



BBE
TRAINING



A CITRUS GROUP
COMPANY

Internal Quality Assurance & Moderation Policy

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1.0 Intent

- 1.1** BBE Training is committed to continuous quality improvement. We believe that the systematic implementation of processes for internal quality assessment/ moderation is fundamental to monitoring and improving standards in teaching and learning and ensuring valid, reliable and authentic assessment. This policy will be reviewed annually for currency.

2.0 Intent

- 2.1** This policy applies to all managers, assessors, Quality Assurers, moderators and support staff involved in the management, design, delivery and assessment of teaching and learning. It covers all those who are required by their Awarding Bodies to implement national standards for internal quality assessment or moderation and the other staff whom BBE Training believes should adopt these standards in the monitoring of the assessment of students' work.



3.0 Standards

To ensure the maintenance of standards in assessment, BBE Training will ensure that:

- 3.1** Each appropriate team or subject area shall document and have in place arrangements, procedures and processes for the internal quality assessment/moderation of student assessment. Where there is doubt over how this should operate, the teacher of area should contact the Quality Team who may contact the relevant awarding body for advice.
- 3.2** Assessment plans shall be located in the assessor's file and checked by the internal quality assurer/moderator for coverage, relevance and deliverability.
- 3.3** All appropriate teams shall have a named lead internal quality assurer/moderator and where internal quality assessment and assessor roles are in conflict, a second and impartial internal quality assurer will be agreed.
- 3.4** Internal Quality Assurers will be occupationally/academically competent and trained to operate to national standards, in order to:
- advise and support assessors, giving detailed support to new and inexperienced assessors
 - lead standardisation meetings for assessors, twice a year, ensuring accurate records are kept
 - monitor arrangements for processing assessment information and tracking
 - verify all new or substantively changed assignments before they are given to students
 - set up a proactive sampling strategy at the start of a course or year to ensure that all assessors, candidates and units are sampled and assignment design and quality of feedback, offered to students is subject to constructive comment. This should show evidence of both formative and summative sampling as defined below
 - ensure sampling is carried out after (summative) and/or during (formative) assessment. This should not affect student entitlement to receive marked work back promptly (within 3 weeks of submission)
 - ensure that an appropriate level of sampling is carried out
 - provide confirmation on the student work that it has been verified/moderated with separate written feedback to the assessor focusing on review and quality improvement of assessment and feedback practice
 - maintain an IQA/M file documenting planning and actions taken. Evidence must be available from the end of the first term of operation of a course. This must be available for review by internal or external managers
- 3.5** There is a planned programme of systematic and regular sampling of students' work led by the internal quality assurer throughout the year. This must not be done solely retrospectively.
- 3.6** For NVQ courses, unqualified or inexperienced verifiers will have their decisions countersigned by a suitably qualified IQA.
- 3.7** Records of assessment and internal quality assessment will be accessible, secure and confidentially maintained.

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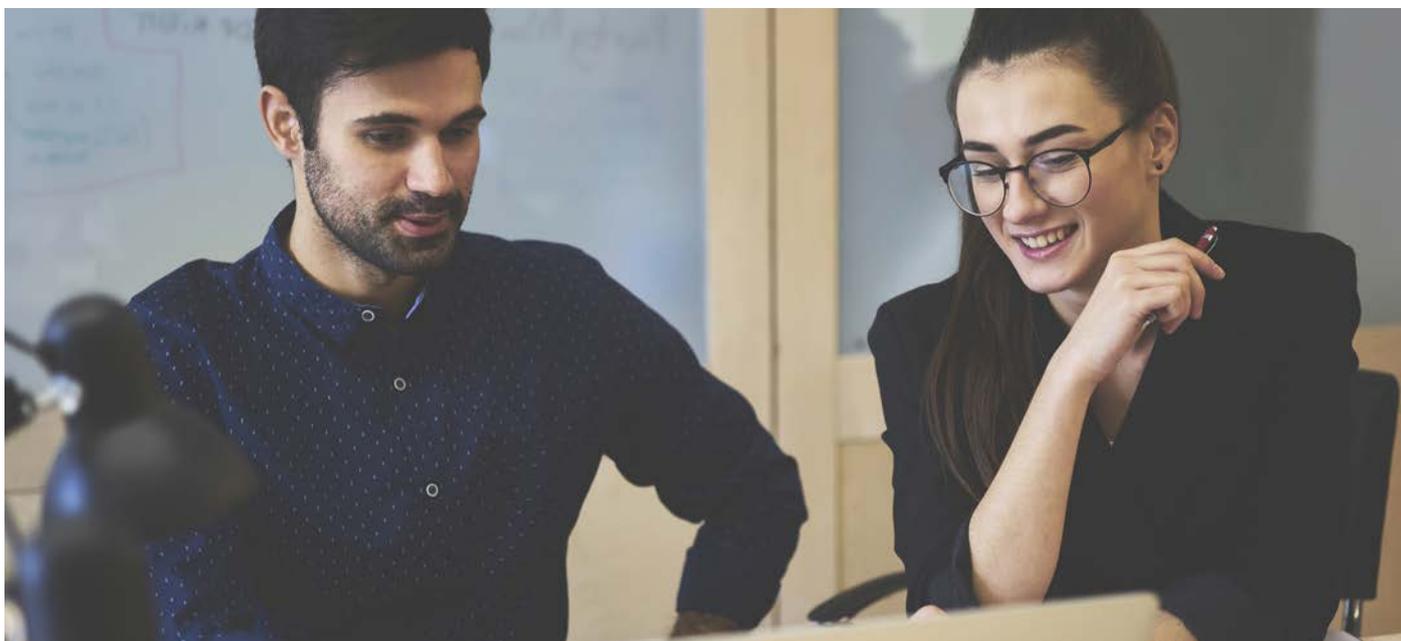
- 3.8** Student feedback will also be used by the teaching team to monitor the effectiveness of assessment and feedback.
- 3.9** Unit/module certification will be made available where appropriate.

4.0 Suitability of Internal Quality Assurers/Moderators

- 4.1** Internal Quality Assurers/Moderators will have sufficient knowledge and understanding of the area being verified at or above the level being verified. Where occupational expertise is required, for example with all NVQs, they must have verifiable, up to date experience, knowledge and understanding of the particular aspects of work they are verifying. This must be of sufficient depth to be effective and reliable when verifying judgements about assessors' assessment processes and decisions. This may be verified by curriculum vitae, references, possession of a relevant NVQ or vocationally related qualification, membership of a professional institution or interview. This evidence will be available during External Verifier and Moderator visits and kept centrally.
- 4.2** Internal Quality Assurers/Moderators may only verify assessment decisions in their acknowledged area of occupational competence or knowledge; according to specific awarding body requirements.
- 4.3** Internal Quality Assurers/Moderators will be required to ensure that they have up to date experience, knowledge and understanding through undertaking and recording of continuing professional development. Records of this will be kept centrally.
- 4.4** Where there is a requirement for Internal Quality Assurers/Moderators to be registered with a particular awarding body, this (and the subsequent re-registration) shall be the duty of the relevant assessment team.
- 4.5** Internal Quality Assurers/Moderators will hold or work towards either the Level 4 Internal Quality Assurance Qualification or V1 Internal Verifier Qualification or the older D34 Qualification. Records of these will be kept centrally and will be available during External Verifier and Moderator visits.

5.0 Quality Monitoring

- 5.1** Candidates for NVQ awards must be registered with an awarding body for at least 10 weeks before certification claims can be made.
- 5.2** NVQ Assessors will be observed by an IQA regularly, feeding back to the Professional Development Centre on outcomes. In addition, NVQ IQA will, as a continuing process, interview a random selection of candidates.
- 5.3** The implementation of this policy will be monitored by the Director of BBE Training Ltd, who will be responsible for co-ordinating internal quality assessment/moderation throughout the business.
- 5.4** External moderator and verifier reports will be used as evidence and reported to the Governing Body and to the Performance and Achievement Committee. A database will be kept of all such reports and actions resulting by Director of BBE Training.
- 5.5** Awarding Bodies will be notified in writing of any significant changes in delivery, resources or team members.



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6.0 Implementation

- 6.1** BBE Directors are responsible for ensuring that these standards are implemented.
- 6.2** Actions identified as necessary from external quality reports will result in an agreed action plan being drawn up by the delivery team and implementation monitored by a Director of BBE Training Ltd.

7.0 Relevant Policies and Procedures

- 7.1** In order to effectively implement and interpret this policy, reference should be made to the following documents and procedures:
 - Assessment Policy (includes Malpractice Policy)
 - Procedure for Appeals Against Assessment
 - Achievement Policy
 - Joint Awarding Body Guidance
 - Guidance from specific awarding bodies as applicable
 - Supporting documentation is available on the intranet, including sample assessment and IQA/M tracking

