

Internal Quality Assurance Procedure

Role of the Internal Quality Assurer

The Internal Quality Assurer (IQA) is an important role as it maintains and monitors the quality and assurance of qualification and unit delivery and certification and is the main contact between the Centre and FireQual in relation to monitoring activities.

Within the role, the IQA is expected to:

- a. Develop and follow internal policies, procedures, and documentation for the carrying out and maintenance of quality systems in line with FireQual requirements
- b. Ensure all Assessors hold and maintain the required qualifications and occupational expertise to deliver the qualifications and units they have been assigned to
- c. Provide support to Assessors in relation to procedures and policies for the delivery of the qualifications and units they are assigned to
- d. Identify training needs and provide ongoing training to Assessors to continually improve the standard of qualification and unit delivery
- e. Co-ordinate the timely registration and certification claims for candidates
- f. Maintain appropriate records of quality assurance, assessment, registration and certification activities in line with FireQual requirements
- g. Ensure sampling plans take into account the ratio of candidates per Assessor per qualification to meet the quality assurance requirements to cover all units delivered within a 12-month period
- h. Facilitate standardisation activities to support the continuous improvement of qualification and unit delivery
- i. Ensure all assessment documentation, maintained by Assessors, is complete, up-to-date and legible
- j. Ensure conflicts of interest are identified and addressed, including not allowing the quality assurance of own assessment work or cross quality assurance where two people quality assure each other's work
- k. Conduct observations of Assessors whilst carrying out the assessment process
- l. Conduct candidate interviews to monitor and analyse the quality of the assessment process and learning journey

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- m. Provide the required information to FireQual to aid and facilitate monitoring activities as required
- n. Impart information and feedback resulting from monitoring activities and ensure all actions are addressed by the indicated timescales

Sampling Strategy

Sampling Assessments

Two forms of sampling will be carried out to ensure that quality assurance is maintained. These are:

- a. **Interim sampling:** dipping into the assessment process whilst the candidate is at different stages. This ensures that the assessment of the candidate is proceeding satisfactorily following the principles of plan, judge, and feedback.
- b. **Summative sampling:** involves the IQA reviewing the quality of the assessment decisions by the Assessor. The IQA should be able to follow an audit trail, which clearly demonstrates that the Assessor has checked the validity, authenticity, reliability, currency, and sufficiency of the evidence presented.

The IQA must record and report all sampling undertaken in sufficient detail to be able to justify the decision made. IQA reports will be produced for all sampling and must be signed by both the Assessor and IQA.

Sampling plans must include sampling of all types of:

- a. Candidates
- b. Assessors
- c. Methods of assessment
- d. Evidence or Elements
- e. Records
- f. Assessment sites

A sampling plan will be maintained for all samplings planned and conducted showing the following information:

- a. Candidate name
- b. Registration number
- c. Planned interim sampling updated to show actual sampling undertaken including unit number and type of assessment sampled
- d. Planned summative sampling updated to show actual sampling undertaken including unit number and type of assessment sampled

Sampling Rates

Different rates for sampling will be adopted dependent on the experience of the Assessor delivering the qualification or unit they have been assigned to as follows:

| Category | Required Activities |
|--|--------------------------------------|
| Newly qualified Assessors or Assessors new to the Centre or those Assessors who are continually falling short of the standard required | 100% sampling rate |
| | Assessor observation every 3-months |
| Assessors who are in need of development but often meet the standard required | 50% sampling rate |
| | Assessor observation every 6-months |
| Assessors who are experienced with the qualification or unit they have been assigned to and continually meet the standard required | 25% sampling rate |
| | Assessor observation every 12-months |

The rates above may be subject to change for instance:

- Where a qualification is new to the Centre the first 2 cohorts will be sampled at a 100% rate unless otherwise authorised by FireQual
- Where the sampling strategy of FireQual overrides that of the Centre due to the risk rating or actions resulting from quality monitoring activities
- Where a contractual requirement requires additional sampling to take place (N.B. this will not override the requirements of the previous two instances where this sampling rate would require a lesser sampling rate to be adopted)

Standardising Assessment and Quality Assurance Judgments

Standardisation, sometimes referred to as benchmarking or moderating, is an important part of the duties of the IQA.

- Regular meetings will be held to conduct standardisation exercises:
- Meetings to be held on a quarterly basis or after the delivery and marking of assessments for each module (more frequent as required or on release of new standards)
- Meetings to cover feedback from FireQual quality monitoring activities, assessment good practice and interpretation of standards and qualification specifications
- Meetings to cover feedback from candidates as to satisfaction levels of both assessment practice and sessions attended
- Exercises using real candidate evidence to standardise the assessment decision process

Minutes of meetings to be produced and copies kept for viewing during FireQual quality monitoring activities

Managing the Quality

The systems and processes described above have been designed to maintain the quality of assessment and to ensure that we adhere to the requirements of FireQual.

For external monitoring activities, the IQA is required to have the following information readily available:

- Centre file containing all documents relevant to the delivery and quality assurance of the qualification(s)
- Numbers of current registered candidates per qualification/unit
- IQA and Assessor details –CVs, up to date CPD records and current Assessor caseloads
- Copies of relevant staff certificates
- Assessment records and plans
- IQA sampling strategy
- IQA records including feedback to Assessors, Assessor observations and candidate interviews
- Candidate evidence records and documentary evidence
- Records of claims for certification

The IQA will be responsible for ensuring that all action points raised through FireQual quality monitoring activities are addressed within the specified timescale(s).

Claims for certification can only be made by an IQA holding the appropriate qualification or directive from FireQual.

Assessor Observations

The IQA will complete observations of delivery and assessment to ensure the management of the quality of the programme:

- Direct observation of the Assessor in action and giving feedback on performance
- Direct observation of an Assessor's planning and review activities with candidates

These observations will be conducted, at a minimum, on the timeframes listed earlier in this document and clear evidence of them having been conducted will be maintained for viewing by FireQual during quality monitoring activities.

Evidence of the enactment of any associated actions will be recorded and kept within the quality assurance folder for viewing by FireQual during quality monitoring activities.

Candidate Questionnaires

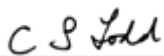
The IQA will ensure that questionnaires are produced and distributed to gather feedback to ensure the management of the quality of the programme. These will be planned to be conducted, at a minimum, on a 6-monthly basis, or completion of each

module so that each qualification is subject to candidate questionnaires being conducted every 6-months or on completion of each module.

The results of the questionnaires will be analysed, and improvement plans developed and enacted to promote the continued improvement of the delivery and certification of qualifications and units.

Copies of the analysis of results and resulting improvement plans will be kept within the quality assurance folder for viewing by FireQual during quality monitoring activities.

Date: 01.06.2024

Signature: 

Name: Colin Todd

Position: Managing Director