

The Bosco Centre	
Policy:	Quality Assurance
Applies to:	College
Reviewed:	October 2023
Next Review:	October 2024

### Statement

Bosco is committed to continuous quality improvement. We believe that the systematic implementation of processes for assessment, internal quality assurance and standardisation are fundamental to monitoring and improving standards in teaching and learning and ensuring valid, reliable and authentic assessment.

This policy applies to all – as we all have a responsibility for quality improvement – managers, internal verifiers, assessors, tutors, technicians, and learning support staff. It covers all those who are involved in the assessment process who must apply national standards in assessing and verification.

Each team or subject area will use universal documentation for assessment and internal verification of student assessment. Where there is doubt over how this should operate, assessors will seek guidance from the Director of Quality Assurance (DQA)

Assessment plans and evidence sheets shall be located in the students file and checked by the DQA along with evidence according to the Sampling strategy

Where relevant assessors shall have a named Internal Verifier. Internal Verifiers will be competent and qualified to the level required by the Joint Awarding Body Guidance.

### Assessment

The role of an assessor is to capture evidence of students' competency in the skills and knowledge that they have acquired through study or practical activities. This must be in line with the requirements of the awarding body and allow the students to gain their desired qualifications.

As an assessor, you would be expected to be able to perform all of the following tasks in your area of expertise:

- Plan and deliver training programmes and workshops
- Observe and assess candidates in a variety of settings
- Examine candidates' portfolios of evidence
- Question candidates about how they would deal with non-standard situations
- Provide feedback and offer advice if the standards are not met
- Sign off the units and or qualification when all the requirements have been met
- Keep records of candidates' progress, according to the requirements of the awarding bodies

- Attend meetings with other assessors

All assessors will be monitored, outlined by the main sampling matrix, used through our computerised system, throughout the academic year and will have their assessments sampled throughout the range of learners/units/modules

Each assessor will be assigned to a particular IV who will agree an individual strategy and arrange sample dates in line with the plan, which may be flexible, so long as the numbers of samples are carried out and they are split throughout the year. This process is determined by the individual course and the scheme of work for each award.

Each assessor will provide an audit trail of their learners in order for IQA to define their sample – recorded on the computerised system, which all assessors must be able to use, and will be given training if they are unsure.

The IV will support the assessors designated to them with any appeals or disagreements from their learners according to the appeals and complaints procedures, along with any identification of requirements or needs for development or training.

They will encourage the assessor to produce and update their continuous professional development plan(CPDP)

All IVs will give written feedback on the appropriate forms (universal to all qualifications) and monitor any actions identified or any training required.

### **New Assessors**

Each new assessor will complete an induction as soon as feasibly possible after their start date; a monitoring sheet will provide dates when this process takes place and signed by both Assessor and IQA on completion. Copies of these will be filed in the co-ordinators file

During their first year as assessor, they will be monitored more regularly than the experienced assessors (showing in the computerised sampling record) and will also be mentored where possible by an advanced skills tutor throughout this time.

They will be expected to complete the A1 award and to assess NVQ awards within 9 months

The DQA ensure close monitoring of the new assessor during their initial period of completing any paperwork and the new assessor made aware of the standards of the team and standardisation of assessment decisions.

All decisions and assessments must be countersigned by a Qualified assessor ( This will depend on the type of the award and the status of the new assessor)

All Assessors and IQA's will provide copies of their relevant qualifications and samples of their signatures.

Copies of all meetings are filed in the QA co-ordinators file and copies sent to each member of the team to update all staff of any standardisation in procedure.

### Internal Verification

Internal verification is a crucial element of our quality assurance process. It ensures that all students entered for the same qualification are assessed fairly and consistently to the specified standard.

- Monitor assessors' decisions and performance
- Monitor compliance with lead bodies criteria
- Monitor accuracy and security of record keeping
- Monitor achievement rates of learners
- Identify a balance of learners to assessors
- Identify any training needs or development of an assessor
- Identify all forms and methods of assessment and record them
- Record all monitoring with the aid of Quality Assurance forms – universal to all qualifications
- Provide written feedback through the monitoring forms – universal
- Monitor that any action plans have been resolved within the reasonable time scale given
- Inform assessors of all updates from the awarding bodies or changes in processes

PLEASE NOTE – all assessments of written work by a learner must be marked by the assessor in a distinguishing colour, different to the colour used by the learner, the IV(red) and the EV(green)

### Storage of completed folders

All Completed portfolios will be stored in a secure location within the college until the cohort has been externally verified and fully signed off by the relevant awarding body.

### External Verification

The DQA will liaise with the External Verifier (EV) to:

- Agree visits
- Send in on a timely basis the tracking and assessment records to be used for External verification of portfolios of evidence,
- Discuss with the EV any difficulties they have with setting up of QA visits and assessments for the visit.
- They will follow up with the assessors any action points from the External Verification visit, in a timely way.

The DQA will prepare assessors for the visits, by reviewing action plans from the last EQA report and agreeing with the solutions, arranging for live assessments to be monitored and preparing candidates to be interviewed by the EV, if this is on the EQA planner.

The DQA Explain and have agreed with the EV any special requirements for candidates in their assessment having firstly obtained evidence of their requirements from assessor and the notes of the learner towards their ILP. They will ensure a note to this fact is displayed on the learner's portfolio, explaining what kinds of evidence are best used and why, with documentary evidence to back this up.