

Internal Quality Assurance Policy v5.0

Purpose

The purpose of this Internal Quality Assurance (IQA) policy is to define the requirements in place to assure the reliability of all end-point assessment decisions.

Assessor Approval

Only assessors approved by the EUIAS will conduct end point assessment activity. The approval process will confirm that appropriate qualifications and levels of knowledge and experience are held. As a minimum, the requirements set out in the relevant apprenticeship standard and assessment plan and the EUIAS End-point Assessor Job Profile will be met.

Centralised IQA records will be maintained inclusive of:

- evidence of the required qualifications, knowledge and experience, including CVs and qualification certificates
- date of approval
- scope of approval - including end-point assessment activity, apprenticeship standard, pathway (where applicable) and assessment plan version
- all assessor applicants and the outcome of the application

All approved assessors will be recorded in the Assessor Register.

Assessor Training/Initial Standardisation

All assessors will be trained by the EUIAS for the end-point assessment activity they will undertake. An assessor cannot undertake end-point assessment activity until training is completed. The purpose of training is to drive standardisation of assessment outcomes by ensuring a common understanding of EUIAS end-point assessment requirements. As a minimum, the training will include, but is not limited to, the training requirements set out in the related apprenticeship standard and assessment plan.

Assessors will be retrained when EUIAS, apprenticeship standard and assessment plan requirements change.

Centralised IQA records will be maintained inclusive of:

- date(s) of training
- scope of training - including end-point assessment activity, apprenticeship standard, pathway (where applicable) and assessment plan version
- outcome

Assessor Risk Rating

All assessors will be risk rated. An assessor's risk rating will be either 'provisional', 'good' or 'requires improvement'. New assessors will be deemed 'provisional' risk. This risk rating will remain until either:

- sufficient evidence exists to reduce their risk rating to 'good' or,
- sufficient evidence exists to increase their risk rating to 'requires improvement'

If an assessor has been inactive for 6 months or more, their risk rating will revert to 'provisional'.

An assessor's risk rating will be reviewed at every moderation occasion. The rating assigned will be driven by the assessor's performance.

Risk Rating	Rational
Provisional	New assessor
Requires improvement	Performance concerns
Good	No performance concerns

Assessor Monitoring

Moderation of assessment judgements will be undertaken. The sample size for moderation will be dependent on the risk rating of the assessor:

Risk Rating	Moderation sample
Provisional	100%
Requires improvement	100%
Good	At least 20%

Where deemed necessary, observation of assessment activity will also be undertaken. Sample plans will be developed and maintained to enable the required level of monitoring for each assessor. As a minimum, sample plans will be representative across all relevant methods of assessment. Sample plans will be flexible to take account of changes in risk.

The performance observed during monitoring activity will drive the assessor's risk rating as described above.

Feedback will be provided to the assessor following monitoring activities. Feedback will be constructive and identify areas of good practice, improvement, CPD and compliance. Feedback will confirm if any remedial action is required. Where an assessor's risk rating is 'requires improvement' an Assessor Action Plan will be in agreed with the assessor to support the transition to 'good'. Compliance with remedial actions will be monitored.

Centralised IQA records will be maintained inclusive of:

- date of monitoring
- scope of monitoring
- outcome

Removal of Approval

Where an assessor fails to meet the requirements of an Assessor Action Plan and there is sufficient evidence to demonstrate that an assessor is unable to make reliable, valid assessment judgements the assessor's approval status will be revoked. The assessor will be deactivated in the Assessor Register. To be re-instated as an EUIAS approved assessor, the assessor approval process must be successfully completed.

Independence

The independence of assessors is paramount to assuring the reliability of end-point assessment judgements. Assessors will only undertake assessment activity where appropriate independence from the apprentice has been confirmed. The minimum requirement for independence is set out in the relevant apprenticeship standard and assessment plan and will be adhered to. The processes in place to assure independence are set out in the EUIAS' Conflict of Interest policy.

Assessor CPD

Assessors must maintain the currency of required occupational and assessment knowledge and skills in order to maintain their EUIAS approved assessor status. The minimum required occupational and assessment knowledge and skills are set out in the relevant apprenticeship standard and assessment plan and will be adhered to.

Assessors will submit records of CPD activity at least every twelve months. Centralised records will be maintained.

Ongoing Standardisation

Standardisation is purposed to raise standards in assessment practice and drive consistency in assessment judgements and application of EUIAS assessment requirements.

Assessors will participate in EUIAS standardisation activity at least once every twelve months, or more frequently if required by the relevant assessment plan. Participation is required to maintain EUIAS approved assessor status.

Feedback will be provided to approved assessors following standardisation activities. Feedback will be constructive and identify areas of good practice, improvement, CPD and compliance. Feedback will confirm if any remedial action is required. Compliance with remedial actions will be monitored.

Centralised records will be maintained inclusive of:

- date
- attendees
- actions
- agreement

Where the EUIAS is utilising two or more Internal Quality Assurers (IQA) for an apprenticeship standard, standardisation amongst the IQA team will also take place.

The Chief Examiner will IQA the Assistant Chief Examiner. The Assistant Chief Examiner will IQA the Chief Examiner.

Record Retention

Records will be retained for six years after the date the activity took place.

Annex A: Definitions

Assessor

A person approved by the Energy & Utilities Independent Assessment Service (EUIAS) to undertake end-point assessment.

Moderation

Checking assessment decisions