

Our plan is to outline Internal Quality Assurance (IQA) procedures and document requirements at mwmac Ltd (City & Guilds NPTC Centre number 731245).

This IQA schedule is linked directly to the mwmac assessment management spreadsheet(s). This plan is and will be authorised by the mwmac Business Manager who is directly responsible for Centre Quality Assurance, with the support of the Out Centre Manager for the Out Centre IQA.

mwmac Ltd is a complex centre working with many assessors and qualifications. mwmac Ltd facilitates linked assessors enabling them to organise some events themselves and also works with external providers who manage and organise other groups of assessors whose assessment registrations are routed through mwmac Ltd; these individuals and organisations who register assessments through mwmac Ltd are termed “Out Centres”.

mwmac Ltd recognises its QA responsibilities for all these situations and seeks to apportion risk to quality assure the work of individual assessors working in each of these situations.

mwmac Ltd will require and agree with all partners and partner organisations to manage quality of awards routed through mwmac without exception. This would include observation of assessors, sampling of records and learner interviews by an Appointed QA Administrator (AQAA) as agreed with the Business Manager.

It is a requirement of mwmac Ltd that all assessors, partners and partner organisations will respond to and implement changes as a result of feedback resulting from a QA activity within an agreed timescale.

Every 6 months the Business Manager will review the spread sheet with the view to remove any non-active assessor within the last 12-month period to dormant status and any QA activity will be considered again if and when the assessor re-engages with mwmac Ltd.

A centre update form will be completed and sent to QAC and City & Guilds NPTC to track any changes within the Centre as and when they happen.

IQA PLAN AND PROCESSES

- To be reviewed annually and agreed with Quality Assurance Consultant (C&G NPTC)
- Assessor will be risk rated as **Red**, **Orange** or **Green**.

Risk will be apportioned according to a range of factor and their interaction:

- Contractual link to mwmac Ltd
- Number of assessments completed in last 6 months
- Range of qualifications assessed
- Experience of assessor
- “Problem” units/quals and standardisation issues
- Feedback from AQAA

IQA ACTIVITY

Based upon City & Guilds NPTC “CAMERA” strategy, for COC qualifications this will include:

- Observations of assessors
- Sampling of assessor records
- Learner interview and feedback (when on site)
- Evaluate the content and delivery of the programme of training delivered prior to or around an integrated assessment.
- Monitoring electronic assessment invigilation

For Diplomas and certificates this will include:

- Observations of assessors
- Sampling of records
- Learner interview and feedback

IQA DECISIONS, FEEDBACK, COMMUNICATION & ACTION PLANNING

All Quality monitoring will be recorded, including feedback, on standard documents within mwmac Ltd, including:

- IQA Template – Assessor Observation Form
- IQA Template – Invigilator Observation Form
- IQA Template – Observation of Training (IA) Form
- IQA Template – Sampling of Documents
- mwmac Ltd – Candidate Questionnaire

The AQAA will discuss and agree all feedback with the Business Manager and Administration Team before passing reports on to the assessor for their comment where applicable.

Feedback can be delivered by:

- Face to face or Skype discussion with individual assessor/invigilator
- Electronic communication of assessor record sampling
- Group discussion of standardisation of problem areas/units and excellent practice.
- Standardisation events focusing on award changes and application of new documentation and systems.

Actions for feedback will be based upon SMART targets:

- These will be agreed with the individual assessors, partner or partner organisation
- The plan and outcome will be reviewed
- This will relate back to identification of risk.

It is a requirement that all assessors will respond to feedback within agreed timescales.

STANDARDISATION

Targets agreed with individual assessors or Out Centres will inform the standardisation process. On occasions this will include SMART targets raised during technical verifications completed through the centre.

Periodically standardisation activities will be organised by the centre these could include:

- Electronic communication of common findings by email
- Teleconference with small groups
- Meetings with AQAA's, assessors, invigilators and admin staff as appropriate.

RECORD KEEPING FOR IQA

All records of activity and feedback will be completed on the above agreed documentation.

Documents to be maintained, completed, submitted and communicated digitally (as pdf via email).

All records requested of Out Centres will be returned to mwmac digitally and retained by mwmac Ltd to be available for External QA.

Centre maintains current copies of:

- Current City & Guilds NPTC Centre Manual
- Guidance on IQA

- Current City & Guilds NPTC Assessor Manual
- The current JCQ ICE
- Previous EQA reports
- Learner registration and certification records
- Access Arrangements and Reasonable Adjustments records
- Current Qualification Guidance for all awards provided
- Centre to keep evidence of CPD list and any relevant record of attendance at mwmac Ltd QA training events etc. for all persons involved in Quality Assurance process
- To meet the requirements of the assessor manual, the assessor needs to have available assessor CVs, Assessor CPD logs, etc, which must be available to mwmac Ltd or the EQA, Verifier, etc, when requested.

The assessment records for all learners will be retained for at least 6 years as per the mwmac Ltd Data Retention Policy, this information to include:

- Registration details
- Record of assessment & feedback (CARF, ROA or ARAS)
- Risk Assessment (SSRA)
- Assessor to keep for their 2 year verification period any contemporaneous notes from assessment (annotated QG which he has used to support his assessment decision on the day).
- Records of any complaints and appeals

IQA tracking plan and record and evidence history including feedback records to assessors and standardisation meeting/event will be maintained for a minimum of 3 years.

IMPLEMENTATION OF IQA PROCEDURES

Sampling of Assessor & Invigilator Records

mwmac Ltd

- Sampling of 10% will be completed in blocks of 4 months; the period will be staggered by that of the Out Centre sample to ensure continual coverage.
- The Business Manager will schedule regular tasks to prepare the samples and, with the support of Business Admin, will carry out the sampling exercises in a timely manner.

mwmac Ltd Sample Periods:

- 1st September 2019 – 30th November 2019
- 1st December 2019 – 31st March 2020
- 1st April 2020 – 31st July 2020
- 1st August 2020 – 30th November 2020
- 1st December 2020 – 31st March 2021
- 1st April 2021 – 31st July 2021
- 1st August 2021 – 30th November 2021
- 1st December 2021 – 31st March 2022

Samples to be prepared, and sampling to be actioned, within 2 working weeks of period, in accordance with written internal procedures.

Out Centre's

- Sampling of 10% will be completed in blocks of 4 months; the period will be staggered by that of the mwmac Ltd sample to ensure continual coverage.
- The Out Centre Manager will schedule regular tasks to prepare the samples and, with the support of Receptionist, will carry out the sampling exercises in a timely manner.

Out Centre Sample Periods:

- 1st September 2019 – 30th September 2019
- 1st October 2019 – 31st January 2020
- 1st February 2020 – 31st May 2020
- 1st June 2020 – 30th September 2020
- 1st October 2020 – 31st January 2021
- 1st February 2021 – 31st May 2021
- 1st June 2021 – 30th September 2021
- 1st October 2021 – 31st January 2022

Samples to be prepared, and sampling to be actioned, within 2 working weeks of period, in accordance with written internal procedures.

Face to Face or Skype Observation of Assessments and Invigilation's

mwmac Ltd

- The Business Manager will coordinate with the global Assessor List and receive Observation reports completed by other Centres, to reduce duplication for both mwmac Ltd & Out Centres.
- Observation of, at least, 1 assessment or invigilation's will be completed monthly by the Business Manager.
- The Business Manager to communicate with the Out Centre Manager when an observation is planned with a shared Assessor, to reduce duplication.

Observations to be prepared, and observations to be actioned, in accordance with written internal procedures.

Standardisation events

mwmac Ltd

- The Business Manager to organise one formal Administration Standard Setting Event per year specifically for instructors and assessors; all Assessors, including Out Centre Assessors, will be invited to attend.
- The Business Manager to organise Practical Standard Setting Event(s) as required specifically for instructors and assessors; all Assessors, including Out Centre Assessors, will be invited to attend.
- E-volve updates will be delivered yearly face-to-face with the mwmac Ltd staff who deliver on-line tests. Plan and implementation of this to be created and led by the Business Manager.
- Business Manager to monitor and support Out Centre in their role to organise required update events (see Out Centre's list).

Out Centre's

- Observation of, at least, 1 assessment or invigilation's will be completed monthly by the Out Centre Manager.
- The Out Centre Manager to communicate with the Business Manager when an observation is planned with a shared Assessor, to reduce duplication.
- Where an Assessor is not shared by mwmac Ltd, the Out Centre Manager will observe the assessment (on site or via skype).
- The Out Centre Manager will work with the larger Out Centres and train them to observe their own assessments by the end of 2020; plan and implementation of this training programme to be created and led by Out Centre Manager.

Observations to be prepared, and observations to be actioned, in accordance with written internal procedures.

Out Centre's

- The Out Centre Manager to organise a Standard Setting "Roadshow", where formal Out Centre administration advice will be provided directly to the larger Out Centres. Plan and implementation of this roadshow to be created and led by the Out Centre Manager.
- Roadshow to be delivered as an 18-month rolling programme, visiting a different Centre every 4-6 months, dependent on Risk Rating. *(NB assessor observations could be completed at the same time)*
- Individuals who are Out Centres to be invited to a Skype meeting where formal Out Centre administration advice will be provided. This can be delivered as a one-on-one meeting or with a group of individuals. Plan and implementation of this to be created and led by the Out Centre Manager.
- E-volve updates will be delivered yearly face-to-face with the group of Out Centres who deliver on-line tests. Plan and implementation of this to be created and led by the Out Centre Manager.