

Title:	Understanding the Principles and Practices of Internally Assuring the Quality of Assessment
Level:	4
Credit value:	6
General Guidance This unit assesses a candidate Internal Quality Assurer's (IQA) knowledge of the principles and practices of quality assurance in a learning and development context. Evidence for this unit could take the form of: <ul style="list-style-type: none">• written statements or answers by the candidate Internal Quality Assurer (IQA)• oral statements or answers by the candidate Internal Quality Assurer (IQA)• discussions between the candidate IQA and their own assessor• assignments, or• projects Considerable evidence could be generated for this unit in the form of statements and discussions if the candidate assessor attempts the following unit at the same time as this one: <ul style="list-style-type: none">• <i>Internally assure the quality of assessment</i>	

Terminology

Authentic	<i>Being the learner's own work.</i>
Equality	<i>A state of fair treatment that is the right of all the people regardless of differences in, for example, culture, ability, gender race, religion, wealth, sexual orientation, or any other group characteristic</i>
Diversity	<i>Acknowledging that each individual is unique and recognising our individual differences in, for example, culture, ability, gender, race, religion, wealth, sexual orientation, or any other individual characteristic.</i>
Evidence	<i>Evidence of a learner's knowledge, understanding, skill or competence that can be used to make a judgment of their achievement against agreed standards/criteria</i>
Learner	<i>The person being assessed by the candidate assessor</i>
Reliable	<i>Consistently achieves the same results with different assessors and the same (or similar) group of learners.</i>
Requirements	<i>These could be the requirements of the practitioner's own organisation or those of an external organisation, such as awarding organisation.</i> <i>Enough evidence as specified in Evidence Requirements or Assessment Strategy.</i>
Sufficient	<i>Relevant to the standards/criteria against which the candidate is being assessed.</i>
Valid	<i>Ensuring that everyone has an equal chance of getting an objective and accurate assessment.</i>
Fair	

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
1. Understand the context and principles of internal quality assurance	1.1 explain the functions of internal quality assurance in learning and development	The functions of: <ul style="list-style-type: none"> ● upholding employer, learner and public credibility and respect for the qualifications being delivered ● ensuring quality in all learning delivery and assessment ● ensuring assessors comply with the assessment strategy for the qualification they are assessing (if applicable) ● ensuring the accuracy and consistency of assessment decisions between assessors operating in a centre ● ensuring that assessors are consistent in their interpretation of the standards/outcome and criteria contained within the relevant qualifications ● assessing and managing risk ● monitoring the quality of training delivery and assessment. ● identifying issues and trends ● identifying assessor development needs ● identifying assessment development opportunities ● supporting and ensuring the continuing professional development of assessors

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
	1.2 explain the key concepts and principles of the internal quality assurance of assessment	The concepts and principles of ensuring: <ul style="list-style-type: none"> ● planning ● sampling strategies ● rationales for sampling ● consistency ● reliability ● supporting assessors ● developing assessors
	1.3 explain the roles of practitioners involved in the internal and external quality assurance process	The roles and responsibilities of each of the following in the quality assurance process: <ul style="list-style-type: none"> ● the trainer ● expert witness ● other witnesses ● the assessor ● any independent assessor ● internal quality assurance staff ● external quality assurance staff
	1.4 explain the regulations and requirements for internal quality assurance in own area of practice	The relevant sections of the regulations under which the qualifications fall, for example, the <i>Regulatory Arrangements for the Qualifications and Credit Framework</i> or the <i>NVQ Code of Practice</i> as they apply to the assessment and quality assurance of qualifications.

<p>Learning outcomes</p> <p><i>The candidate internal quality assurer (IQA) will:</i></p>	<p>Assessment criteria</p> <p><i>The candidate internal quality assurer (IQA) can:</i></p>	<p>Evidence Guidelines</p> <p><i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i></p>
<p>2. Understand how to plan the internal quality assurance of assessment</p>	<p>2.1 evaluate the importance of planning and preparing internal quality assurance activities</p>	<p>A clear explanation of the benefits of planning internal quality assurance and the risks to accuracy, validity, fairness and consistency in assessment practice if planning does not take place.</p> <hr/> <p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>evidence for the above could come from a discussion with the candidate IQA about how they have planned and prepared internal quality assurance processes.</p>

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
	2.2 explain what an internal quality assurance plan should contain	<p>Required timeframes and arrangements for:</p> <ul style="list-style-type: none"> ● assessment of risk ● interim sampling of assessment decisions ● summative sampling of assessment decisions ● monitoring assessment practice ● standardising assessment decisions ● supporting assessors <p>That planned sampling needs to take account of different types of:</p> <ul style="list-style-type: none"> ● candidates ● assessors ● assessment methods ● evidence/elements ● records ● assessment sites <p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>evidence for the above could come from the internal quality assurance plan that the candidate IQA has produced.</p>

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
	2.3 summarise the preparations that need to be made for internal quality assurance, including: <ul style="list-style-type: none"> ● information collection ● communications ● administrative arrangements ● resources 	<p>Explanation of the practical arrangements that internal quality assurance staff need to carry out in order to put the quality assurance plan into practice to meet the guidelines in 2.2 above</p> <hr/> <p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>evidence for the above could come from the internal quality assurance preparations that the candidate IQA has produced.</p>

<p>Learning outcomes</p> <p><i>The candidate internal quality assurer (IQA) will:</i></p>	<p>Assessment criteria</p> <p><i>The candidate internal quality assurer (IQA) can:</i></p>	<p>Evidence Guidelines</p> <p><i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i></p>
<p>3. Understand techniques and criteria for monitoring the quality of assessment internally</p>	<p>3.1 evaluate different techniques for sampling evidence of assessment, including use of technology</p>	<p>The benefits, requirements and differences between interim and summative sampling</p> <p>The varying uses of different types of sampling:</p> <ul style="list-style-type: none"> ● Vertical (sampling one unit or learning outcome across assessors or sites etc) ● Horizontal (sampling something of all units or learning outcomes over a period of time) ● Theme-based (sampling related to a particular activity) <p>Benefits of different sampling techniques such as:</p> <ol style="list-style-type: none"> 1. Observations of assessors 2. Discussions with candidates 3. Discussions with witnesses 4. Sampling products 5. Sampling assessor records <p>Sampling strategies to ensure reliability</p> <p>Different approaches to sampling according to factors including:</p> <ul style="list-style-type: none"> ● the types of assessment methods and evidence available ● experience, workload and location of assessors involved ● levels of complexity ● level of experience and maturity of centre ● 'problem 'units ● number of assessment sites ● numbers of learners ● types of records ● availability of observation of assessors <p>Use of information technology to store and sample evidence and assessment records</p>

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
		<p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>evidence for the above could come from a discussion with the candidate IQA about how they have planned and prepared internal quality assurance processes.</p>
	3.2 explain the appropriate criteria to use for judging the quality of the assessment process	<p>How and why to select different assessment methods to check for:</p> <ul style="list-style-type: none"> ● validity ● authenticity ● sufficiency ● currency of evidence ● accuracy of assessment decisions ● consistency of assessment decisions ● assessor record keeping
		<p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>evidence for the above could come from a discussion with the candidate IQA about how they have planned and prepared internal quality assurance processes.</p>

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
4. Understand how to internally maintain and improve the quality of assessment	4.1 summarise the types of feedback, support and advice that assessors may need to maintain and improve the quality of assessment	<p>That feedback should be:</p> <ul style="list-style-type: none"> ● aimed at assessors and not learners ● clear – leaving no ambiguity ● based on facts ● honest – identifying both the strengths and weaknesses of the assessors practice ● specific and detailed ● directly stating what is good practice and/or what needs to be changed ● positive and constructive – focusing on how assessment practice can improve ● helpful and supportive – pointing the assessor to useful resources and documents ● strategic – seeking to improve the assessor's performance over the long term <p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>some evidence for the above could come from a discussion with the candidate IQA about how they provided feedback and support.</p>

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
	4.2 explain standardisation requirements in relation to assessment	<p>The importance of standardisation and the role it plays in quality assurance</p> <p>The centre and awarding organisation's procedures for standardisation and how the internal quality assurance process should manage this.</p> <p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>some evidence for the above could come from a discussion with the candidate IQA about how they and why they have co-ordinated standardization processes.</p>
	4.3 explain relevant procedures regarding disputes about the quality of assessment	<p>The IQA role in disputes</p> <p>The centre and awarding organisation's appeals procedures and the role of quality assurance in the appeals procedures.</p>
5. Understand how to manage information relevant to the internal quality assurance of assessment	5.1 evaluate requirements for information management, data protection and confidentiality in relation to the internal quality assurance of assessment	<p>The importance of record keeping in the assessment and quality assurance process and the safe and secure storage of records.</p> <p>The relevant requirements on the quality assurance process in the centre for record keeping and management – including what information must be recorded.</p> <p>The requirements of the quality assurance process for data protection and the rules governing confidentiality, for example what information is confidential and who is allowed access to it.</p>

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
		<p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>some evidence for the above could come from a discussion with the candidate IQA about how they have managed information about the assessment and quality assurance process and how they have observed certain requirements.</p>
6. Understand the legal and good practice requirements for the internal quality assurance of assessment	6.1 evaluate legal issues, policies and procedures relevant to the internal quality assurance of assessment, including those for health, safety and welfare	<p>Legal requirements and the policies and procedures of own organisation and awarding organisation concerning:</p> <ul style="list-style-type: none"> ● health and safety, including learner emotional welfare ● confidentiality ● transparency ● record keeping ● security and safe storage of information ● equal opportunities and diversity <p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>some evidence for the above could come from a discussion with the candidate IQA about the legal issues and the centre's and awarding organisation's policies and procedures and how they have followed these in their internal quality assurance practice.</p>

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
	6.2 evaluate different ways in which technology can contribute to the internal quality assurance of assessment	<p>How technology can be used to enhance the assessment and quality assurance process:</p> <ul style="list-style-type: none"> ● video evidence of skills/performance ● recording of oral evidence ● e-portfolios ● computer-based/on-line testing ● electronic management of records and evidence ● virtual standardisation activities ● electronic communication e.g. between assessors and learners <p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>some evidence for the above could come from a discussion with the candidate IQA about how they have used technology to enhance their internal quality assurance practice.</p>

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
	6.3 explain the value of reflective practice and continuing professional development in relation to internal quality assurance	<p>How staff involved in assessment and quality assurance must:</p> <ul style="list-style-type: none"> ● ensure their practice is in line with the current NOS in assessment and/or quality assurance ● continuously reflect on their practice and ensure it meets legal, organisational and awarding body requirements ● learn lessons from their practice, interactions with learners, other assessors and those involved in the quality assurance and standardisation processes and improve what they do ● maintain their occupational expertise by keeping up with changes in technology, working practices and standards in their sector ● maintain their expertise in assessment and quality assurance by keeping up-to-date with new assessment standards, requirements and methods
		<p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>some evidence for the above could come from a discussion with the candidate IQA about how they have maintained their own occupational and quality assurance expertise and competence.</p>

Learning outcomes <i>The candidate internal quality assurer (IQA) will:</i>	Assessment criteria <i>The candidate internal quality assurer (IQA) can:</i>	Evidence Guidelines <i>The candidate internal quality assurer (IQA) provides evidence that they understand:</i>
	6.4 evaluate requirements for equality and diversity and, where appropriate, bilingualism, in relation to the internal quality assurance of assessment	<p>How legal and best practice requirements may have implications for the assessment and quality assurance process. Particularly in relation to issues of:</p> <ul style="list-style-type: none"> ● gender ● disability ● race/culture/religion ● language <p><i>Holistic assessment opportunities</i></p> <p>If the candidate IQA is also attempting the following unit:</p> <ul style="list-style-type: none"> ● <i>Internally assure the quality of assessment</i> <p>some evidence for the above could come from a discussion with the candidate IQA about how they took account of equality and diversity issues and – where appropriate bilingualism – in their internal quality assurance work.</p>