



Westwood Training and Consultancy

Internal Quality Assurance Policy

Purpose

WTC procedures are in place that provide a description of the internal quality assurance processes. This policy describes the requirements for internally assuring the quality of assessment based on the current learning and development national occupational standards.

Statement of intent

To ensure that internal quality assurance is valid, reliable and covers all assessors and qualification or programme activity. To ensure that the internal quality assurance procedure is open, fair and free from bias. To ensure that there is an accurate recording of internal quality assurance decisions.

WTC has an Internal Quality Assurance Strategy, which states the approach to all aspects of internal quality assurance and includes:

WTC IQA co-ordination, Planning, Quality Assurance and Record keeping.

All IQA activities are planned and carried out to ensure that assessment decisions and practices are regularly sampled, and findings are acted upon to ensure consistency and fairness.

In order to do this WTC will:

- ensure our staff meet the requirements for the internal quality assurance process
- ensure effective internal quality assurer (IQA) roles are defined, maintained and supported
- ensure that all our assessment methods are verified as fit for purpose.
- ensure internal quality assurance is promoted as a developmental process
- ensure that an appropriately structured sample of assessor work from all programmes and/or qualifications is sampled to ensure that standards are consistently met.
- ensure that an annual internal quality assurance schedule is planned, followed and reviewed, linked to assessment plans by Crossfield's Institute.
- ensure that we define, maintain, and support effective internal quality assurance roles.



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- ensure that identified staff maintain secure records of all internal quality assurance activity.
- provide consistent and standardised internal quality assurance documentation
- use the outcome of internal quality assurance standardisation to enhance future assessment practice.
- ensure there is no conflict of interest between IQA and learners.

Evaluate the quality of assessment

Assessors and IQAs must have the occupational expertise as specified in the relevant assessment strategy before commencing their role and maintain the currency of this expertise for the duration of their role through appropriate CPD activities.

A training needs analysis is completed with new Assessors and IQAs within the first six months of employment and annually thereafter unless through risk assessment this is more frequent.

Evidence sampling and observation of Assessor performance will take place as detailed in the sector's IQA strategy.

Learner and Employer feedback is used to evaluate the quality and effectiveness of the accredited centre against WTC's aims and policies leading to continuous improvement.

Maintain and improve the quality of assessment

A random 25% of learners work will be examined by an IQA. All work will be filed and stored appropriately for external moderation.

IQAs will provide verbal and documented feedback to Assessors following internal quality assurance activities.

Where applicable development/training opportunities will be identified, and a training needs analysis completed and agreed for IQAs.

A minimum of three assessment standardisation meetings are held a year to ensure that Assessors and IQAs are operating to the same standard.

Assessors and IQAs are kept up to date with any changes to qualifications and standards through team meeting and communications WTC's achievements are monitored and reviewed and used to improve future delivery.



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WTC will invite partner Montessori centres to be part of the Standardisation and moderation process to support consistency and fairness of assessment as external moderators.

Manage information relevant to the internal quality assurance of assessment

WTC will be subject to external monitoring activity by Crossfields Institute, evidence required will be submitted within the timescales set.

When external monitoring is complete the IQA lead will notify assessors and IQA's to communicate good practice, areas for development and actions are identified.

WTC maintains documentation in a consistent manner so that information for external quality monitoring and internal audits can be easily located. This is retained for a minimum of 3 years as per GDPR and company procedures.

WTC will maintain legal and good practice requirements when internally monitoring and maintaining the quality of assessment.

If the occasion arises, IQAs will help to resolve any disputes and appeals in accordance with the WTC Assessment Appeals policy and Procedures

If you are not satisfied with the IQA process of any response you get from WTC or have reached the end of a process with us, please contact Crossfield's Intitute directly. You can contact the Quality Team at: quality@crossfieldsinstitute.com.

Crossfield's IQA and complaints policies can be found on the [Resources](#) section of their website <https://crossfieldsinstitute.com>.

Associated Policies

Assessment policy
Learner Handbook
Appeal Policy
Conflicts Policy

Review

The policy will be reviewed in September 2022

We will review this policy and its associated procedures annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.