

Quality Assurance Policy

Strategy for Quality Improvement

Welcome Skills Limited recognises the cornerstone of a quality organisation is a commitment to ensuring that internal quality assurance is executed, valid, reliable, robust and fit for purpose.

Key Learner Processes

- The core of the quality system is the detailed process covering the learner journey. These are prepared according to the programme types:
- **Apprenticeship**
 - 1) Selection and recruitment of employers
 - 2a) Recruitment and selection of learners
 - 2b) Information, Advice and Guidance
 - 3a) Induction of learners
 - 3b) Additional support
 - 4) Planning learning
 - 5) Training (off the job and on the job)
 - 6) Review & assessment planning
 - 7) Verification & testing
 - 8) Withdrawals
 - 9) Completion
 - 10) Survey
- **Individual Diplomas**
 - 1) Selection and recruitment of employers
 - 2a) Information, Advice and Guidance
 - 2b) Skills for life signposting process
 - 3) Planning learning
 - 4) Training (off the job and on the job)
 - 5) Review & assessment planning
 - 6) Verification and testing
 - 7) Withdrawals
 - 8) Completion
 - 9) Survey
- Key Learning Processes (KLP's) will be issued to all relevant Managers and Trainers/Assessors
- KLPs will be reviewed according to the quality calendar
- Master documentation supports each KLP. Documents will be controlled, numbered and dated.

Performance and Data Objectives

The company strives to continually increase learner retention, achievement, timeliness and progression by learners. Data and outcomes from Learner and Employer surveys are

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captured and will be constantly reviewed in line with National statistics and our own previous performance and targets.

- Success rates and timeliness will be monitored monthly
- Success rates will be presented in reports tabled to IQAs, Managers and the CEO
- Learner data will be discussed at every Standardisation meeting as part of the Matrix Standard and be linked to Business Objectives
- Caseload reports detail learner to Trainer/Assessor to IQA ratios
- Learner progress on long programmes is monitored via review / visit record entered onto system.

Self assessment and business action planning

- From 2018 Self-assessment will take place in October each year once all data for the previous contract year is completed. Reviews will be quarterly.
- Business action plans will be adapted in response to key actions of the business arising from the self-assessment.
- Business action plans will be used by the Senior Managers to drive improvements of the business.

Internal Audit – long and short courses

100% of incoming learner start documentation will be audited by the administration team.

- The Quality team will carry out 100% end audit of all learner files
- The Quality team audits will produce an error rates by Trainers/Assessors and/or Associate Assessors. These will be reported to IQA and Administration Manager

Support band	Criteria	Sample Size	
Red – High	Further support, development and monitoring of assessment required. Over 3% error rate.	100%	New staff Unqualified staff Existing qualified staff
Amber – Medium	Support and development action plan devised and monitored. Over 2% error rate.	50% of portfolios with 100% check	Qualified staff
Green - Low	No support or development required. No action plan in place. Under 3% error rate.	10% of portfolios with 100% check	Qualified staff

Observations

Observations of KLPs and Teaching and Learning will be carried out by the Assessors and IQAs in accordance with the observation guidance and quality calendar.

Standardisation

It is important to standardise Assessor judgements in order to ensure that each Assessor consistently makes valid decisions, and that all learners are assessed fairly.

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All Trainer/Assessor and Internal Quality Assurers for all programmes meet on a monthly basis. The standardisation meeting also acts as a forum to discuss the company's aims and objectives and how these are being supported via the Matrix standards and processes. The IQA is responsible for co-ordinating the standardisation meetings and will follow a standard agenda. Trainers/Assessors are expected to participate. Topics regularly covered in this session include:

- Matrix – discuss the retention, achievement, timeliness and destination data linked to business plans
- Discussion of new standards and evidence requirements
- Problem units – where it has been identified that a number of learners are having problems understanding the Learning outcome or gaining evidence
- Trainers/Assessors are asked to bring copies of assessed evidence for assessment and discussion by the team
- Trainers/Assessors may be asked to share experiences of dealing with alternative forms of evidence or candidates with special needs
- Discussion on hot topics, covering Equality, Diversity, Safeguarding and Health & Safety
- Internal Quality Assurers discuss sampling requirements and problems encountered with monitoring observation
- Hot Topics

Evaluation

- Feedback is gathered in a variety of ways from learners, employers. Staff and partners and other stakeholders
- A 'learner voice' approach is implemented to obtain feedback from learners at observation and during KLP's
- An 'employer voice' approach is implemented to obtain feedback from employers at different points in the KLP's
- Staff surveys will be taken formally and informally.
- All feedback will be analysed and the results fed into the business action plan /QIP and self- assessment report
- Complaints will be dealt with promptly, logged and reported to the CEO.

Managing Quality

The Administration Manager and IQA will ensure that assessment/training resources, including personnel, are effectively managed and planned. They provide a link between the Awarding Organisation, QCA and other Regulatory Bodies, and provide an overarching quality assurance role for the Company.

The IQA's will ensure that evaluation and observation activities are carried out through systematic monitoring and reporting on outcomes.

Malpractice

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If Malpractice is identified at any stage the person identifying this must report their findings to the Administration Manager, who will investigate and record their findings. If required they will then inform the appropriate Awarding Organisation.

Monitoring of this strategy

The lead IQA will complete an annual review of this strategy in co-ordination with the Director. The effective implementation of this strategy will be monitored on an on-going basis through the IQA standardisation meetings.

The review of this strategy will form part of Welcome Skills Limited Self-assessment and Quality improvement plan.

The Sampling plan is held electronically

Verification

This will be carried out in 3 stages – 6 weeks, mid (50%) and towards completion (90%)

The **first** stage of monitoring will be at 6 weeks into the programme. The WDC/IQA will carry out a sample check regardless of risk banding to ensure:

- ILR is completed correctly (including eligibility)
- ILP is completed correctly and complies with relevant SSC and SASE framework
- Review and Visit record is completed correctly and details evidence of learning
- Rules of combination are followed
- IAG has been carried out and action taken

The **second** stage of monitoring will be at 50% length of stay on programme for that learner.

The IQA will carry out a check based on the support banding of the qualification and Trainer/Assessor to ensure:

- Progress and achievement is being made in accordance with ILP (functional skills, QCF, Tech Cert, PLTS)
- Methods of assessment
- Review and Visit record are completed correctly and sufficiently
- IAG has been carried out and action taken

The **third** stage of monitoring will be at 90% length of stay on programme for that learner.

The WDC/IQA will carry out a check based on the support banding of the qualification and Trainer/Assessor to ensure:

- Achievement is in accordance with ILP (functional skills, QCF, Tech Cert, PLTS)
- Methods of assessment
- Review and Visit record are completed correctly and sufficiently
- IAG has been carried out and action taken

Quality assurance checks - short programmes.

The sampling stages will range according to the standard length of stay.

As a minimum there will be 2 stages and the checks carried out will ensure:

- ILR is completed correctly (including eligibility)
- ILP is completed correctly
- Review and Visit record is completed correctly and details evidence of learning

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- Rules of combination are followed
- Progress and achievement is being made in accordance with ILP
- Methods of assessment
- IAG has been carried out and action taken

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2. Examinations Policy

Welcome Skills Limited has created the following policy to ensure the robustness of security and administration when dealing with examinations. The Line Manager has the overall responsibility for ensuring compliance.

1. Examination papers should be ordered from the respective Awarding Organisation or exam source at least ten days prior to the examination date.
2. The order for Examination papers should be submitted using the method that is stipulated by the respective Awarding Organisation. The schedule of candidates who are registered for that examination must be maintained for audit purposes.
3. Welcome Skills Limited will provide the appropriate information to registered candidates prior to the examination together with the date, location and rules of conduct for the examination process.
4. Any change in the location of the examination must be notified to the respective Awarding Organisation.
5. On receipt of the examination papers, the nominated person must check the right number of papers have been received and for the correct examination. These must then be re-sealed and stored in the approved secure location until the exam time.
6. The examination must be conducted in accordance with the regulations of exam conduct and Welcome Skills Limited examination procedures.
7. It is forbidden under any circumstances for examination papers to be copied, provided to candidates prior to the exam, or any information that could influence results be given to invigilators or trainers/assessors. Any such action is considered malpractice and will result in disciplinary action.
8. The Invigilator must be aware of the Awarding Organisations regulations and adhere to them at all times, and regarding the security and sealing of the completed papers in the envelope supplied prior to leaving the examination room. These must be handed in or posted via registered post to the Welcome Skills Limited office.
9. The examination papers must be returned to the Awarding Organisation according to the regulations and by using registered post or courier.

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Examination Procedures

Appointing and Briefing of Invigilators

The Line Manager is responsible for appointing suitably qualified individuals to act as Invigilators. All Invigilators will be briefed on the respective Codes of Practice or Regulations for the Awarding Organisations.

The Invigilator is responsible for preparing candidates for the examination. In addition, the Invigilator must declare a conflict of interest if a candidate taking the exam is related and notify Welcome Skills Limited prior to the examination. The Invigilator cannot also act as a reader or writer for any candidate undertaking an exam that they are invigilating.

A sufficient number of Invigilators must be appointed to ensure proper conduct of the examination. One Invigilator cannot invigilate more than 30 candidates. Welcome Skills Limited will ensure that a sufficient number of Invigilators are available for examination learner cohorts.

In the event of a candidate(s) taking the examination in a separate room due to Special Consideration measures being agreed, a separate Invigilator must be present in this room. The number of invigilators must never fall below the prescribed number enforced by the Awarding Organisation.

Responsibilities

Invigilators have a key role in upholding the integrity of the examination process and are responsible for the proper conduct of the examination. Invigilators must give their whole attention to the proper conduct of the examination and must not undertake other activities whilst invigilating.

Invigilating the Examination

Before the Examination

Invigilators must arrive at the location in sufficient time to ensure the room is set up correctly and within the guidance of the Awarding Organisation.

The following checks must be made

- The room is set up correctly, clocks synchronised, and that spare writing equipment is available.
- Adequate checks are made to ensure the identity of the candidates and that registration numbers are correctly issued

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- Only the official stationery can be issued to candidates
- Candidates must be checked to ensure they have not brought any materials/items/equipment that is unauthorised
- Any unauthorised materials/equipment/mobile phones/electrical equipment or items must be switched off and out of candidates reach during the examination.

Starting the Examination

Before candidates can begin their examination the Invigilator must:

- Read out the invigilation instructions and examination rules contained in the examination pack
- Inform candidates that they are now subject the rules of the examination
- Open the sealed envelope and distribute the question and answer sheets
- Ensure the candidates sign the candidate list, confirm their name is spelled correctly for the Certificate and enter the candidate number on the on their examination paper
- Check the candidates have the correct and necessary materials
- Draw the candidates attention to the instructions on the front of the examination papers
- Ensure candidates know how to complete their answer sheets and front and back covers of the of their question paper, be aware of the personal details that have to be entered and that they have the correct candidate number, test and version number
- Remind candidates they cannot communicate with other candidates during the examination period
- Announce clearly when the examination starts and the time allowed
- Write the start and finish times on a board which is clearly visible to all candidates.

During the Examination

Invigilators must supervise candidates throughout the whole examination session. They must be alert and observe candidates at all times and must not undertake other activities whilst invigilating. If a candidate is suspected of malpractice, the invigilator must take the actions they feel necessary to maintain the integrity of the examination for all candidates. Any breach must be reported to the Line Manager.

The examination arrangements should allow all candidates to be easily observed. Invigilators have no authority to comment, interrupt, or express an opinion on any examination question.

Candidates who arrive after the publicised start time of the examination may generally be allowed to enter the room and to sit the paper at the discretion of the Invigilator but only if the invigilation of the other candidates is not compromised.

Candidates who arrive late into the examination must not be allowed to sit the examination if any other candidate has completed and left the examination room. Under normal circumstances candidates arriving 30 minutes late or more would not be allowed to sit the examination.

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The invigilator should notify the candidates at 15 and 5 minutes prior to the end of the examination.

Candidates who need to leave the room temporarily must be accompanied by an invigilator or another member of staff to ensure they do not speak to anyone else, make phone calls or breach any examination protocols. If an Invigilator leaves the room to accompany the candidate, another Invigilator must remain in the room to ensure prescribed numbers are not breached.

Candidates that complete their exam papers early can ask to leave the room. If permitted they must hand in their answer sheets and question paper to the Invigilator. No re-admission is permitted.

End of the Examination

At the end of the examination candidates must be instructed to stop writing. The Invigilator must then:

- Remind candidates to check they have entered all the required information onto their exam sheets and attach any additional sheets securely
- Collect all answer sheets, examination papers and related documents before candidates leave the room
- Check all details have been entered correctly and that they have the required sheets for each candidate
- Check and sign the control sheet and/or candidate list
- Ensure the scripts are placed securely in a sealed envelope
- Hand in or post the secure papers via registered post to the Welcome Skills Limited office.

Examination Accommodation and Equipment

Any room allocated for an examination should satisfy the criteria for the respective Awarding Organisation. The levels of heating, ventilation and seating type should be considered relevant to the length of the examination and comfort for candidates. All examination rooms should be in quiet locations wherever possible and appropriate signage is used on the outside of the door.

Only candidates and examination personnel are permitted to access the examination room.

Wherever possible and appropriate, candidate should be seated at separate desks and always seated in a way that prevents them from contact with other candidates or viewing of other examination papers. All candidates must be seated facing the same direction.

Individual desks should usually be placed not less than 1.2 metres apart (measured from the centre of the desks). Where individual desks are not available, candidates must be seated 1 meter apart.

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Desks should be large enough to accommodate all necessary examination materials.

Examination Notices as issued to candidates must be clearly displayed. The room must not have displays of materials that would be deemed to be of assistance to candidates during the exam.

The following must be visible at all times:

- A clock showing the accurate time
- Examination information including Centre Code, name and number
- The name of the Examination
- The date
- The test and version numbers as shown on the examination papers
- The start and finish time of the examination.

Special Considerations

Candidates that have Special Considerations and have received prior notice from the Awarding Organisation accepting the support of a reader or writer should be accommodated in a separate room. The reader or writer must not provide any other assistance to the candidate nor advise or comment on any question or answer given by the student. An Invigilator must be available for this room.

Misconduct and Irregularities

If an Invigilator observes any inappropriate behaviour, they must take steps to stop it and to inform the Line Manager. If the incident is serious then the candidate should be instructed to leave the examination room and hand in their examination and answer papers.

A Notification of Malpractice Form should be used to record any incidents.

Any disturbance to the conduct of the examination must be recorded on the Request for Special Consideration Form so that consideration may be given to affected candidates.

If an emergency occurs during the examination e.g. fire alarm, bomb warning; the examination room must be evacuated in accordance with the building evacuation procedure. Candidates must leave all their materials on the desks.

In accordance with the Policy on Special Consideration, a Request for Special Consideration Form must be completed detailing the date and time of the incident and should be returned to the Awarding Organisation with the examination papers.

If the candidates have been closely monitored and the Invigilator can be assured that there has been no breach of examination security, i.e. candidates did not communicate with each other or other persons, and did not consult books or notes whilst they were out of the examination room, the examination may be resumed and the full time given to complete the examination. No extra time may be given.

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If the security has been compromised, the Invigilator should contact the Awarding Organisation immediately during or office hours, or at the earliest opportunity.

Any disturbance to the conduct of the examination must be recorded on the Special Considerations Request Form so that consideration can be given to affected candidates.

All reasonable adjustments for candidates with particular assessment requirements must be notified to the Awarding Organisation by the Line Manager to obtain prior approval.

Issue of Results

Welcome Skills Limited will ensure that candidates receive their results within two days of receiving them. This is to ensure candidates have minimal delay in the notification so as not to prejudice any enquiry, feedback or appeal by the candidate.

All appeals, enquiry and feedback request are time limited by the Awarding Organisation.

Notification of Loss or Breach of Confidentiality

In addition to the guidance within this document, in the event of loss, theft or any breach of Confidentiality, the Director and CEO must be informed immediately. The process for this is as follows.

1. Contact by Phone (leave message if necessary).
2. Send E-mail to the Director and CEO at khussin@welcomeskills.com advising of the nature of situation stating the location, breach of security/confidentiality, employer and/or learners affected, the Awarding Organisation concerned and any other useful and relevant information.

3. Trainer/Assessor Observation & Assessment Procedure

Objectives

Welcome Skills Limited operates across the UK. This document highlights Welcome Skills Limited approach to observations of any teaching and learning, assessment, coaching or participant contact in relation to a provision. This enables us to ensure that all candidates, learners and employers experience a high-quality learning experience across all our provision.

Document control and review

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It is the responsibility of all Managers, IV's and delivery teams to ensure they are aware of the quality procedures and policies in place with relation to delivery. The ownership to update, review and track these processes is the responsibility of the QA Manager.

Overview and frequency of Observations

Delivery trainer/assessors within their 13-week probation

Any delivery trainers/assessors that are new to Welcome Skills Limited must be observed at least once by the IQA, before any decision is made around further work being issued. This will allow Welcome Skills Limited to make an informed decision around the support and development requirements needed to ensure that all the delivery team meets the standards set in accordance with Ofsted inspection and funding guidelines.

All Delivery trainers/assessors

Delivery trainers/assessors who are not meeting the minimum standard of grade 2 set by the quality process will be expected to receive more than 1 observation per year across all delivery elements.

If any member of the delivery trainers/assessors are graded 3 (satisfactory) by a nominated person a reobservation will take place within 3 months. Full support and guidance should be given in this period to ensure that changes are made to delivery styles and techniques to ensure the minimum standards are met.

This should be evidenced, recorded and tracked clearly and form part of the individuals CPD record. Once grade 2 is achieved the process of a minimum of once per year can be followed.

Where a grade 4 has been awarded a full action plan needs to be implemented along with regular support and development of styles and techniques. In addition to this a re-observation will take place within 4 weeks or the trainer/assessors next available qualification. In this circumstance regular observations will be required to take place on a 12 week basis until the delivery trainer/assessor is achieving grade 2 minimum standard. If underperformance continues despite being given clear actions, support and guidance, the ASA Capability Policy is advised.

Carrying out an Observation

Before carrying out an observation, the observer should ensure they update their own knowledge of what is required by the minimum standard set at grade 2. They should also ensure that throughout the observation they concentrate on focusing on the learning experience and impact on the learning.

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The observation needs to take place at scheduled time, date and location. The person being observed should be given a minimum of 72 hours notice prior to an observation taking place. The observer should meet with the observee 10-15 mins prior to the observation to discuss the journey so far, overview/profile of the individual or group. At this point appropriate information should be submitted with regards key documentation such as , ILP, progress review to date, assessment or observation overview, file or portfolio, course register, scheme of work, session plans and resources where applicable.

The minimum required will be ILP, any review, and resources to be used (for assessment/observation/IAG or review. For teaching and learning sessions in addition to this session plans and schemes of work plus post evaluations will also be required as a minimum standard.

When observing notes should be taken throughout in relation to what you see and the impact this has. This should be done for a minimum of 45 mins. Overall grades and feedback should not be made there and then. Time should be allowed to reflect and evaluate the key strengths, areas of improvement and actions required.

Setting action plans and improvement measures

After any observation a development plan and smart target setter needs to be completed with every person observed. A maximum of 3 targets need to be set with an individual to improve and develop any areas of weaknesses that have been identified.

Smart targets will need to be agreed with the individual and reviewed as part of their 1 to 1 and appraisal process.

A copy of the observation report and any target setters should be sent to the Performance and Standards manager no later than 5 working days after the observation has taken place.

Giving Feedback

The observer is to give the observed person feedback within 48 hours of the observation taking place. Feedback needs to be verbal with the support of the observation summary report and the smart target setter. The summary should also be discussed with the trainer/assessor line manager and then embedded into the appraisal process.

Once the feedback has been discussed and agreed with all parties the form should be signed and returned to the performance and standards manager within 5 working days.

A copy of the observation form and smart target setter should be given to the observee and planned dates given for the next observation where appropriate.

Sampling and Quality Assurance

All observation schedules should be available for line manager and performance and standards manager these will then be subject to a 10% audit review. 10% of all observations

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carried out over the year will also be support observed by a nominated person to ensure consistency and standards.

Observation Appeal

If an observed person disagrees with the grade they have been given on their observation they can appeal the decision. The observation report will be reviewed by the performance and standards manager who will moderate the report. If required a re-observation will be carried out by a different Assessor or Performance and Standards Manager. If the observee is still unhappy with the decision they will have the option to raise a grievance in accordance with the HR Disciplinary procedure.

Peer Observations

Peer observations should be used as a support mechanism to develop and improve on delivery. These should not be used in place the graded observations carried out by Line Manager or Performance and Standards Manager.

Process Owner

The observation process is owned and reviewed by the Quality Assurance team who will ensure that the process is:

- Available for all
- Communicated to all delivery teams
- Understood by all delivery teams
- Reviewed annually
- Monitored to ensure it is effect and fit for purpose

Reviewing the process

The process will be monitored a minimum on once a year in accordance with Ofsted Common Inspection Framework.

Supporting documents

- Observation Evidence form
- Observation Report form
- SMART target setter
- Post Observation Self Evaluation
- Observation Checklist
- Judgement and grading overview
- Giving effective feedback
- Best Practice guide to being observed
- Best Practice guide to being an observer

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4. Internal Quality Assurance Policy & Sampling Strategy

The Internal Quality Assurance role is to

1. Verify Assessments
2. Develop and support assessors
3. Manage and ensure quality of QCF qualifications
4. Monitoring of Learner Progress

The purpose for the Verification of assessments is to ensure there is reliability and consistency of assessment decisions thus maintaining the quality of assessments for all candidates.

The internal quality assurer will identify what units are to be internal verified and notify the assessor. To enable this to be achieved Assessor and Candidate to notify what units are to be undertaken on Day 1 of enrolling with the Centre. The number of units that are to be sampled will be identified dependant on the experience of the assessor. The assessor identification grid will be used as guidance to determine the number of units to be sampled, thus determining risk.

Assessor Identification Grid

Assessor Identification	IQA Strategy
A (At least 2 units)	Experienced – no threat to integrity of assessment decisions. Confidence in decisions not sampled. Sample units identified on the IQA sampling Plan
B (Between 3-4 units)	Qualified assessor – Inexperienced or threat to the integrity of assessment decisions or a limited number of assessment decisions made. Sample to be increased where concerns apparent. Sample units identified on the IQA sampling plan, increase sample if concerns apparent, variations to be justified.
C (Minimum of 4 units)	Unqualified. Requires counter-signatory/authentication from qualified D32/33/A1 Assessor sample all units within identified strategy. Increase sample where concerns apparent, variations to be justified.

Interim Sampling

It is important that the internal verifier samples units at various points of the candidate's assessment process. This includes reviewing candidate's portfolios before final assessment decisions are made and looking at portfolios for the support given by the assessor. Through sampling of the planning, review, and feedback documentation the effectiveness of the assessment planning can be judged.

Interim verification will enable the internal verifier to pick up problems at an early stage and so avoid the unsuccessful completion of units when presented for verification.

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Interim verification will occur:

Portfolios are to be submitted for verification every 3 months irrespective of unit completion. This will be the responsibility of both the candidate and assessor to ensure the centre receives portfolios.

What will happen at interim sampling?

- Check all documentation is present and accurately completed to match the current stage of progress of the assessment
- Review the variety of evidence/assessment methods used.
- Does evidence match the plan
- Check evidence and paperwork signed and dated appropriately
- Review and identify if the quantity and quality of work is sufficient for this stage of progress.
- If portfolio/unit assessment does not meet the agreed standard an action plan will be devised to address issues of concern. If identified actions are not met or signs of improvement cannot be identified a meeting with the Quality Assurance Coordinator will be held to discuss reality of continuing with the undertaking of the QCF.

Summative Assessment Sampling

This entails the internal quality assurer reviewing the quality of an assessor's assessment decision once an assessor has completed the assessment process.

The evidence provided must be confirmed by the **Assessor as:**

- Valid – relevant to the standards for which competence is claimed
- Authentic – produced by the candidate
- Reliable – accurately reflects the level of performance which has been consistently demonstrated by the candidate.
- Current – sufficiently recent to be confident the same level of skills/understanding/knowledge exists at the time of claim
- Sufficient – meets in **Full All** the requirements of the standards

The internal Verifier will ensure standardisation between assessors and will use the following components to ensure consistency and variety for maintaining quality within the centre

Candidate: The sample will include a sample of work from all assessors' allocated candidates during the assessment process. All candidates will be included in the sample irrespective of assessor risk grading.

Assessor: Sampling from assessors will be dependent upon risk identified. Assessors can move up the grading as well as well as down. All assessors will be in sample.

Method: All assessment methods will be in sample throughout units over the period of the assessment and will be identified on the sampling strategy.

Evidence: Evidence will be in sample as per candidate and method.

Records: Plans, review and feedback will always be in sample to confirm equality of opportunity.

Assessment Sites: Standardisation of sites will be in sample where there is more than one candidate undertaking the qualification and any trends measured.

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If concerns regarding the assessors practice arise as a result of interim or summative sampling the internal verifier will hold a review meeting with the assessor to provide feedback and commence an action plan to enable issues to be addressed. Records of all meetings will be held by the centre. If issues continue to arise with no signs of improvement then a meeting will be held with the line manager responsible. The assessor will then be removed from the centre.

Supporting Assessors

The internal Verifier will also take responsibility in ensuring all assessors are offered training, guidance and supported. Assessors will be provided with

- Copy of the National Standards for the award they are assessing.
- Appeals procedure
- Any new assessor to the team will be orientated and receive an induction to the centre
- Feedback is given to all assessors following external verification visits.
- Standardisation meetings are planned and held every 2 months. There will be standardisation exercises at these meetings.

Assessors **must** provide the centre with the following:

- An updated CV
- Update their Continuous Professional Development Record yearly
- Copy of all their professional certificates
- Any new assessor or newly qualified assessor must provide their original assessors certificate so it can be verified by the external verifier. Current assessors with the centre to provide their original certificates when requested by the centre.
- Attend at least 6 standardisation meetings a year

Manage and Ensure Quality of Individual Qualifications

It is an important part of the role that the integrity of the qualifications is maintained. To this end, all requirements of the relevant Awarding Organisation must be adhered to, which includes

- Only qualified delivery staff are employed
- The required outcomes of the standards must be met and evidenced
- Any cause for concern must be raised via the relevant procedure
- Learners must receive a high level of tuition and assessment support

Monitoring of Learner Progress

The PICS Management Information System is used to ensure all learners who are on programme and placed on the system and monitored until they achieve or leave the programme. All delivery staff must inform the Administration team of all starts and leavers in a timely manner.

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It is the Assessors responsibility to monitor and manage their learners on a day-to-day basis and retain all record of achievement. Any cause for concern must be raised using the relevant procedure.

Introduction

The Internal Quality Assurance system seeks to ensure all assessment is fair, consistent and meets Welcome Skills Limited and Awarding Organisation requirements.

This policy has been designed to promote quality, consistency and fairness throughout the assessment and internal verification activities. It aims to ensure that standards of assessment are maintained over time.

This document is applicable to everybody involved in assessment administration, management, verification and moderation of any Welcome Skills Limited qualifications

Any activity related to Welcome Skills Limited within a satellite, delivery and/or assessment site is also obliged to abide by this policy.

The Internal Verifier/IQA will be responsible for establishing the IV sampling strategy, sampling plan and subsequent implementation. As a standard, the range of portfolios to be sampled will be in the range of between 10% and 25% dependent on the experience of the assessor and their caseload.

If any quality issues are raised, the percentage sample and frequency of IV /IQA visits will be increased at the discretion of the designated IV/IQA. An appropriate development plan will be agreed between the Assessor and the IV/IQA.

Quality Assurance Aim

The Internal Quality Assurance aim is to ensure effective management of assessment and verification processes, effective support for assessment and verification personnel, and to quality assure the outcomes of assessment in-line with Welcome Skills Limited and Awarding Organisation requirements

Quality Assurance Objectives

Internal Quality Assurance objectives propose to:

- operate from established verification policy and procedures that are reviewed where required in-line with the centres' quality control arrangements;
- ensure an effective induction is provided for all members of the assessment and verification teams, as required;
- ensure effective appraisal and continued professional development for all members of the assessment and verification teams;

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- ensure that the assessment and verification teams understand and follow all the centre policies and procedures;
- ensure that equality and diversity is embedded throughout the internal verification and assessment activities;
- ensure quality via accurate and effective assessment of all learners;
- monitor and ensure consistency of assessment outcomes via appropriate interpretation of awarding organisation criteria;
- review and evaluate the quality and consistency of assessment at different stages of the assessment process;
- maintain accurate and current records of internal verification and moderation;
- standardise all components of the assessment where appropriate;
- Carry out continuous improvement activities to ensure all corrective actions best practice guidelines requested by the external verifier/ Welcome Skills Limited Quality Team are complied with.

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5. Malpractice and Maladministration Policy

Welcome Skills Limited takes malpractice and maladministration very seriously and has systems in place to ensure any reported cases are dealt with in a professional and effective manner.

Definition of malpractice and maladministration

For the purposes of this policy, malpractice and maladministration is defined as any act that threatens the integrity of the assessments or examinations for the qualifications or frameworks being delivered by staff. It includes compromising their proper certification and compromising the reputation of the Awarding Organisation, our Funding Partners or the Company.

Malpractice and maladministration can be committed by a variety of different types of people, which includes staff, learners and administrators. It would be considered an act of malpractice or maladministration if it was identified that breaches of regulatory standards had been committed.

Examples of regulatory standards could be:

- Awarding Organisation Standards
- Security and privacy of testing conditions
- Health and Safety
- Human Rights
- Disability Discrimination

Assessors

The following would be considered as malpractice:-

- Any work produced by the assessor that is not authentic to each learner
- Any work authenticated by an assessor that is obviously not the learner's own work
- Not notifying the Company of any loss, or theft of examination papers or similar documents
- Known breach of regulations or practices including those of others

If any of the above is identified, then investigation under the disciplinary procedure will be undertaken.

Learners

Plagiarism

Plagiarism is a breach of the Code of Practice (Section D -Malpractice).

Plagiarism is presenting someone else's work as your own:-

- Copying word for word from a book- without acknowledging the source

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- Copying from another learner
- Someone else doing the work for you

Responsibilities

It will be the responsibility of the assessor to report, within 24 hours, all observed instances of plagiarism and provide a written record. Anyone witnessing any other form of malpractice or maladministration should notify the Line Manager within 7 days of the malpractice or maladministration happening. The lead IQA will also be informed

Responses to a Report

All reported cases of suspected malpractice or maladministration will be acknowledged within 3 working days of receipt by the Welcome Skills Limited Centre.

Investigation

Welcome Skills Limited will investigate all correctly reported cases of suspected malpractice or maladministration and report through the appropriate channels.

Welcome Skills Limited reserves the right not to investigate cases reported anonymously where there is no evidence or insufficient evidence has been provided.

Welcome Skills Limited will contact individual learners or assessment staff who are the subject of suspected malpractice or maladministration occurrence and any others who are able to provide evidence relevant to the incident within 10 working days.

Welcome Skills Limited will notify the individual(s) concerning the following:

- That an investigation will take place
- Procedure and timeframe that will apply
 - Individual's right to submit a written response, within 15 days, explaining the circumstances
- The possible outcomes of an investigation
- The right to appeal

Possible Outcomes

Learners

- A written warning about future assessment conduct
- Loss of marks for a defined section of the relevant unit/component/module. This may lead to the learner having to resit the assessment unit or resubmit a Summative Assessment

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- Loss of marks for the entire relevant unit and all other units sat previously (resulting in the learner having to resit the entire qualification if the regulations allow).
- The learner not being allowed to resit the relevant unit for a specified period of time
- The learner not being allowed to sit or resit any other units relating to that qualification for a specified period of time
- The learner not being allowed to sit or resit any other assessment relating to any qualification for a specified amount of time

Assessors and Administrators

- A written warning about future assessment conduct
- Dismissal
- Notification to the organisation employing the individual to act as a member of assessment venue staff or an assessment invigilator that the person in question is not permitted to have any future involvement with assessments at all

Management Responsibility

The Director is ultimately responsible for any breach of regulations or approved good practice that denotes a malpractice or maladministration situation have arisen. The Lead IQA will act on behalf of the Director to investigate and report the findings to the Director, who will make the judgement on the appropriate outcome of the investigation.

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