INTRODUCTION

It is a requirement that all centres must have a robust and effective internal quality assurance (IQA) system which is defined by the IQA strategy. This strategy defines the activities that must take place within the centre to monitor the quality of qualifications offered.

It is essential that the strategy includes details of the following key areas:

- internal quality assurer details
- assessor details and risk assessment of assessors
- sampling assessments
- monitoring assessment practices (observation of assessors)
- monitoring online assessment process (observation)
- monitoring assessor / internal quality assurer competency and CPD
- standardising assessment judgements.

ASSESSOR DETAILS AND RISK ASSESSMENT OF ASSESSORS

Each internal quality assurer should complete a risk assessment for each assessor he/she is responsible for, in relation to the qualifications they are approved by the centre to assess based upon the following categories:

- assessor’s experience
- assessor’s qualifications
- the number of candidates the assessor is responsible for (workload)

The outcome of each risk assessment should be agreed with the assessor and the internal quality assurer and reviewed annually or as a result of any significant change in circumstance.

Further guidance on defining the level of risk is detailed within the IMI Assessor Risk Assessment form.

SAMPLING ASSESSMENTS

Each internal quality assurer must maintain an overall sampling plan for each assessor assigned to them. This will be based on the risk assessment of the assessor and the volume of sampling required and planned observations must directly correlate.

When developing a sampling plan, the key points to include are:

- the spread of centre activities
- the size of sample needed to ensure the reliability of the assessment decisions
- the number, experience and workload of the assessors
- the different stages candidates have reached in the assessment programme and appropriate methodology i.e. in-progress sampling (Formative) or final sampling (Summative)
- any specialist assessment requirements.
For VRQ’s, the minimum requirements for unit/module/component part qualifications are as follows:

<table>
<thead>
<tr>
<th>Assessor risk rating</th>
<th>Ensure that all units are sampled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>Four out of twenty candidates (20%) – observations of assessment or sampling</td>
</tr>
<tr>
<td>Medium</td>
<td>Eight out of twenty candidates (40%) – observations of assessment or sampling</td>
</tr>
<tr>
<td>High</td>
<td>Twelve out of twenty candidates (60%) – observations of assessment or sampling</td>
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</tbody>
</table>

Note: These requirements must also be applied to IMI Accreditations or Quality Assured Programmes.

For SVQ, NVQ, VCQ’s, the minimum requirements are as follows:

<table>
<thead>
<tr>
<th>Assessor risk rating</th>
<th>Ensure that all units are sampled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>All candidates to be sampled over the duration of the qualification – observations of assessment or sampling</td>
</tr>
<tr>
<td>Medium</td>
<td>All candidates to be sampled over the duration of the qualification – observations of assessment or sampling</td>
</tr>
<tr>
<td>High</td>
<td>All candidates to be sampled over the duration of the qualification – observations of assessment or sampling</td>
</tr>
</tbody>
</table>

The internal quality assurer must be satisfied that in-progress sampling (Formative) or final sampling (Summative) sample presents a sufficiently accurate picture of the quality of assessment in the centre. He/she must be confident that those assessments not sampled also meet the requirements of the qualification.

**OBSERVATION OF ASSESSORS**

The internal quality assurer should observe each assessor in line with the plan developed, using the criteria specified above. He/she should observe and sample all assessor activities including how they:

- plan and conduct assessments
- make judgment on candidates’ performance
- interact with candidates (including questioning)
- give feedback to candidates
- record assessment decisions
- ensure the quality of the assessment.

Note: The function of the internal quality assurer is not to reassess the candidates’ work but to ensure that the assessor has assessed the candidate to the required standard.

Any weakness in the assessment process or the assessor’s capability should be identified and addressed with assessor training and development needs discussed and agreed – assessor support is a crucial activity.
OBSERVATION OF ONLINE ASSESSMENTS

It is the responsibility of the centre’s internal quality assurers to ensure that the online assessment process is included within the centre’s IQA strategy and sampling plan.

Of particular importance is to ensure that a rigorous IQA process is in place for the close scrutiny of assessors who have been granted permission to act as invigilators. This must be documented clearly within the centre’s internal quality assurance strategy and must include online assessments being carried out off site (e.g. in the workplace) by peripatetic assessors.

MONITORING ASSESSOR / INTERNAL QUALITY ASSURER COMPETENCY AND CPD

It is the Centre Coordinators responsibility to ensure records and evidence of internal quality assurer and assessor qualifications and CPD are consistently kept up-to-date and meet the requirements of the assessment strategies for the qualifications they are assigned to.

STANDARDISING ASSESSMENT JUDGEMENTS

Standardisation is a key function of the internal quality assurer and this must take place at least twice a year and outcomes must be recorded and retained. He/she must ensure that:

- all candidates are assessed fairly
- each assessor makes valid decisions consistently
- all assessors make the same decision on the same assessment.

Where a centre utilises two or more internal quality assurers, it is essential that standardisation amongst the IQA team also takes place. Such standardisation will be the responsibility of the Centre Coordinator or ‘lead internal quality assurer’.

INTERNAL QUALITY ASSURANCE RECORDS

Internal Quality Assurers must keep accurate records of all their IQA activities. IQA records and Candidate Assessment Summaries should be kept by the centre for a minimum period of 6 years. They must be:

- stored securely so that only those who have a right to see the information may do so
- easily accessible to the people who need to use them and keep them up to date
- made available to the external quality assurer during monitoring visits and upon request to other members of the IMI quality assurance team.

Failure to comply with all aspects of IQA could result in candidate certificate claims being delayed or rejected, sanctions being placed on the centre or internal quality assurer’s approval being withdrawn.

<table>
<thead>
<tr>
<th>Issue Number</th>
<th>Effective Date</th>
<th>Amendments</th>
<th>Reason for Amendments</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>04 Jan 2019</td>
<td>Two methods of sampling have been added as guidance.</td>
<td>For improvement clarity and guidance.</td>
</tr>
</tbody>
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