



EDEN GLOBAL BUSINESS SCHOOL EGBS.

INTERNAL QUALITY ASSURANCE POLICY

EFFECTIVE DATE : 10 NOVEMBER 2023
REVIEWED BY : QUALITY MANAGER
NEXT REVIEW : NOVEMBER 2028
POLICY NUMBER : QA-11

Internal Quality Assurance Policy

Scope of the Policy

Aims:

To ensure that:

- Assessment is accurate, consistent, current, timely, valid, authentic and to Awarding Body standards.
- Assessment instruments are fit for purpose.
- To ensure that internal verification is valid, reliable and covers all assessors and programme activity.
- Assessment is part of an audit trail of learner achievement records.
- To ensure that there is accurate and detailed recording of internal verification decisions.
- Feedback is provided to inform centre quality improvement.
- To ensure that the internal verification procedure is open, fair and free from bias.

Definitions/Terminology

Internal Verification: A centre devised quality assurance process which assures the assessment against the accrediting body unit grading criteria and that assignments are fit for purpose.

External Verification: A regular process operated by the awarding body and used to check centre assignments and assessment against accrediting body standards. Internal verification processes and centre resources are reviewed and reported upon.

Sample of Learner Work: External verification is based upon the scrutiny of assessed learner work. The volumes of samples required is prescribed by the external verifier and varies according to numbers of learners and sector programmes a centre operates.

Responsibilities

Quality Nominee (QN): Ensures that centre internal verification and standardisation processes operate, and acts as the centre coordinator for

external verification between the awarding body and course teams. The QN ensures External Verifier reports are monitored and any remedial work carried out.

Internal Verifier (IV): A Lecturer/ assessor able to verify assessor decisions and validate assignments. The internal verification records findings, gives assessor feedback, and oversees remedial action.

External Verifier (EV): The EV verifies the quality of the centre's assessment and internal verification.

Tutor Briefing: All assessors and IV's require periodic briefing on accrediting body processes.

Verification schedules: Annually agreed to cover all assessors. Assessment schedules should be drawn up and monitored through the year.

Internal verification of assignments: Carried out before use to ensure that they are fit for purpose, and that any recommended action is taken.

Internal verification of learner work: Should verify sufficient to ensure the security of the standard. Assessors do not internally verify their own work. Assessor feedback and support should be given. The process does not involve the learner.

IV.records: Are correctly maintained in a secure place after certification. Centres should use standard forms for the process: see awarding body web sites.

Links: Internal verification processes need to articulate with appeals processes, and authenticity of learner work requirements.

External Verification: Centres need to have in place monitoring and review procedures for external verification outcomes. Procedures are required to deal with actions required by the EV.

Procedures

EGBS has procedures in place to:

- Ensure that all centre assessment instruments are verified as fit for purpose.
- An appropriately structured sample of assessor work from all programmes, sites and teams are verified, to ensure centre programmes conform to the awarding body standards and external verification requirements.
- Plan an annual internal verification schedule, linked to assignment plans.
- Define, maintain, and support effective internal verification roles.
- Ensure that identified staff will maintain and secure records of all internal verification activity
- Brief and train staff of the requirements for current internal verification procedures.
- Promote internal verification as a developmental process between staff.
- Provide standardised internal verification documentation
- Use the outcome of internal verification to enhance future assessment practice.

Details of all the internal verification processes and procedures linked to internal and external verification can be found in the OTHM Quality Documents on its website - <http://quartzhost.porticoconsulting.co.uk/>