



Heart of England Training Ltd

...training for a brighter future

Internal Quality Assurance

2024 POLICY

C *Continually strive for excellence*

A *Act with integrity and be respectful at all times*

R *Responsive and flexible to learner and employer needs*

E *Encourage and support high aspirations*

1. Introduction

Heart of England Training Ltd (HOET) has a robust approach towards quality assurance. Our aim is to continuously check, review and revise our processes and to ensure that we always provide the highest standards in delivery and assessment. HOET is an approved centre for several awarding bodies; CMI, City and Guilds, 1st for Sport, VTCT, TQUK and Pearson. As such we are regularly monitored according to their processes and quality assurance frameworks.

2. Overview

Internal Quality Assurance (IQA) forms one part of the Company's Quality Assurance Process and focuses on our responsibilities as a centre to ensure:

- Effective delivery that meets learner's expectations and agreed learner journey to reflect the required knowledge, skills and behaviours individualised to the learner's initial assessment requirements.
- The accuracy and consistency of assessment decisions between educators
- Educators are consistent in their interpretation of qualification or apprenticeship standard
- Maintenance of documentation audit trail to enable certification, distribution to learners and progression to End Point Assessment (EPA)
- Monitoring, review and evaluation for continuous improvement

3. Educators and Internal Quality Assurers

Educators are selected for their relevant occupational competence. They must hold the Level 3 Certificate in Assessing Vocational Achievement (CAVA) or A1 or D32/33 or be working towards CAVA, where applicable to their delivery programme. They must be current practitioners and be able to demonstrate a clear understanding of the role of educator.

Where a new educator is recruited, they are provided with a clear action plan for achieving required qualification. The educator will be sampled accordingly in line with the sampling strategy (see sampling strategy).

During this time, they are coached and supported by the Internal Quality Assurer (IQA), OTLA leads, team leaders and wider curriculum specialists. This support team will give sufficient support and have relevant technical/occupational familiarity for the area of verification and be fully conversant with the units, knowledge, skills and behaviours. The IQA will hold the Training, Assessment, Quality, Assurance (TAQA) or V1 or D34.

4. Scope and purpose

It is the responsibility of the Lead IQA to hold standardisation meetings. These will be organised periodically, but there will be a minimum of four standardisation meetings per year. Items for discussion will include (but not limited to) the following:

- IQA strategy (checklist)
- IQA tracking
- IQA actions
- Standardisation/best practise
- Actions from EQA visits
- Feedback from inspections or self-assessment reports
- Changes in procedures, paperwork, IfATE changes and awarding organisation changes, Lead EPA reports
- CPD sessions

Key actions will be recorded, resolved and retained for future review, as required. Actions will also inform the Quality Improvement Plan (QIP).

IQA Strategy	Sampling must cover/consider
In all cases the assessment strategy for the qualification must be consulted for specific requirements. It is good practice to follow the 'CAMERA' model: Factors	
Candidates/Learners	Ethnicity, age, gender, whether candidates are employed full or part time and any special arrangements
Assessors (Educators)	Experience (new educators are higher risk). Feedback from EQA visits, qualifications, workload, occupational experience
Methods of Assessment	Questioning, observations, testimony, RPL, use of simulation, product evidence, assignments, projects and tests
Evidence types	Written confirmation that evidence is valid, authentic, current, sufficient plus a focus on any special requirements and identified problem units
Records	All documentation relating to assessments and assessment feedback to learners, including requirements of HOET IQA checklist
Assessment locations	Different assessment locations

5. IQA Training sample

The IQA team will sample portfolios against the requirements of the IQA checklist and in line with quality assurance and compliance procedures. IQA will plan their sample based on their sampling plan and as a result of monthly data checks. IQA's will ensure that all educators have the qualifications which they are responsible for sampled.

In line with the sample the IQA team will complete training and assessment questionnaires with learners equating to 10% of the learners which they are responsible for each month.

This policy is reviewed annually by the company directors and Governors.

Version: 3

Prepared by: Directors

Approved by: Governors

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