

## **QUALITY ASSURANCE POLICY – Internal Verification Policy for Accredited Courses**

\* For the purposes of this document the term "verifier" will be taken to include "moderator"

### **1. INTRODUCTION**

As an extension of the Service's Quality Assurance Policy this Internal Verification Policy will apply to all courses regardless of the Awarding Body.

### **2. POLICY STATEMENT**

2.1 The purpose of this policy is to ensure consistency of high quality delivery and marking throughout all Wakefield MDC Adult & Community Education Centres and to arbitrate where necessary between learner and tutor regarding results.

2.2 This policy is in accordance with the requirements laid down by the Awarding Bodies for whom internal verification is expected.

### **3. INTERNAL VERIFICATION ARRANGEMENTS**

3.1 Where a number of IVs work within a framework or programme, a Lead Verifier (LV) is appointed to liaise with the External Verifier and the Course Coordinator/Senior Tutor/Lead Tutor and ensure that the arrangements for the visit required by the EV are met. The Lead Verifier may be a Senior Tutor/Team Leader where this is appropriate. Where only one IV is appointed they will act as LV in this regard. (See also 3.2 Lead Verifier)

3.2 Where a course team has more than one Internal Verifier (IV) within the team, the Lead Verifier will support and advise the IVs in the team as a group or as individuals according to their needs. Lead Verifiers will give additional support and advice to novice IVs, to meet their needs.

3.3 Assessors/markers are trained; these are usually the course tutors.

3.4 The course delivery team meets throughout the year to discuss delivery and marking issues, record keeping and portfolio presentation.

3.5 At least one moderation meeting is held annually to standardise the marking and to scrutinise any assessments/tests that are borderline pass/fail.

3.6 IVs will visit each class as determined through the IV plan, sample the portfolios, talk to learners, complete an audit of evidence, and take any necessary action. A written report is provided for the Tutor(s)/Course Coordinator/Senior Tutor/LV/external verifier/exams officer.

3.7 IVs will use paperwork approved by the Awarding Body or EV/Service for recording internal verifications. Assessment records and verification records will be maintained and available for scrutiny as required.

3.8 IVs will ensure the quality of assessment and assessment recording by the tutor/assessors meets the Awarding Body requirements.

3.9 Where there are shortcomings in the IV process, IVs will liaise with the Course Coordinator/Senior Tutor/Lead Tutor/LV/Quality Manager to address issues and communicate the intended changes to the course delivery team, for discussion, before implementation.

#### **4. ASSESSOR SUPPORT**

4.1 Course Co-ordinator(s) and Senior Tutor(s) provide written and practical help for assessment/marking procedures. Awarding Bodies' tutor manuals are issued to all tutors where available.

4.2 Tutors are provided with curriculum/Service training days related to the course(s) that they teach.

4.3 It is the responsibility of that tutor to take appropriate action to obtain clarification on registration and assessment of learners where necessary.

#### **5. MODERATION MEETINGS**

5.1 A moderation meeting is held once a year to finalise assessment/test results. The meeting will consider the evidence of learner attainment, and the standard that needs to be met as defined by the learning outcomes and assessment criteria. There are also opportunities for tutors to share good practice.

5.2 Further standardisation is undertaken to meet the requirements of relevant Awarding Bodies. This is one of the opportunities for tutors to share good practice.

5.3 All new courses will have a pre-moderation meeting in the first term to pre-empt possible difficulties/inconsistencies in assessment.

5.4 The curriculum team will design and agree a verification sample plan that will ensure that each learner's work is sampled, and each assessor's decisions are sampled or, where appropriate, this will be undertaken by individual IVs

5.5 Unless the requirements of the Awarding Body differ, a minimum of 10% of portfolios/tests will be sampled - these should include passes, fails and borderlines.

#### **6. DOCUMENTATION**

6.1 Course documentation as laid down by the Awarding Body is completed as required. As part of the Service's Quality Assurance Policy, the tutor maintains learner and class progress records.

6.2 As part of the Service's Quality Assurance Policy records are maintained on classroom observations and learner satisfaction returns.

6.3 Where appropriate, marking standardisation material is published by the development team and made available for all markers.

6.4 Learners' work is kept for required periods as determined by the Awarding Bodies and is available for scrutiny as required.

## **7. INTERNAL ASSESSMENT APPEALS**

7.1 All learners may appeal an internal assessment/test result.

7.2 The Quality Manager is responsible for ensuring that the course appeals procedure complies with Awarding Body requirements.

7.3 All learners are informed of the internal appeals procedure.

7.4 Appeals should normally be submitted to the LV within 2 weeks of notification of result.

7.5 Appeals are considered by a meeting of the moderation team and should be considered within one month of an appeal. The result of an appeal should be provided to the learner in a written format with details of the moderation team's decision.

7.6 An audit trail for appeals is maintained and copies of appealed assessments/tests kept for required periods as determined by the Awarding Bodies or for one year, whichever is the greater.

## **8. EVALUATION**

8.1 Regular meetings take place to evaluate course delivery and results. Contentious issues arising from marking will be discussed and resolved. After the initial year the team will meet 3 times - once per term. The final meeting of the year will focus on development requirements and planned courses.

8.2 All tutors will complete the end of course evaluation document from which, together with the results of learner evaluations, can be drawn statistics that formulate plans for the coming year.

## **9. DEVELOPMENT**

9.1 As part of the staff development programme there will be opportunities for current and prospective tutors to undergo internal training sessions. Individual training needs are identified through OTLs and annual appraisals.

9.2 Markers who have attended Awarding Body training day will cascade their learning to others.

9.3 More flexible learning methods will be investigated and introduced, for example, on-line learning will be considered.

## **10. COURSE OVERVIEW**

10.1 Course induction, as undertaken by the tutor, includes the procedures for briefing the learner on the assessment process. Learners are given a copy of the syllabus.

- 10.2 Schemes of Work and Lesson Plans are required as part of the Service's Quality Assurance Policy to ensure a logical sequence of learning and to achieve the planned assessments/tests by the required dates.
- 10.3 Where appropriate, teaching material is standardised and provided for all tutors who are part of a course team. For one-tutor-only courses this material is provided by the tutor and reviewed by the LV and/or senior members of the curriculum team.
- 10.4 Learners are informed of assessment/test dates.
- 10.5 All live assessments/test materials are kept under lock and key and are the responsibility of the exams officer or representative.
- 10.6 Each learner has a record sheet (which may be part of an individual learning plan) for coursework and assessment/test recording. All learners are registered with the examinations officer who will acquire the appropriate documentation from the Awarding Bodies.

#### Documentation to be provided to tutors (where relevant)

- ☞ Awarding Body material, including course outline and syllabus.
- ☞ Teaching material - manual and additional module material
- ☞ Certification registration form
- ☞ Calendar of test dates
- ☞ Learner record sheet (or individual learning plan)
- ☞ Marking schemes for assignments/tests
- ☞ Marking issues and how to deal with them - manual
- ☞ Course evaluation sheet
- ☞ Learner satisfaction forms