

# **INTERNAL QUALITY ASSURANCE AND ASSESSMENT POLICY**

## **1. Policy Statement**

Safe Construction Training Solutions Ltd is committed to ensuring a standardised approach to internal quality assurance practice. The internal quality assurance procedure for all provision must be open, fair and free from bias and have accurate and detailed recording of internal quality assurance decisions. The internal quality assurance process will monitor and maintain the quality, transparency and integrity of assessment in line with the requirements of our awarding bodies.

## **2. Purpose**

The purpose of this policy is to:

- a) Ensure that staff receive appropriate information regarding the internal quality assurance and assessment process
- b) Ensure the consistent and fair treatment of all staff in the application of this procedure
- c) To provide student-centred approaches to assessment that serves the stated learning objectives of the programmes we offer and facilitate the achievement and wider development of our students
- d) To assess students work with integrity by being consistent and transparent in our assessment judgements and processes so that the outcomes are fair, reliable and valid
- e) To register individual students to the correct programme within agreed timescales
- f) To claim valid student certificates within agreed timescales
- g) To construct a secure, accurate and accessible audit trail to ensure that individual student registration and certification claims can be tracked to the certificate which is issued for each student.

## **3. Scope**

This policy applies to all lecturers/trainers/assessors, the full range of qualifications delivered within the main and satellite centres, including all sub contracted provision.

## **4. Role Of The Internal Quality Assurer (IQA)**

It is the responsibility of the IQA to ensure:

- a) all awarding organisation communication is channelled via the Quality Manager (here: Operations Director)
- b) all external quality assurance visits, confirmation sampling and quality review and development activities are organised and sanctioned by the Quality Manager (here: Operations Director)
- c) all assessment staff are briefed and trained in the requirements for current internal quality assurance procedures
- d) effective internal quality assurance roles are defined, maintained and supported
- e) internal verification is promoted as a developmental process between staff
- f) standardised internal verification documentation is provided and used
- g) an annual internal verification schedule, linked to assessment plans, is in place
- h) secure records of all internal verification activity are maintained for three years
- i) the outcome of internal verification is used to enhance future assessment practice and all assessments.

## **5. Role Of The Assessor**

It is the responsibility of all lecturers / trainers / assessors to:

- a. ensure that students are provided with assignments that are fit for purpose, to enable them to produce appropriate evidence for assessment
- b. assess students evidence using only the awarding organisation assessment and grading criteria
- c. ensure that assessment decisions are impartial, valid and reliable
- d. ensure that assessment procedures will minimise the opportunity for malpractice
- e. maintain an accurate and detailed audit trail of student recruitment, induction, registration with the awarding organisation, assessment decisions and certification
- f. ensure assessment of all programmes meets both the relevant national standards and the grading criteria for the qualification

- g. ensure equal and fair access to assessment for all students and that the methods used are valid (appropriate for each student and qualification) and maximise holistic assessment opportunities
- h. seek to prevent misuse of the conditions for special student requirements, (for example where students are permitted support) and that details of all students that are entitled to special consideration are sent to the relevant awarding organisation
- i. ensure that assessment schedules are planned, published (issued to students and relevant staff), monitored and allow for naturally occurring evidence
- j. resources provided enable assessment to be performed accurately and appropriately, leading to assessment decisions that are valid, authentic, reliable and sufficient
- k. ensure students are provided with assessment material and assignments that have been internally verified as fit for purpose, which enable them to produce appropriate evidence for assessment
- l. ensure assessment processes minimise the opportunity for malpractice from both the student and staff; any such practice will be subject to student or staff disciplinary procedures
- m. ensure that feedback is constructive, motivational, relates to the assessment criteria, provides clear guidelines for improvement and informs the next step in the process
- n. ensure students who wish to appeal against an internal assessment decision, i.e. if the student considers that their work has been wrongly assessed and wishes to appeal, are fully informed of the centres appeals process
- o. the Quality Manager (here: Operations Director) will audit all processes, feedback on the outcomes will be documented
- p. ensure that all records of student achievements, assessment tracking and internal quality assurance documents are stored securely for a minimum of three years.

## **6. Examinations And Controlled Assessments**

- 6.1 The centre must conduct examinations and assessments in accordance with the awarding bodies' requirements and, where relevant, must take into consideration access arrangements and reasonable adjustments.

## **7. Centre Management**

### **The centre agrees to:**

- a) deliver the qualification, as required by the awarding organisation, in accordance with the Equality Act 2010 (or any legislation in a relevant jurisdiction other than England which has an equivalent purpose and effect)
- b) appoint an examinations officer/quality assurance co-ordinator to act on behalf of the centre in matters relating to the administration of examinations and assessments
- c) ensure that the examinations officer receives appropriate training in order to facilitate the effective delivery of examinations and assessments within the centre
- d) take all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials; examination scripts should be despatched immediately where possible or placed in secure storage for despatch the next working day
- e) co-operate with the awarding organisation and/or regulatory authority when subject to inspection and/or investigation, and take all reasonable steps to comply with all requests for information or documentation made by an awarding organisation or regulatory authority as soon as is practical
- f) assist an awarding organisation in carrying out any reasonable monitoring activities
- g) ensure that all venues used for examinations and assessments, records and secure storage facilities are open to inspection, including inspection of the centre's secure storage facility.
- h) make arrangements to receive and issue material received from the awarding organisation to staff and students, and notify them of advice and instructions relevant to the examinations and assessments
- i) submit in accordance with awarding instructions, information they may reasonably require in relation to their examinations and assessments, returning all subject-specific forms by the required date
- j) create examination/assessment conditions, including on-screen and computer-based assessments, which ensure that the work submitted is that of the student alone using only the items/materials specified
- k) retain a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding organisation. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications

l) ensure that local health and safety rules are in place and that the centre is adequately covered for public liability claims.

## **8. Assessment**

- a) The centre's assessment must identify, where appropriate, the support that will be made available to the student to facilitate access to examinations/assessments
- b) ensure that where a student with a learning difficulty requires an assessment of their needs, they are assessed by an appropriately qualified specialist assessor
- c) assist the awarding bodies in the discharge of their duty to make reasonable adjustments by requesting access arrangements, where required, and effectively implementing those arrangements once approved;
- d) submit any applications for access arrangements or reasonable adjustments ensuring that appropriate documentary evidence is held on file to substantiate such an arrangement and is open to inspection
- e) submit requests for modified papers by the due date
- f) recognise its duties towards disabled students as defined under the terms of the Equality Act 2010. This must include a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled students.

## **9. Candidates**

### **The centre agrees to:**

- a. register or enter candidates for an examination or assessment in accordance with the awarding organisations' published procedures for that qualification
- b. enter student under names that can be verified against suitable identification such as a birth certificate, passport or driver's licence. You may need to check that the name the student is using within the centre is his/her legal name rather than a 'known as' name. This will help to prevent issues at a later date when the candidate may need to verify that he/she is the person named on the certificate
- c. verify the identity of all students that they enter for examinations or assessments. The centre must be satisfied that all student identities have been checked, whether as part of the initial registration process, or in the case of private candidates through a verification process which involves photo-ID
- d. make arrangements to notify students, including any private candidates entered through the centre, of their examination entries and the dates and times of their examinations/assessments
- e. ensure that all student data where required by the awarding organisation has been supplied to the awarding organisations within the terms of the Data Protection Act 1998 and the Freedom of Information Act 2000, and that students have been properly informed that this data has been transferred to the awarding organisations.

## **10. Controlled Assessments, Coursework And Portfolios Of Evidence**

### **The centre agrees to:**

- a) ensure that arrangements are in place to co-ordinate and standardise all marking of centre assessed components and to ensure that students centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding organisations' instructions
- b) take reasonable steps to ensure that all associated administrative tasks are completed in an accurate and timely manner. For example, marks are correctly calculated, recorded and submitted by the published date
- c) submit centre-assessed marks and to despatch moderation samples, if required by the awarding organisation, by the published date
- d) have in place, and be available for inspection purposes, an internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates.
- e) have in place, and be available for inspection purposes, a policy with regard to the management of controlled assessments
- f) use only current assessment materials/tasks to assess students' knowledge and skills (in cases where the awarding organisation provides such material);
- g) store safely and securely all controlled assessments, coursework or portfolios until the deadline for an enquiry about results has passed or until any appeal, malpractice or results enquiry has been completed, whichever is later. This includes materials stored electronically.

## **11. Registrations And Entries**

**The centre agrees to:**

- a) observe the awarding organisations' terms and conditions for the entry and withdrawal of students for their examinations and assessments;
- b) pay fees as instructed and at the time specified by the awarding organisations;
- c) submit any applications for transferred student arrangements in accordance with the awarding bodies.

**12. During The Examination/Assessment**

**The centre agrees to:**

- a) provide suitable accommodation and facilities for all examinations and assessments, including centre-assessed work
- b) provide fully trained invigilators for examinations, including on-screen and computer based assessments
- c) provide competent instructors to mark, and/or fully qualified assessors for the verification of centre-assessed components;
- d) have in place procedures to verify the identity of all students at the time of the examination or assessment;
- e) conduct all examinations/assessments governed by these regulations in accordance with the following
- f) submit declarations for very late arrival of students for examinations, in accordance with awarding bodies requirements.
- g) submit any applications for special consideration where students meet the published criteria.

**13. Malpractice**

**The centre agrees to:**

- a) notify an awarding organisation as soon as it is discovered, by completing the appropriate documentation, any established, suspected or alleged case of malpractice (which includes maladministration)
- b) Notification must be made to an awarding organisation whether involving a student (during examinations or following the authentication of controlled assessment, coursework or verification of other assessed qualifications) or malpractice or maladministration by a member of staff
- c) investigate any instances of suspected malpractice (which includes maladministration) in accordance with the awarding bodies requirements and provide such information and advice as the awarding organisation may reasonably require.

**14. Conflicts Of Interest**

**The centre shall:**

- a) Strive to avoid any conflict of interest between the interests of the organisation on the one hand and personal, professional and business interests on the other. This includes avoiding actual conflicts of interest as well as the perception of conflicts of interest.
- b) identify, record, appropriately disclose, monitor and properly manage, any conflict of interest.
- c) Where such a conflict of interest, or loyalty, has had an Adverse Effect, the centre shall take all reasonable steps to mitigate the Adverse Effect as far as possible and correct it.
- d) take all reasonable steps to avoid any part of an Assessment of a student (including by way of Moderation / Internal Verification) being undertaken by any person who has any personal interest in the result of the Assessment.
- e) Where, having taken all such reasonable steps, and an Assessment by such a person cannot be avoided, the Centre shall make arrangements to verify and record the Assessment.

**15. Post-Examination**

**In relation to externally assessed examinations, the centre agrees to:**

- a) keep scripts secure from the time they are collected from students until they are despatched to the examiners or the awarding organisations
- b) despatch scripts within 10 working days of the exam date. If scripts have to be retained overnight they must be kept under secure conditions
- c) follow the instructions issued by an individual awarding organisation relating to the use of question papers after the examination has taken place
- d) prior to the official dates and times for the release of results to students, keep result files and their contents entirely confidential to the head of centre, examinations office staff and those instructors who, in the opinion of the head of centre, need to be aware of the information

- e) distribute provisional statements of results to all students, either electronically or in hard copy, without delay and regardless of any disputes (such as non-payment of fees)
- f) Centres are not permitted to withhold provisional results from students under any circumstances. Under the terms of the Data Protection Act centres are compelled to release results to students upon receipt of a Subject Access Request
- g) Alternatively, if a student makes a Subject Access Request directly to an awarding organisation in order to obtain his/her examination results, the awarding organisation is similarly compelled under the terms of the Data Protection Act to provide those results.

#### **16. Access To Scripts, Enquiries About Results And Appeals, And Late Subject Awards**

**The centre agrees to:**

- a) have in place procedures for access to scripts, enquiries about results and appeals to the awarding organisations and to ensure that details of these procedures are made widely available and accessible to all students. Students must be made aware of the arrangements for post results services before they sit any examinations
- b) ensure that all internal students are made aware that all post-results service requests must be made through the centre
- c) submit requests for appeals in accordance with the *awarding organisations' appeals processes*
- d) ensure outcomes of enquiries about results and appeals are made known to students
- e) have available for inspection purposes and draw to the attention of students an internal appeals procedure to manage disputes when a student disagrees with a centre decision not to support an enquiry about results or an appeal.

#### **17. Certificates**

**The centre agrees to:**

- a) distribute certificates to all students without delay and regardless of any disputes (such as non-payment of fees). Certificates must not be withheld without prior permission from an awarding organisation which will only be given in very exceptional circumstances. A record should be kept of the certificates that are issued;
- b) retain all unclaimed certificates under secure conditions
- c) return any certificates requested by the awarding organisations. Certificates remain the property of the awarding organisations at all times.



Director

Dated: April 2025