

Loida British Ltd - Internal Quality Assurance (IQA) Policy

1. Purpose

The purpose of this policy is to establish a clear framework for the management and operation of Internal Quality Assurance (IQA) processes at Loida British Ltd. This policy ensures that all qualifications, assessments, and training programs delivered by the organization meet the highest standards of quality, integrity, and fairness. It aims to provide consistency in the delivery and assessment of qualifications, ensuring that outcomes are valid, reliable, and aligned with regulatory and awarding body requirements.

2. Scope

This policy applies to:

- All qualifications and training programs delivered by Loida British Ltd.
- All staff involved in the delivery, assessment, and internal quality assurance of qualifications.
- All learners registered for qualifications and training programs at Loida British Ltd.

3. Definitions

3.1 Internal Quality Assurance (IQA)

IQA refers to the processes and activities conducted internally by Loida British Ltd. to monitor, review, and improve the quality and consistency of training, teaching, and assessments. The IQA process ensures that assessors apply consistent standards and that assessments are fair, valid, and reliable.

3.2 Assessor

An individual responsible for assessing learners' knowledge, skills, and competencies based on predefined assessment criteria.

3.3 Internal Quality Assurer (IQA Officer)

An individual responsible for reviewing, verifying, and supporting the work of assessors to ensure assessment decisions are consistent, fair, and aligned with the required standards.

4. Objectives

The key objectives of this policy are:

- To maintain and improve the quality of teaching, learning, and assessment processes.
- To ensure that assessment decisions are valid, reliable, consistent, and fair.
- To comply with the requirements of awarding bodies, regulators, and other stakeholders.
- To support and develop assessors and trainers through ongoing professional development and feedback.
- To identify and address areas for improvement in the delivery of qualifications and assessment practices.
- To protect the integrity and reputation of Loida British Ltd.'s qualifications and awards.

5. Roles and Responsibilities

5.1 Assessors

Assessors are responsible for:

- Conducting assessments in a fair, consistent, and valid manner according to the awarding body's criteria.
- Providing constructive feedback to learners and supporting them throughout their learning journey.
- Maintaining accurate and up-to-date records of learner progress and assessment decisions.
- Participating in standardization meetings and engaging in professional development to maintain high standards of practice.

5.2 Internal Quality Assurers (IQAs)

Internal Quality Assurers are responsible for:

- Monitoring and verifying assessment decisions to ensure they meet the required standards of validity, reliability, and fairness.
- Conducting regular sampling of assessments to confirm that assessors are applying consistent and accurate judgments.
- Providing feedback, guidance, and support to assessors to improve their assessment practices.
- Organizing and facilitating standardization meetings to ensure uniformity in assessment decisions across all assessors.
- Addressing any issues identified during the IQA process and implementing corrective actions where necessary.

5.3 IQA Lead/Quality Manager

The IQA Lead or Quality Manager is responsible for:

- Overseeing the entire IQA process to ensure that all activities are conducted in line with awarding body and regulatory requirements.
- Managing the IQA team, including the training, development, and allocation of IQA duties.
- Ensuring compliance with this policy and reporting on quality assurance activities to senior management.
- Liaising with awarding bodies, regulators, and external verifiers to ensure that Loida British Ltd. meets all quality standards.

5.4 Senior Management

Senior Management is responsible for:

- Ensuring that adequate resources are provided for the effective delivery and quality assurance of assessments.
- Supporting the development and implementation of quality assurance procedures.
- Reviewing IQA reports and taking appropriate action to address any identified issues or areas for improvement.

6. IQA Process

The IQA process at Loida British Ltd. consists of the following key activities:

6.1 Planning

The IQA process must be planned in advance to ensure that all assessors and qualifications are subject to monitoring throughout the year. The IQA Lead or Quality Manager will develop an annual IQA plan that includes:

- A schedule for sampling assessment decisions.
- Allocating specific IQA responsibilities to individuals.
- Planning internal audits, reviews, and standardization activities.

6.2 Sampling

IQA Officers will regularly sample assessment decisions to ensure consistency, accuracy, and fairness. Sampling will be carried out across different assessors, learners, and assessment methods, and will consider:

- A proportion of the assessment decisions made.
- The range of learners, including different levels and abilities.
- Assessment methods and criteria.

6.3 Observation of Assessment Practice

IQAs will conduct observations of assessors during the assessment process to ensure best practices are being followed. These observations provide opportunities for IQAs to give direct feedback and support assessors in improving their delivery.

6.4 Feedback and Action Planning

Once assessments are sampled or observed, IQAs will provide feedback to assessors, highlighting areas of strength and areas requiring improvement. Where necessary, an action plan will be developed to address any issues identified and improve the quality of assessment practices.

6.5 Standardization

Regular standardization meetings will be held to ensure assessors are making consistent and fair assessment decisions. During these meetings:

- Assessors will compare assessment decisions.
- Areas of discrepancy will be discussed and resolved.
- Best practices will be shared.

6.6 Review and Reporting

The outcomes of the IQA process will be documented and reviewed regularly. IQAs will report to the IQA Lead or Quality Manager, who will then present findings to senior management. These reports will include:

- Details of any issues identified during the IQA process.
- Progress on action plans and improvements made.
- Recommendations for further improvements to assessment and IQA practices.

7. Professional Development

Loida British Ltd. is committed to the continuous professional development of its staff. Assessors and IQAs are required to engage in ongoing professional development activities to ensure they stay up-to-date with best practices, regulatory requirements, and changes in qualification standards. This may include:

- Attending training sessions, workshops, and seminars related to assessment and quality assurance.
- Participating in internal/external development programs and IQA training.
- Engaging with awarding bodies for updates and guidance on assessment standards.

8. Appeals and Complaints

Loida British Ltd. provides all learners with the opportunity to appeal assessment decisions if they believe the outcome was unfair or inconsistent. The appeals process is outlined in the

Appeals and Complaints Policy, and learners are encouraged to follow this procedure if they wish to challenge an assessment decision.

9. Compliance with Awarding Bodies and Regulators

Loida British Ltd. is committed to complying with the requirements of all relevant awarding bodies, regulators, and other stakeholders. All IQA processes are designed to meet the expectations set out by these organizations, and regular audits and reviews will be conducted to ensure compliance. This includes:

- Responding to external verification visits from awarding bodies.
- Implementing recommendations from external quality assurance reports.
- Ensuring that IQA processes meet the standards set by national qualification frameworks.

10. Monitoring and Review

This policy will be reviewed annually or as needed to ensure it remains effective and reflects any changes in regulatory requirements or best practices. Reviews will be conducted by the IQA Lead or Quality Manager, and any updates to the policy will be communicated to all relevant staff.

Date of Last Review: [Insert Date]

Next Review Date: [Insert Date]

11. Contact Information

For further information regarding this policy or to discuss any aspect of internal quality assurance at Loida British Ltd., please contact:

Quality Manager

Loida British Ltd.

[Insert Address]

[Insert Email]

[Insert Phone Number]