

Internal Quality Assurance Policy



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Approved: 01 October 2024

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Last reviewed: Sept 2026

Next review: Sept 2027

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Purpose of Internal Quality Assurance

The purpose of internal quality assurance is to monitor assessment activities and ensure that the principles of assessment are met, in line with the relevant regulatory requirements.

Tuition Extra is committed to ensuring there is a standardised approach to internal quality assurance practice. The IQA process will be open, fair and free from bias and there will be accurate and detailed recording of all internal quality assurance decisions.

The IQA process monitors and maintains the quality, transparency and integrity of assessment practices, in line with the requirements of Ofqual and the relevant Awarding Organisation, including Pearson Edexcel and Open Awards.

Internal Quality Assurance Responsibilities

Tuition Extra's Head of Centre 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 delivery, assessment and quality assurance of qualifications, 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. This policy also applies to any Lead Internal Quality Assurer/s who may be in post.

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

- Support the preparation of assessment activities, ensuring there are sufficient resources in place to carry out the assessment.
- Advise, support and develop assessors.
- Verify and confirm assessment decisions.
- Provide action points and developmental feedback.
- Carry out regular monitoring and standardisation activities.
- Maintain accurate and timely records of assessment and internal quality assurance activities.
- Preparing for external quality monitoring visits.

It is important to note that in the context of this Policy, 'assessors' also refers to invigilators.

Support in the preparation of assessment activities, ensuring there are sufficient resources in place to carry out the assessment.

The IQA will:

- Work closely with those responsible for developing assessment documentation prior to assessment delivery; ensuring it is fit for purpose. For example, assessment materials and activities are relevant to the level of knowledge and competence for that standard.
- Supporting the review and update of any guidance documents and toolkits; to ensure clarity for the assessor and learners.
- Carry out on-boarding of assessors, to ensure they are prepared and understand what is required of them.
- Ensure that assessors use appropriate documentation and follow the relevant standard procedures correctly.
- Check that documentation and systems are meeting regulatory, External Quality Assurer (EQA) and Awarding Organisation requirements, including Pearson Edexcel and Open Awards.

Advise, support and develop assessors

IQAs are required to:

- Have a broad overview of qualification.
- Monitor and evaluate the effectiveness of the assessors.
- Give advice and guidance on assessment best practice.
- Support/facilitate training for assessors where necessary.
- Be at hand to answer queries, resolve technical issues and provide support.
- Give advice about ongoing professional development and external training opportunities.
- Maintain their own professional development and keep up to date with trends and developments in the sector.

Verify and confirm the assessment decisions

IQAs will:

- Sample assessment evidence provided by the learner, in line with the Sampling Strategy and IQA Process.
- Verify the assessor's assessment decisions.
- Check that the assessor has made the correct grade decisions for each criterion.
- Confirm that the overall grade for the assessment activity is correct.
- Confirm that the final grade is correct.

- Ensure that the assessor has provided robust feedback that justifies the grade decision given.
- Review the summative comments to ensure they are a true reflection of the assessment activities and indicate the level of knowledge and competence of the learner.
- Ensure that assessments meet the requirements of the Awarding Organisation.

Provide action points and developmental feedback

IQAs are required to:

- Provide the assessors with appropriate and sufficient feedback to support their development.
- Ensure feedback confirms if the assessment is valid, authentic, sufficient, current and reliable.
- Confirm if the assessment decisions are agreed and/or to set action points where decisions and feedback need to be reviewed.
- Where there are discrepancies, work in collaboration with the assessors to agree how a grade decision is reached.
- Provide feedback in line with the sampling strategy requirements, ensuring the correct percentage of IQA sampling is carried out.
- Provide suggestions to assessors for feeding back to the learner.
- Be supportive of assessors and provide positive developmental feedback.
- Follow up to check actions have been carried out and development points are acknowledged.
- Ensuring assessors have delivered assessments at the required level.

Carry out regular monitoring and standardisation activities

IQAs will:

- Plan for how and when assessors will be monitored.
- Create appropriate tracking documents to monitor the IQA activities.
- Carry out monitoring activities in line with the Sampling Strategy and IQA Process.
- Provide regular opportunities for standardisation.
- Ensure standardisation activities cover all the course, all assessment activities, all criteria within the standard.
- Monitor any issues arising from assessment activities and work, that may have been identified by the learner or assessor.
- Work closely with the Head of Centre/CEO to find appropriate solutions to issues.
- Be prepared to engage in ad hoc monitoring as required.

Maintain accurate and timely records of assessment and internal quality assurance activities

The IQA will:

- Carry out timely IQA sampling activities in line with the Sampling Strategy and IQA process.
- Produce written feedback reports for assessors, which covers all assessment activities for the learner.
- Provide the Head of Centre with reports on assessor progress, number of assessments per assessor, grade decisions, discrepancies and decisions, assessor development and sampling percentages.
- Ensure records are stored securely and safely and for the times specified by an Awarding Organisation, whilst also complying with GDPR regulations.
- Make records available for external audits and verification.
- Ensure electronic records are kept up to date in a timely manner.

Preparing for external visits

IQAs are required to:

- Work with the Head of Tuition Extra to ensure all documentation is available for auditing and external quality visits.
- Have up to date data available for regulatory visits.
- Be available to meet with external auditors and representatives from regulatory bodies.

Quality Assurance Management

Tuition Extra is committed to managing its assessment and internal quality assurance processes to a high standard and ensuring the management processes are robust and transparent. This includes the management of staff and allocation of IQAs to the standards we offer.

Allocation of Internal Quality Assurers

Internal Quality Assurance staff will be fully qualified Teachers/Tutors, with significant experience of teaching and assessing within the relevant subject/standard. The IQA will hold, or be working towards, a recognised internal quality assurance qualification and have relevant occupational competence

The Head of Tuition Extra is responsible for allocating IQAs to the relevant standard.

Management and Staff Induction

An appropriate IQA will be appointed before any course begins. Each assessor new to the qualification must have an induction that explains assessment requirements and the requirements of the relevant awarding organisation (e.g. Pearson Edexcel or Open Awards). The IQA and/or Head of Tuition Extra will deliver the induction (or 'on-boarding') session with sufficiently time in advance of their first assessment activity. This enables both IQA and assessors to clarify any matters and prepare for the assessment activities.

Before assessment begins, each the IQA will provide assessors with:

- An opportunity to discuss their hopes, fears and expectations for the job role. A copy of the appropriate assessment, verification and quality assurance regulations.
- All associated Tuition Extra procedures, including this document.
- All assessment documentation, e.g. Grading Sheets and help guides.
- Advice on how to work towards an appropriate assessor and verifier qualification.
- Information on how to access the online portals and software required to carry out the assessment activities.

Our Commitment to Quality

Tuition Extra is committed to providing a high-quality service. We will continuously monitor, review and update our service as we identify areas for improvement, receive learner feedback and work with our awarding organisations and External Quality Assurers.

The IQA works closely with the CEO/Head of Centre to achieve these objectives.

Our commitment

Tuition Extra will ensure that our Assessment materials are designed appropriately to meet the requirements of the Awarding Organisation. Our primary aims are to ensure that:

- Our Assessment materials will be designed to be fit for purpose. They will be designed to achieve results that are valid, reliable and comparable should the assessment be undertaken again at a

different time, with a different assessor or with a different Awarding Organisation.

- Our tools are current to the latest regulatory requirements.
- Assessment materials are subject to regular review.
- Delivery is learner-centred and clearly communicates key information such as assessment requirements and schedules.
- Assessment activity is monitored and reviewed throughout its lifecycle.

Our assessors

Our assessors are qualified to support delivery. We value our assessors and acknowledge the role they play in delivering high quality assessments for learners.

All our assessors:

- Receive ongoing feedback, support and development.
- Receive training on the relevant standards and regulatory requirements.
- Are provided with a copy of Tuition Extra policies.
- Engage in 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.
- Have submitted a CV, which will be held securely on file subject to data protection requirements and our Data Protection Policy.
- Only conduct assessments where there is no conflict of interest, whether existing, potential or perceived.
- Are approved for the delivery and assessment of their subject-specific qualifications

Our delivery

We ensure our delivery is effective and meets learner expectations of the assessment and certification process, in addition to our regulatory requirements. To do this, we:

- Use standardised documentation.
- Require all assessors to declare and complete confidentiality and conflict of interest declarations where appropriate.
- Provide guidance for learners on qualification requirements and assessment methods
- Provide guidance documents and training to all those involved in assessment and internal quality assurance.
- Use risk assessments and monitor assessors to ensure compliance, high quality delivery and a standardised approach.
- Survey learners after completion of the qualification.

- Ensure our assessment judgements are consistent and transparent so that the outcomes are valid, authentic, sufficient, current and reliable.

Our ongoing improvements

We are committed to self-monitoring and continuous improvement. To do this, we:

- Carry out statistical analysis of grade awards by standard as part of standardisation activity.
- Carry out evaluations throughout the assessment cycle and on a bi-annual basis (standardisation), reporting to the relevant bodies as required.
- Use learner surveys, EQA feedback and monthly review meetings to identify areas for improvement.
- Have a secure, accurate and accessible audit trail for learner registration, assessment, internal verification documentation and certification decision.
- Store documentation securely, accessible only to Tuition Extra staff who need access in the course of their duties.
- Hold information on file to enable a full audit trail. For full information on the types of data, how we use it and how we store it securely, see the Data Protection Policy.

Conflict of Interest Statement

Internal Quality Assurers must declare any actual, perceived or potential conflict of interest. An IQA must not internally verify assessment decisions for learners where a conflict of interest exists

Responding to Complaints and Appeals

Tuition Extra's Complaints and Appeals Policy allows for complaints and appeals to be lodged and investigated appropriately.

Please refer to this policy should there be a complaint or appeal relating to assessment decisions