Internal Quality Assurer Feedback Form and Guidance

Supporting Excellence

Please photocopy as necessary

IQA feedback must be completed for every internal quality assurance activity. A copy of the feedback should be available to each assessor and the centre. Learners should not be given access to IQA feedback as this is written to address assessor practice and may therefore contain comments that might undermine learner confidence in assessors.

- The IQA must ensure that their written feedback to assessors is recorded in the appropriate format (form/LA). The feedback must be directed to each assessor and should address their assessment practice. The IQA should avoid generalised statements such as 'Well done to both of you. Lots of hard work undertaken'.
- Precise, focused comments on the assessment undertaken support assessor development and evidence the rigor of verification activity.
- The IQA is required to check some part of the unit(s) identified in the sampling plan. The IQA should indicate the actual items of evidence sampled within the learner portfolios by initialing and dating the work reviewed. The use of different colours will provide a clear tracking system to audit internal verification within the learner portfolio. External Quality Assurers use green pens, so the internal quality assurer should use red (paper based).
- The IQAs must record the unit, and learning outcomes sampled, in the feedback to ensure that an auditable system exists in the centre records.
- Depending on the experience and qualifications of assessors, the IQA may be reviewing more than one unit during a verification session and should indicate all the units considered in the feedback.
- In addition to the sampling of evidence, the IQA will also record the method of assessment used, the assessment focus and whether the evidence is valid, authentic, current and sufficient, and that there is evidence of consistent practice.
- The IQA will also note whether the performance evidence records have been signed and dated by assessors and authenticated by learners / on LA check declaration.
- Where necessary the IQA will check that assessments are countersigned and that the appropriate records are being made on the countersigning report form / feedback.
- If a standardisation issue is identified, the IQA will need to record and discuss this at the quality assurer meeting with assessors.
- On action plans for assessors, the IQA will record what action is required by when and, at a later date, whether the action was completed.

- The assessor continuing professional development record does not need to be completed after each internal quality assurance activity but it is essential that it is completed at least once every 12 months, and that it complies with relevant SSC requirements.
- When observation of assessor practice is undertaken during the quality assurance, the outcomes should be recorded on the IQA observation and questioning checklist.
- On completion of the qualification, the portfolio should be sent / made available to the ARC Development Officer who will undertake summative internal quality assurance by sampling and completing the DO final portfolio/qualification report form / feedback. If the Development Officer agrees that the award is complete the award summary sheet should be signed and dated / qualification awarded via LA. The portfolio is then sent to the centre for claiming of the award and potential external quality assurance sampling (paper based).
- Occasionally the IQA may have, or have been acquainted with, serious concerns, unsafe or incompetent practice in the workplace, which needs to be brought to the attention of the Qualification Centre Manager. The IQA concerns form should be completed and passed on to the Qualification Centre Manager.
- Unit achievement should be recorded on the unit declaration sheet and passed to the centre registrar in order that they can update the centre learner database and claim the certificate (paper based). Full certification will only occur where the award summary sheet has been signed and dated by an ARC Development Officer awarded via LA.
- On completion of qualifications or periods of assessment, all original internal quality assurance records must be passed to the Registrar who will store them with the learner assessment records for the period required by the regulator.
- Learners who leave or withdraw from assessment, prior to the achievement of their full qualification, are entitled to have achieved units certificated. The IQA must ensure that the same process identified for unit and qualification completion is followed, to ensure certification takes place and the necessary records are retained by the centre. Assessors and learners must provide a written declaration that the evidence is authentic and that the assessment was conducted under the specified conditions or context by signing the unit Declaration Sheet (paper based) / Declaration is completed on LA.
- Learners may have their completed portfolios returned / released after the external quality assurance visit following the claim but must be advised to keep them intact and safe for a period of three years / access is retained to LA for a period of 3 years.

Standardisation meetings

- The centre will arrange standardisation meetings to which the assessor and internal quality assurer are expected to contribute. Assessors and IQAs are expected to attend a minimum of one centre standardisation event per year in addition to any local events facilitated by their IQA/Development Officer.

- The Qualification Centre Manager will arrange Development Officer standardisation meetings which the DO is expected to attend. These will be held regularly.

NB if any of these events include updating of assessor or IQA skills and knowledge they may contribute to evidence of continuing professional development (CPD). Individuals should complete a reflective account of the event and their contribution and place this, with the certificate of attendance, in their CPD/Quality Assurance portfolio.