



QA Level 4 Certificate in
**Leading the Internal
Quality Assurance of
Assessment Processes
and Practice (RQF)**

Qualification Specification

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Key qualification information

| | |
|---------------------------------|---|
| Qualification number: | 603/3536/1 |
| Operational start date | 17 August 2018 |
| Total Qualification Time (TQT): | 170 |
| Guided learning hours (GLH): | 115 |
| Credit Value: | 17 |
| Number of Units: | 3 mandatory units |
| Assessment Methods: | <ul style="list-style-type: none"> • Formative assessment – conducted by Trainer throughout the course • Theory assessment – Workbooks x 3, which include: <ul style="list-style-type: none"> – Assignments – Practical assessment |



Qualsafe Awards

Not only is Qualsafe Awards (QA) one of the largest Awarding Organisations (AO) in the UK, we are also the biggest AO for First Aid qualifications, making us an extremely trusted and recognisable name that employers look for when selecting a training provider.

We are recognised and regulated by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and the Northern Ireland Council for the Curriculum, Examinations and Assessment (CCEA). This means we can offer Centres an extensive range of qualification suites including First Aid; Prehospital Care; Health and Safety; Food Safety; Fire Safety; Education and Training; Manual Handling; and Health and Social Care.

With a specialist team of subject matter experts on hand to support our Centres, including A&E Consultants, doctors, paramedics, nurses, physiotherapists and specialists in the other sectors, you can be confident that you are truly working with the industry experts.

Qualification overview

This qualification forms part of the QA Education and Training suite of qualifications. The qualification and learning outcomes are based on the National Occupational Standards for Learning and Development.

This QA qualification is designed to provide Trainee Internal Quality Assurers (IQAs) with the knowledge, understanding and skills to effectively quality assure vocational based qualifications. It is knowledge and practical based qualification and requires Trainee IQAs to have access to assessors assessing vocational learners/qualifications, as well as other IQAs quality assuring assessors, in order to generate the evidence required to complete this qualification.

This qualification specification provides information for Centres about the delivery of the QA Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (RQF) and includes the unit information, assessment methods and quality assurance arrangements.

Objective

The objective of the qualification is to benefit Trainee IQAs by enabling them to attain the knowledge, understanding and ability to perform the role of a lead IQA. It will help the Trainee IQA to build.

- An understanding of the principles and practices of internally assuring the quality of assessment
- The ability to internally quality assure the assessment
- The knowledge and skills to be able to plan, allocate and monitor work in own area of responsibility

Purpose

The purpose of this qualification is to develop Trainee IQA's knowledge, skills and understanding of internal quality assurance to be able to support other quality assurance staff within a vocational education setting.

Intended audience

This qualification is for those who have wider quality assurance responsibilities and manage others, develop policies and/or manage External Quality Assurance (EQA) visits. This is a qualification for those who lead a team of internal quality assurance staff.

Structure

This qualification contains 3 mandatory units with a Total Qualification Time (TQT) of 170 hours. Full details of these units are in *Appendix 1*.



Trainee IQAs must complete all assessments in both units successfully within the registration period to achieve the qualification. The maximum period to achieve this qualification, including any referrals is 24 months.

TQT is the total number of hours required for a Trainee IQA to achieve this qualification. It has 2 elements:

- Guided Learning Hours (GLH) is the time a Trainee IQA is being taught and assessed under the immediate guidance of a Trainer/Assessor, which for this qualification is 115 GLH (minimum), and
- The number of hours a Trainee IQA will reasonably be likely to spend in preparation and study as directed by but not under the immediate guidance or supervision of a Trainer, e.g. pre-course reading, which for this qualification is 55 hours

Relationship with other related qualifications

This qualification links closely to other internal quality assurance of assessment processes and practice based qualifications, as identified in the diagram below:

| | Understanding the principles and practices of internally assuring the quality of assessment | Internally assure the quality of assessment | Plan, allocate and monitor work in own area of responsibility |
|--|---|---|---|
| Level 4 Award In Understanding the Internal Quality Assurance of Assessment Processes and Practice (RQF) | ✓ | | |
| Level 4 Award In the Internal Quality Assurance of Assessment Processes and Practice (RQF) | ✓ | ✓ | |
| Level 4 Certificate In Leading the Internal Quality Assurance of Assessment Processes and Practice (RQF) | ✓ | ✓ | ✓ |

Achievement of these units may be accepted as Recognition of Prior Learning (RPL) toward the other listed qualifications.

Recognition of Prior Learning (RPL)

RPL is a process for recognising learning from previous training, qualifications or experience to avoid duplication of learning. It considers whether a Trainee IQA can demonstrate and prove that they meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.

RPL evidence must be: valid, reliable, authentic, current, sufficient.

It is the Centre's responsibility to make sure they do not disadvantage a Trainee IQA or compromise the integrity of the qualification when using the RPL process. If sufficient understanding of a subject is in doubt training must take place.

RPL must be current, i.e. within 3 years. RPL should only be used as rationale for a reduction in total qualification time, the Trainee IQA must still undertake assessment of all learning outcomes and criteria of the qualification in order to gain an up-to-date qualification certificate.

Evidence of prior training submitted for RPL consideration must be authenticated by the Centre; a certificate is not valid without referenced learning outcomes or evidence from the original training provider.



Entry requirements

Trainee IQAs must be at least 19 years old on the first day of the training.

Trainee IQAs must hold a recognised assessing qualification, such as:

- D32/D33 Assess Candidates Performance/Assess Candidates Using a Different Range of Methods
- A1 Assess Candidate Performance Using a Range of Methods, or
- Level 3 Certificate in Assessing Vocational Achievement, or
- Level 3 Award in Assessing Competence in the Work Environment and above

Trainee IQAs must have access to assessors assessing learners completing vocational qualifications in order to generate the evidence required to complete this qualification.

There are no other formal entry requirements but to benefit from the learning we advise that Trainee IQAs have a minimum of Level 2 in literacy.

Progression

The QA Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (RQF) may support entry to a career in internal quality assurance and also provide further progression to being a Lead IQA in a training setting or toward external quality assurance (when sufficient experience is held within the assessment and internal quality assurance function).

Requalification requirements

It is not a requirement for Trainee IQAs to renew this qualification, however we recommend they keep up to date with current practice in assessment through regularly participating in continuing professional development (CPD).

Qualification approval requirements

Quasafe Awards require the Centre:

- To have appropriate policies, systems and procedures in place
- To appoint suitable individuals from their personnel team to train, assess and quality assure their QA qualifications, and
- To have suitable and adequate venues, equipment and learning resources

In order to secure and maintain approval from QA, Centres need a minimum staffing requirement for each qualification suite they deliver, which for this qualification is:

| | |
|-------------------------------------|--|
| One Trainer/Assessor | Responsible for the delivery and assessment of qualifications |
| One Internal Quality Assurer | Responsible for quality assuring the delivery, assessment and awarding of this qualification |

QA requires the Centre staff to read and understand QA's key policies and procedures, and to abide by their contents.

Trainer

All Trainers should have the skills, knowledge and experience to be able to teach and demonstrate the subject. Each Trainer must be approved by QA and provide evidence of:

- A teaching or training qualification, see *Teaching qualifications* table
- A recognised internal quality assurance qualification, see *Internal quality assurance qualifications* table
- Relevant teaching experience in an educational setting, and
- Keeping up to date with the subject area and CPD



| Teaching qualifications | |
|---|---|
| B.Ed - Bachelor of Education | CTLLS - Certificate in Teaching in the Lifelong Learning Sector |
| Cert Ed - Certificate Education | DTLLS - Diploma in Teaching in the Lifelong Learning Sector |
| Further and Adult Education Teacher's Certificate | Level 3 Award in Education and Training (RQF) |
| M.Ed - Master of Education | Level 4 Certificate in Education and Training (RQF) |
| PGCE - Postgraduate Certificate in Education | S/NVQ Level 4 in Learning and Development |

If relevant qualifications or experience do not appear on this list, please provide us with details as alternatives may be acceptable.

Assessor

All Assessors should have the skills, knowledge and experience to be able to assess this subject. Each Assessor must be approved by QA and provide evidence of:

- A recognised assessing qualification, see *Assessing qualifications* table
- Relevant assessment experience in an educational setting, including that of internal quality assurance, and
- Keeping up to date with the subject area and CPD

| Assessing qualifications | |
|---|---|
| D32 Assess candidate performance and D33 Assess candidate using differing sources of evidence | A1 Assess candidate performance using a range of methods |
| Level 3 Certificate in Assessing Vocational Achievement | Level 3 Award in Assessing Competence in the Work Environment |

If relevant qualifications or experience do not appear on this list, please provide us with details as alternatives may be acceptable.

Internal Quality Assurers

All IQAs should have the skills, knowledge and experience to be able to internally quality assure this subject. Each IQA must be approved by QA and provide evidence of:

- A recognised assessing qualification, see *Assessing qualifications* table above
- A recognised internal quality assurance qualification, see *Internal quality assurance qualifications* table
- Relevant assessment experience in an educational setting, and
- Keeping up to date with the subject area and CPD

| Internal quality assurance qualifications | |
|--|--|
| D34 Internally verify the assessment process | V1 Conduct internal quality assurance of the assessment process |
| Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice | Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice |

If relevant qualifications or experience do not appear on this list, please provide us with details as alternatives may be acceptable.

Full details of the Centre's requirements for internal quality assurance are in the *QA Centre Quality Assurance Guidance*.

Note: IQAs cannot quality assure a course for which they were the Trainer and/or Assessor.



Venue and equipment

Quality training involves using premises conducive to learning and it is a Centre's responsibility to make sure all venues used for training and assessment purposes are suitable and adequate – whether these are hired or in-house training rooms. They must also comply with all current legislation.

In addition, it is important to use a wide range of equipment and learning resources to support delivery.

As a minimum, Centres must make sure their venues, equipment and other resources include:

| Area | Requirements: |
|---|--|
| Training venue | The training venue must meet acceptable health and safety standards and be conducive to learning, with sufficient and suitable: Size, floor surfaces, seating, writing surfaces, toilet facilities, ventilation, lighting, heating, access, exits, cleanliness, absence of distracting noise. |
| Audio visual (AV) equipment and training aids | Sufficient AV equipment and training aids to facilitate learning using varying teaching methods. |
| Learning materials | Provide Trainee IQAs with clear and accurate reference books/handouts covering the topics included in the qualification. |

Course/Centre administration

Registering Learners

Register Trainee IQAs with QA in accordance with the guidance in the *QA Centre Handbook*.

Certification

After a Trainee IQA has completed an assessment, unit or qualification, whether they have passed or not, Centres must enter the details and assessment results on the Customer Portal at: www.qualsafeawards.org

Centres will be given login details and guidance on using the Customer Portal when they are approved to deliver a QA qualification.

The Trainee IQA receives a certificate on achieving this qualification.

The certificate date is the date the Trainee IQA achieves the final unit.

Delivery and support

Learner to Trainer ratio

To maintain the quality of training and assessment, make sure the class ratio is no more than 12 Trainee IQAs to 1 Trainer.

Note: You should never allow more Trainee IQAs on the course than you can cater for during the assessment.

Delivery plan

Qualsafe Awards provides Centres with a complimentary course programme and detailed lesson plans for Unit 1 of this qualification, which are carefully designed to meet the objective of this qualification and the needs of Trainee IQAs, making sure Trainee IQAs are adequately prepared for the assessments.

Centres not using QA lesson plans, which are created and provided free, must submit their own delivery plan and have it approved by us **before** delivering this qualification. Note: Charges may apply. The delivery plan should:

- Include a course timetable and detailed lesson plans, clearly showing the required subjects and criteria/ learning outcomes are covered and the minimum 115 guided learning hours are met



- Be carefully designed to meet the objective of this qualification and the needs of Trainee IQAs, making sure Trainee IQAs are adequately prepared for the assessments
- Be emailed to: info@qualsafeawards.org

Learning materials

Centres must provide each Trainee IQA with suitable reference material that covers the lesson plans and learning outcomes for the qualification.

Ongoing support

QA Centres should provide appropriate levels of support to Trainee IQAs throughout the qualification. The purpose of the support is to:

- Assess knowledge and competence in relation to learning outcomes and the detailed assessment criteria of the units in the qualification, see *Appendix 1*
- Give Trainee IQAs feedback on their progress and how they might be able to improve

Assessment

Methods

QA has devised assessment tools to make sure Trainee IQAs gain the required knowledge, skills and understanding, as detailed in the learning outcomes and assessment criteria shown in the *Appendix 1*.

Centres should download 1 Trainee IQA Workbook per Trainee IQA, per unit, from the Customer Portal in advance of the course. For this qualification the following assessment methods are:

- Formative assessments – a range of informal assessment procedures employed by the Trainer/Assessor during the learning process to measure each Trainee IQA's knowledge, skills and understanding related to the assessment criteria
- There are 3 Trainee IQA Workbooks, 1 for each unit:
 - Unit 1: theory task, supporting the underpinning knowledge contained within the unit
 - Unit 2: professional discussion based task and theory based tasks supporting the underpinning knowledge contained within the unit along with practical activities relating to quality assuring assessment
 - Unit 3: theory based tasks supporting the underpinning knowledge contained within the unit along with practical activities relating to quality assuring other IQAs

However, even when a Trainee IQA achieves this minimum, Trainer/Assessors are still expected to make a professional judgement as to whether that Trainee IQA has achieved all the assessment criteria. Trainer/Assessors should use all assessment evidence available, including formative and practical assessments, to reach this judgement

Note: Centres should download a Trainee IQA Workbook 1 per Trainee IQA, per unit, from the Customer Portal in advance of the course. The **uniquely** numbered workbooks give each Trainee IQA a unique identifier for our computer systems.

Centres should provide each Trainee IQA with the QA supplied assessment materials. Centres may use alternative assessment materials but these **must be approved** by QA prior to use, which should be submitted 20 working days before the course. Alternative assessments, and assessment guidance, must be comparable and supported by comprehensive mapping to show how they fully meet the learning outcomes and assessment criteria for the qualification in accordance with Ofqual level descriptors (at level 3).



Access to assessment

Qualsafe Awards is committed to equality when designing the assessments for this qualification. Centres can make sure they do not unfairly exclude the assessment needs of a particular Learner by following the *QA Access to Assessment Policy* to determine whether it is appropriate to make a:

- Reasonable adjustment or
- Special consideration

When a reasonable adjustment is made or requested, e.g. written or theory assessment delivered verbally, Centres must complete a Reasonable Adjustment Form and send it to QA with any relevant supporting evidence. Centres should retain a copy of this form for their own records.

Trainee IQAs may be eligible for special consideration if they have been affected by adverse circumstances beyond their control. A Special Consideration Request Form should be completed and sent to QA for consideration along with supporting evidence prior to implementation. Centres should retain a copy of this form for their own records.

Note: If you have any suggestions for improvements, please let us know.

Trainee IQAs should be informed about Centre's and QA's appeals procedures and how they can access these.

Quality assurance

Centre internal quality assurance

The Centre is required to sample a reasonable amount of assessments as part of the quality assurance of the qualification. This standardisation of assessment across Trainers and Assessors is to ensure there is fairness and consistency in assessment practices. The arrangements for this should be included in the Centre's approved internal quality assurance policy.

Centres must retain all Trainee IQA documents and records for a period of 3 years and make sure these are available for review by QA or our representatives, e.g. External Quality Assurers (EQAs), on request.

Qualsafe Awards external quality assurance

QA operates a system of ongoing monitoring, support and feedback for approved Centres across the United Kingdom.

Centres are required to inform Qualsafe Awards (via email to: qualityassurance@qualsafeawards.org) of **all** courses using the Course Notification Form, prior to delivery (ideally a minimum of 7 working days), to enable implementation of the EQA strategy for this qualification. The Course Notification Form can be found in the Downloads Section of both the QA Portal and QA Website.

QA employs a risk based model to decide the frequency of EQA visits and each approved Centre will receive at least 1 EQA visit within a 3 year cycle.

Direct Claims Status (DCS) for this qualification will only be granted on 3 successful QA desk based audits across 3 courses.

Further details of the QA external quality assurance programme are available in the *QA Centre Quality Assurance Guidance*.



Further information

Contact us

If you have any queries or comments we would be happy to help you, contact us:

Email: info@qualseafeawards.org

Tel: 0845 644 3305

Useful addresses and websites

- Qualseafe Awards, City View, 3 Wapping Road, Bradford, BD3 0ED www.qualseafeawards.org/home
- Office of Qualifications and Examinations Regulation (Ofqual): www.gov.uk/government/organisations/ofqual
- Scottish Qualifications Authority (SQA) Accreditation: <http://accreditation.sqa.org.uk>
- Qualifications Wales: www.qualificationswales.org
- Education and Training Foundation: www.et-foundation.co.uk
- Excellence Gateway: www.excellencegateway.org.uk
- FE Advice: Becoming a Further Education teacher: www.feadvice.org.uk
- FE News – Further Education College and Training Provider Magazine: www.fenews.co.uk
- The National Institute of Adult Continuing Education (NIACE): www.niace.org.uk
- TES online network of teachers and resources: www.tes.co.uk



Appendix 1 – Qualification units

Qualification unit 1

The QA Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (RQF) has 3 units Trainee IQAs are required to complete in order to achieve the qualification.

| | |
|--|---|
| Title: | Understanding the principles and practices of internally assuring the quality of assessment |
| GLH: | 45 |
| Level: | 4 |
| Credit value: | 6 |
| Learning outcomes <i>The Trainee IQA will:</i> | Assessment criteria <i>The Trainee IQA can:</i> |
| 1. Understand the context and principles of internal quality assurance | 1.1 Explain the functions of internal quality assurance in learning and development 1.2 Explain the key concepts and principles of the internal quality assurance of assessment 1.3 Explain the roles of practitioners involved in the internal and external quality assurance process 1.4 Explain the regulations and requirements for internal quality assurance in own area of practice |
| 2. Understand how to plan the internal quality assurance of assessment | 2.1 Evaluate the importance of planning and preparing internal quality assurance activities 2.2 Explain what an internal quality assurance plan should contain 2.3 Summarise the preparations that need to be made for internal quality assurance, including: <ul style="list-style-type: none"> • Information collection • Communications • Administrative arrangements • Resources |
| 3. Understand techniques and criteria for monitoring the quality of assessment internally | 3.1 Evaluate different techniques for sampling evidence of assessment, including use of technology 3.2 Explain the appropriate criteria to use for judging the quality of the assessment process |
| 4. Understand how to internally maintain and improve the quality of assessment | 4.1 Summarise the types of feedback, support and advice that assessors may need to maintain and improve the quality of assessment 4.2 Explain standardisation requirements in relation to assessment 4.3 Explain relevant procedures regarding disputes about the quality of assessment |
| 5. Understand how to manage information relevant to the internal quality assurance of assessment | 5.1 Evaluate requirements for information management, data protection and confidentiality in relation to the internal quality assurance of assessment |
| 6. Understand the legal and good practice requirements for the internal quality assurance of assessment | 6.1 Evaluate legal issues, policies and procedures relevant to the internal quality assurance of assessment, including those for health, safety and welfare 6.2 Evaluate different ways in which technology can contribute to the internal quality assurance of assessment 6.3 Explain the value of reflective practice and continuing professional development in relation to internal quality assurance 6.4 Evaluate requirements for equality and diversity and, where appropriate, bilingualism, in relation to the internal quality assurance of assessment |

Assessment requirements

The assessment of this unit is completed through knowledge based assessment. If performance evidence is to be used, this should be support with further questioning, if required to make sure Trainee IQAs fully meet the required standard.

**Qualification unit 2**

| | |
|---|--|
| Title: | Internally assure the quality of assessment |
| GLH: | 45 |
| Level: | 4 |
| Credit value: | 6 |
| Learning outcomes The Trainee IQA will: | Assessment criteria The Trainee IQA can: |
| 1. Be able to plan the internal quality assurance of assessment | 1.1 Plan monitoring activities according to the requirements of own role 1.2 Make arrangements for internal monitoring activities to assure quality |
| 2. Be able to internally evaluate the quality of assessment | 2.1 Carry out internal monitoring activities to quality requirements 2.2 Evaluate assessor expertise and competence in relation to the requirements of their role 2.3 Evaluate the planning and preparation of assessment processes 2.4 Determine whether assessment methods are safe, fair, valid and reliable 2.5 Determine whether assessment decisions are made using the specified criteria 2.6 Compare assessor decisions to ensure they are consistent |
| 3. Be able to internally maintain and improve the quality of assessment | 3.1 Provide assessors with feedback, advice and support, including professional development opportunities, which help them to maintain and improve the quality of assessment 3.2 Apply procedures to standardise assessment practices and outcomes |
| 4. Be able to manage information relevant to the internal quality assurance of assessment | 4.1 Apply procedures for recording, storing and reporting information relating to internal quality assurance 4.2 Follow procedures to maintain confidentiality of internal quality assurance information |
| 5. Be able to maintain legal and good practice requirements when internally monitoring and maintaining the quality of assessment | 5.1 Apply relevant policies, procedures and legislation in relation to internal quality assurance, including those for health, safety and welfare 5.2 Apply requirements for equality and diversity and, where appropriate, bilingualism, in relation to internal quality assurance 5.3 Critically reflect on own practice in internally assuring the quality of assessment |

Assessment requirements

Appropriate methods must include:

- Observing performance
- Examining products of work
- Questioning

Direct evidence of this kind may be supplemented, if necessary, by discussion, reflective accounts or witness testimonies.

Simulations are NOT allowed

Evidence must come from the Trainee IQA's performance in the work environment. There must be evidence of the Trainee IQA monitoring a minimum of 2 assessors each working with a minimum of 2 candidates of their own, through components of a qualification.

All evidence must be valid, authentic and sufficient for all the assessment criteria.

**Qualification unit 3**

| | |
|--|--|
| Title: | Plan, allocate and monitor work in own area of responsibility |
| GLH: | 25 |
| Level: | 4 |
| Credit value: | 5 |
| Learning outcomes The Trainee IQA will: | Assessment criteria The Trainee IQA can: |
| 1. Be able to produce a work plan for own area of responsibility | 1.1 Explain the context in which work is to be undertaken 1.2 Identify the skills base and the resources available 1.3 Examine priorities and success criteria needed for the team 1.4 Produce a work plan for own area of responsibility |
| 2. Be able to allocate and agree responsibilities with team members | 2.1 Identify team members' responsibilities for identified work activities 2.2 Agree responsibilities and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members |
| 3. Be able to monitor the progress and quality of work in own area of responsibility and provide feedback | 3.1 Identify ways to monitor progress and quality of work 3.2 Monitor and evaluate progress against agreed standards and provide feedback to team members |
| 4. Be able to review and amend plans of work for own area of responsibility and communicate changes | 4.1 Review and amend work plan where changes are needed 4.2 Communicate changes to team members |

Assessment requirements

Appropriate methods must include:

- Observing performance
- Examining products of work
- Questioning

Direct evidence of this kind may be supplemented, if necessary, by discussion, reflective accounts or witness testimonies.

There must be valid, authentic and sufficient evidence for all the assessment criteria. Holistic assessment is encouraged and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion. Evidence must come from performance in the work environment.



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