appeals records
 - VII. All records are held securely and appropriately in line with the provisions of the Data Protection Policy

5. Responding to Student Appeals on Assessment Procedures

1st for EPA Ltd's Complaints and Appeals Procedure allows for apprentices to appeal against assessment decisions made by 1st for EPA Ltd. Please refer to this policy should there be an appeal relating to assessment decisions.

6. Policy Review

This policy was last updated 4 November 2020. It will be monitored and reviewed at regular intervals and as legislation requires.