

Internal Quality Assurance (IQA) Strategy, Sampling Plan & Quality Improvement System Policy

Effective/Review Date: November 2025

Approved by: Head of Centre

Next Review Date: November 2026

1. Purpose

This policy sets out the organisation's unified approach to Internal Quality Assurance (IQA), continuous improvement, and quality monitoring. It ensures all assessment decisions are valid, reliable, fair, and consistent, and that assessment and training practice aligns fully with awarding-body standards, regulatory requirements, and organisational expectations.

2. Scope

This policy applies to all assessors, internal quality assurers, trainers, administrative staff, and learners across all qualifications and programmes delivered by the organisation.

3. Quality System Principles

The organisation operates a structured and proactive quality system built on continuous improvement, ongoing monitoring, and reflective evaluation. Quality assurance is embedded throughout the learner journey, ensuring that assessment practices remain compliant, consistent, and learner-centred.

4. Roles and Responsibilities

IQA Lead:

- Oversees all IQA activity, verification, and sampling.
- Develops and reviews the IQA strategy and sampling plan.
- Leads standardisation, observations, feedback cycles, and CPD planning.
- Liaises with awarding bodies and manages EQA activity.

Assessors:

- Deliver assessments in line with awarding-body and organisational requirements.
- Maintain accurate records, engage with feedback, and participate in standardisation.

Trainers (if different than assessors)

- Deliver training in alignment with agreed curriculum and assessment criteria.

Administrative Team:

- Maintain secure, accurate learner records and assessment documentation.

Head of Centre:

- Approves policy updates and ensures regulatory compliance.

5. IQA Activities

The organisation uses a multi-stage assurance process:

- Pre-Assessment: Standardisation, planning, and agreement of assessment interpretation.
- During Assessment: Sampling of learner evidence, assessor decisions, and assessment methods.
- Post-Assessment: Final verification prior to certification claims.
- Continuous Monitoring: Regular audits, feedback review, and refinement of processes.

6. Standardisation

Standardisation ensures consistent assessment decisions across assessors. A minimum of three standardisation meetings are held per delivery cycle (start, mid-point, end). Minutes and actions are recorded, monitored, and revisited in the next meeting.

7. Sampling Plan

Sampling ensures broad, fair, and reliable checking of assessment activity.

Sampling Type	What's Checked	Frequency	% / Number Sampled	RAG Status
Learner Work	Range of units, assessment methods, levels	Ongoing	Min 20% of learners per assessor	Green
Assessment Methods	Observation, written work, practical, questioning	Ongoing	At least 1 per method per assessor	Amber
Assessor Records	Plans, feedback forms, tracking sheets	Quaterly	100% annually	Green

Assessor Observation	Live assessment practice	Annually	1 observation per assessor	Amber
New Assessors	All assessment decisions	Ongoing	100% until sign-off	Red

8. Quality Improvement / Quality System Policy

The organisation follows a structured, evidence-driven model of continuous improvement that integrates monitoring outcomes, feedback, EQA findings, and internal evaluation.

Sources of Quality Data:

- IQA sampling outcomes and verification checks.
- Standardisation meeting outcomes.
- Assessor observations and performance monitoring.
- Learner evaluations and complaints/compliments data.
- Assessor and trainer self-reflection.
- Administrative audits of documentation.
- Stakeholder and employer feedback.
- Awarding-body and EQA reports.

These sources are reviewed to identify patterns, strengths, risks, and areas for development.

9. Feedback Management

Feedback from learners, assessors, trainers, and external partners is systematically collected and reviewed. The IQA Lead:

- Logs and analyses feedback.
- Identifies improvement themes.
- Develops and implements action plans.
- Communicates changes to delivery teams.
- Monitors improvement through sampling, observations, and standardisation.

10. Review Cycles

Quality monitoring is conducted through structured review cycles:

- Annual review of the full IQA Strategy and Sampling Plan.
- Termly review of assessor records, documentation, and assessment practice.
- Ongoing sampling and monitoring throughout delivery.
- Annual assessor observation.
- Ad-hoc reviews triggered by awarding-body updates or performance concerns.

Review cycles ensure ongoing compliance, transparency, and continuous quality enhancement.

11. Using Monitoring, Evaluation & EQA Outcomes

Findings from monitoring, sampling, and evaluation directly inform improvement actions. These include:

- Adjusting sampling levels where required.
- Updating assessment templates, forms, and documentation.
- Revising delivery models and assessment strategies.
- Implementing targeted CPD for assessors.
- Strengthening standardisation and consistency practices.
- Improving administrative systems and evidence tracking.
- Responding to learner outcomes and engagement trends.

12. Response to EQA Visits

The IQA Lead and Head of Centre review all EQA reports immediately. Required actions are implemented and monitored through:

- Updates to IQA practices.
- Adjustments in sampling strategies.
- Additional assessor or IQA training.
- Revisions to documentation and record-keeping.
- Completion of corrective actions specified by the awarding body.

All EQA outcomes feed directly into the continuous improvement cycle and are revisited at subsequent standardisation meetings.

13. Governance & Oversight

The IQA Lead manages day-to-day quality processes, while the Head of Centre provides strategic oversight. All quality-assurance records, sampling results, feedback logs, and improvement actions are securely stored and reviewed as part of the organisation's governance framework.

14. Review

This policy is reviewed annually, or earlier where awarding-body requirements, regulatory changes, or monitoring outcomes indicate the need for update.