ITC Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice

Qualification Number: 601/0127/1

ITC Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice

Qualification Number: 601/0126/X

ITC Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice

Qualification Number: 601/3491/4

G14

Qualification Specification Guidance for Centres [3.3]

ITC First

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Website www.itcfirst.org.uk

Website Access
For all policy statements and downloadable documents

Upload to:

Ofqual Portal	SQA Accreditation Share Point	ITC WebOffice Support Resources	ITC Public Website	ITC Server
☐	*x*	☐	☐	☐

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Appendix Documents Listing

Hard copy documents go out of date. For up to date versions of documents please go to the Support Resources section of the ITC WebOffice (Members section).

Unit Specifications

- T/601/5320 Understanding the principles and practices of internally assuring the quality of assessment
- A/601/5321 Internally assure the quality of assessment
- H/600/9674 Plan, allocate and monitor work in own area of responsibility

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- G14 Qualification Specification Centre Guidance [This document]
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- IM3: Internal Moderation Sampling Record
- IM4: Internal Moderation Sampling Report Record
- IM5: Internal Quality Assurance Record Form
- IM6 IQA Report for IQA Assessor

Centre Approval

- C9 Centre Agreement

ITC Forms

- C4 Access to Training & Assessment Request Form
- C7 Special Considerations Request Form
- F3 Malpractice & Misconduct Report Form
- 05 Replacement Certificate Request Form

ITC Policies

- P1: Customer Charter
- P3: Fees Policy
- P5: Appeals Policy
- P6: Malpractice, Maladministration & Misconduct Policy
- P7: Other Language Policy
- P8: Equality, Diversity and Assessment Policy
- P9: Record Retention Policy
- P12 Automatic E-mail Policy - Removal from list
- P14: Sanctions Policy
- P15: Withdrawal from Delivery Policy
- P16: Complaints Policy
- P17: Invoice Policy
- P19: Recognition of Prior Learning Policy
- P22: Data Protection and Privacy Policy

1. General Information

1.1 Using this document

This document has been developed to provide guidance for Centre staff involved in the delivery of ITC Level 4 qualifications for Internal Quality Assurance

It explains the administration, assessment and quality assurance requirements for these qualifications.

It directs ITC Centres to appropriate and relevant ITC resources [See contents page]

It identifies and lists other ITC documents that Centres are required to have in order to deliver ITC L4 IQA qualifications.

1.2 Documented Procedures

ITC is a regulated Awarding Organisation supporting QCF qualifications. All who work with ITC are supported by a documented framework of policies and procedures updated regularly on the ITC website. To seek policy guidance to inform your relationship with ITC, visit:

https://www.itcfirst.org.uk/policies/policies/1.htm

If you are a Centre log into your ITC Web-Office and view or download up to date documents from 'Support Resources'

2. Qualification Details

The core information about the qualification was taken from the LSIS published document: 'Assessing and Assuring the Quality of Assessment'.

2.1 Qualification Objectives

These qualifications were developed to meet the requirements of everyone involved, (or wishing to become involved) in an internal quality assurance role and have been developed in response to sector demand.

Internal quality assurance is proactive, systematic quality assurance of all aspects of the candidate journey. Not just confirmation of assessment decisions.

a) **ITC Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice**
   This qualification is for those who need or wish to know the principles and practice of internal quality assurance without any reason to practice.
b) **ITC Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice**
   This qualification is for those who regularly maintain the quality of assessment within a Centre.

c) **ITC Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice**
This qualification is for those who lead a team of internal quality assurance staff within a Centre.

2.2 Qualification(s) Structure

To meet the requirements of the qualification(s) the Learner must achieve the units required for the particular qualification.

In broad terms there is a theory unit (IQA1), a practice unit (IQA2) and a leading unit (IQA3) available, each unit combines with the previous unit(s) to produce qualification.

IQA1
- Understanding the principles and practice of internally assuring the quality of assessment T/601/5320

Requires one mandatory unit to be completed

IQA2
- Understanding the principles and practice of internally assuring the quality of assessment T/601/5320
- Internally assure the quality of assessment A/601/5321

Requires two mandatory units to be completed

IQA3
- Understanding the principles and practice of internally assuring the quality of assessment T/601/5320
- Internally assure the quality of assessment A/601/5321
- Plan allocate and monitor work in own area of responsibility H/600/9674

Requires three mandatory units to be completed

Rules of Combination

IQA1. One mandatory unit (6 credits)

Qualification title
ITC Level 4 Award in Understanding the Principles and Practice of Internally Assuring the Quality of Assessment
Qualification number
601/0127/1
Unit title
Understanding the principles and practice of internally assuring the quality of assessment T/601/5320

IQA2. Two mandatory units (6 + 6 credits)

Qualification title
ITC Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
Qualification number
601/0126/X
Unit titles
Understanding the principles and practice of internally assuring the quality of assessment T/601/5320
Internally assure the quality of assessment A/601/5321

IQA3. Three mandatory units (6 + 6 + 5 credits)

Qualification title
ITC Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
Qualification number
601/3491/4
Unit titles
Understanding the principles and practice of internally assuring the quality of assessment T/601/5320
Internally assure the quality of assessment A/601/5321
Plan, allocate and monitor work in own area of responsibility H/600/9674

Pictorial representation of rules of combination qualifications structure

1	ITC Level 4 Award in Understanding the Principles and Practice of Internally Assuring the Quality of Assessment			
	1st Unit			Single unit qualification
2	ITC Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice			
	1st Unit	2nd Unit		Two unit qualification

3	ITC Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice			
	1st Unit	2nd Unit	3rd Unit	Three unit qualification

All Units Review date – July 31st, 2024

Mandatory units must be completed in order for the qualification to be achieved.

a) The single unit IQA qualification has a credit value of 6 [60 hours] with 45 hours required to be GLH
b) The double unit IQA qualification has a credit value of 12 [120 hours] with 90 hours required to be GLH
c) The treble unit IQA qualification has a credit value of 17 [170 hours] with 115 hours required to be GLH

Guided learning hours include:
a) Tutor contact time
b) Tutorials
c) Observation
d) Working under direction of the tutor
e) Preparation of portfolio

2.3 Learning Outcomes and Assessment Criteria

a) Understanding the principles and practices of internally assuring the quality of assessment

The learner will	
1	Understand the context and principles of internal quality assurance
2	Understand how to plan the internal quality assurance of assessment
3	Understand techniques and criteria for monitoring the quality of assessment internally
4	Understand how to internally maintain and improve the quality of assessment
5	Understand how to manage information relevant to the internal quality assurance of assessment
6	Understand the legal and good practice requirements for the internal quality assurance of assessment

Evidence of knowledge and understanding required. Suggested assessment is essay and oral questioning recorded upon competency grid and discussion record document.

b) Internally assure the quality of assessment

The learner will	
1	Be able to plan the internal quality assurance of assessment
2	Be able to internally evaluate the quality of assessment
3	Be able to internally maintain and improve the quality of assessment
4	Be able to manage information relevant to the internal quality assurance of assessment
5	Be able to maintain legal and good practice requirements when internally monitoring and maintaining the quality of assessment

Evidence for all learning outcomes must come from performance in the work environment. All learning outcomes in this unit must be assessed using methods appropriate to the learner IQA's performance. The learner's portfolio to include evidence of:

- Observation of performance
- Questioning
- Professional Discussion
- Written submissions
- Research

Direct evidence may be supplemented, where necessary, by discussion, reflective accounts or witness testimony.

Simulations are not allowed.

See section 6 of this document for further details

c) Plan, allocate and monitor work in own area of responsibility

The learner will	
1	Be able to produce a work plan for own area of responsibility
2	Be able to allocate and agree responsibilities with team members.
3	Be able to monitor the progress and quality of work in own area of responsibility and provide feedback.
4	Be able to review and amend plans of work for own area of responsibility and communicate changes.

Evidence for all learning outcomes must come from performance in the work environment. All learning outcomes in this unit must be assessed using methods appropriate to the candidate IQA's performance. The learner's portfolio to include evidence of:

- Observation of performance
- Questioning
- Examining products of work

Direct evidence may be supplemented, where necessary, by discussion, reflective accounts or witness testimony.

2.4 Awarding

After assessment by the Centre, evidence of achievement will be made available for moderation by ITC.

After moderation a list of outcomes [Pass/Not yet meeting standard] will be forwarded to the Centre along with any certificates.

The assessment result is pass, or not yet meeting standard, there is no grading.

ITC will award certificates according to the timescales detailed within the ITC Customer Charter. Awarding can only occur within the qualification lifespan.

Unit certificates may be awarded upon learner request, for any unit completed, moderated and passed.

Replacement Certificates are available. Learners must apply using certificate request form 05. There is a small fee payable.

See Section 8.3

3. Centre Approval to Deliver ITC Qualifications

3.1 Centre Approval

Centres wishing to offer the ITC Level 4 Awards in Internal Quality Assurance will need to complete:

a) Centre application: Online at www.itcfirst.org.uk
b) Centre agreement: C9

Centres will need to consider:

a) Sufficient resources for the delivery the qualification – physical and staffing
b) Learner access to sufficient resources for the award – learning centre, visual aids, text books and mentor
c) Quality assurance procedures – internal assessment and internal quality assurance

3.2 Teaching Programme

The content of the teaching programme is the responsibility of the Centre and is developed by the staff team of the Centre.

ITC has guidance and advice documents to assist in the development of a teaching programme that can be supplied to Centres upon request.

The course programme is developed from the learning outcomes and assessment criteria for the qualification. A Centre scheme of work containing lesson plans for each session is to be available for scrutiny by ITC External Quality Assurance activity.

The programme must be delivered and overseen by suitably qualified members of staff.

3.3 Internal Quality Assurance

Centres offering these qualifications must provide internal quality assurance that is standardised across individual assessors, assessment locations and learners.

The Centre must maintain evidence of all meetings, CPD events, standardisation activity in a Central File readily accessible at any time by an ITC representative. ITC has various assessment and moderation template documents available to assist all Centres. See appendices of this document.

There should be a quality assurance plan that monitors the skills of tutors at least annually, with evidence of standardisation maintained for external moderation.

The quality assurance plan should describe the internal moderation procedures and the evidence to be maintained for external moderation.

See section 4.1 for qualifications of staff involved with assessment and internal quality assurance.

3.4 Learner Evaluation

An end of course evaluation form is to be completed by each candidate and the data collected used to inform Centre quality procedures. The results of this evaluation review are to be available for scrutiny by ITC External Quality Assurance procedures.

3.5 Protecting the Interests of Learners

Centres will protect the interests of candidates and the integrity of the qualification by implementing a coherent series of documents policies and procedures. ITC can provide various template documents upon request.

A Centre complaints and appeals policy is to be given to every learner upon registration.

4. Centre Staffing

4.1 Tutor Credentials

Centres are expected to have an appropriate number of suitable tutors with teaching experience who hold a teaching qualification at a level above that for the course they are delivering.

ITC online centre application process requires centres to identify:

a) A nominated individual to lead the qualification delivery team in the Centre.
b) Tutors with a minimum of Education & Training qualification or PTLLS so long as the qualifications contain the with Understanding Assessment Principles and Practices of Assessment unit as a minimum.
c) Tutors with qualifications supported by teaching and assessing experience in their area of expertise

Assessors of IQA Qualifications

a) Must hold the qualification they are assessing and have assessed learners.
b) Must have up-to-date working knowledge and experience of best practice in assessment and quality assurance. [Having experience as a qualified quality assurance practitioner – carrying out internal or external quality assurance of qualifications for a minimum of two assessors].
c) Should show current evidence of CPD in assessment and quality assurance
d) Should hold one of the following qualifications or their recognised equivalent:
    - Level 3 Award in Assessing Competence in the Work Environment
    - A1
    - D32 & D33.
    - L3 Education & Training or PTLLS with Understanding Assessment Principles and Practices of Assessment unit.
    - Other qualifications and experience may be accepted after discussion with the Awarding Organisation.

Internal Quality Assurance Staff for IQA Qualifications

a) Must have up-to-date working knowledge and experience of best practice in assessment and quality assurance.
b) Must have experience in assessment
c) Should show current evidence of CPD in assessment and quality assurance
d) Must hold one of the following qualifications or their recognised equivalent:
    - Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice
    - V1
    - D34

5. Learner Registration

5.1 Selection of Learners

It is the responsibility of the Centre to provide guidance and advice to learners prior to the commencement of the programme

a) Previous qualification requirements for Learners of IQA qualifications
It is advised that learners have one of the following qualifications or recognised equivalent.
- A qualification in the subject area they will quality assure
- Level 3 Award in Assessing Competence
- A1 or D32/D33
- Level 3 Education & Training or PTLLS with Understanding Assessment Principles and Practices of Assessment unit.

Centres must have procedures in place to enrol learners with the potential to achieve the standards of the qualifications.

b) Prior knowledge, skills or understanding which the Learner is required to have before taking these IQA qualifications
The Centre must satisfy itself that the learner has demonstrated a reasonable level of literacy and ITC to allow them to participate in this qualification.

The Centre must have the resources to support the developmental needs of each candidate. These should be recorded and where applicable an action plan agreed to address them.

Previous actions plans should be reviewed an updated as required.

c) Units which a Learner must have completed before the qualification will be awarded including any optional routes
There is no requirement to have completed any units previously.

d) Other requirements for Learners to satisfy prior to assessment or awarding
None

The entry requirements for this qualification would be to hold a L3 Assessor Award, L3 Education & Training or PTLLS (with Understanding Assessment Principles and Practices of Assessment unit) or equivalent experience. Prospective learners should:

a) Provide evidence of written, oral and IT communications skills.
b) Be asked to declare any criminal background that might prevent them working with vulnerable adults or children

It is the responsibility of the Centre to provide guidance and advice to learners to confirm their suitability for the programme, prior to the commencement of the programme.

5.2 Information to Learners by the Centre

Pre-course information should be provided to learners containing:

a) Joining details
b) Communication skills requirements
c) Learners must be informed of the requirement to bring suitable identification to the training course
d) Expectations of course members
e) Outline of assessment assignment timelines
f) Link to ITC policies and procedures on homepage of ITC website, including Appeals (P5) and Complaints (P16) procedures
g) Information on how to request reasonable adjustment to assessment so that learners have a fair assessment opportunity
h) Contact details for their course tutor or mentor

5.3 Registration of Learners by the Centre

Centres must meet the following requirements;

a) Learners must be registered with ITC within 10 days of course start date
b) Learner registration details must be entered into ITC Web Office database
c) Centres are to keep original learner registration documents with signatures for 3 years after enrolment.
d) Centres must have procedures in place to confirm the identity of each learner before they undertake an assessment. Acceptable forms of identity are photographic ID's with signature e.g. Passport, Driving License, Warrant Card, Student ID

Individual learning plans should be developed between the mentor and each learner with information to allow the learner to complete the Assessor course. The plan should identify learning and professionals needs and a written plan to address these needs.

Registration fees for the entire candidate journey, quality assured, awarded and certificated by ITC are payable upon registration of learners.

5.4 Age of Learners

The qualification is appropriate for learners of 19 years or older. For Skills Funding Agency purposes the qualification is listed as appropriate for learners of 19+.

5.5 Learner Progression

Learner progression routes may include the following qualifications:

a) Higher Awards or Certificates in Internal Quality Assurance of Assessment Processes and Practice
b) Level 4 Awards and Certificates in External Quality Assurance

6. Assessment

6.1 Assessment of Each Unit

The assessment evidence required is a combination assignment and portfolio assessment. For current ITC Centres ITC provides a summary of assessment tasks mapped to each assessment criteria and the quality of evidence required.

See ITC documents:

- IQAATS1 IQA Assessment Task Summary
- IQAEM1 IQA Assessment Evidence Map

ITC No		Title	Level	Credit	GLH	Unit Code
IQA1	Mandatory	Understanding the principles and practices of internally assuring the quality of assessment	L4	6	45	T/601/5320
IQA2	Mandatory	Internally assure the quality of assessment	L4	6	45	A/601/5321
IQA3	Mandatory	Plan, allocate and monitor work in own area of responsibility	L4	5	25	H/600/9674

6.2 Learner Assessment

IQA1 Understanding the principles and practices of internally assuring the quality of assessment

This unit assesses knowledge of principles and practices of internally quality assurance of assessment.

It is intended for those who wish to gain an understanding of IQA without any requirement to practice.

All learner assessment must use methods appropriate to the assessment of knowledge and understanding and all evidence produced must be valid, authentic and sufficient. Appropriate assessment tasks can include:

- Written assignment
- Professional discussion
- Research project
- Examination questions

- Oral Questioning

IQA2 Internally assure the quality of assessment
This unit assesses performance of assuring the quality of assessment of learners within an assessment centre.
It is intended for those who maintain the IQA within an assessment centre. They must be assessing learners and actively internally quality assuring learners in their subject expertise area.
All assessment tasks must use methods appropriate to the assessment of IQA performance tasks and all evidence must be valid, authentic and sufficient. Appropriate assessment tasks can include:

- Observation of IQA performance
- Examining products of work [workplace documents being used]
- Questioning
- Professional discussion
- Expert witness testimony [use of others with qualifications and experience]

Simulations are not allowed.

The assessment tasks must provide evidence of meeting all assessment criteria in each unit to pass the unit.

For the assessing performance unit [IQA 2], there must be evidence of the learner monitoring a minimum of 2 assessors each working with a minimum of 2 learners as they deliver a qualification.

IQA3 Plan, allocate and monitor work in own area of responsibility
This assesses leading the internal quality assurance team within an organisation. All assessment tasks must use methods appropriate to the assessment of IQA performance tasks and all evidence must be valid, authentic and sufficient. Appropriate assessment tasks can include:

- Observation of IQA performance
- Examining products of work [workplace documents being used]
- Questioning

Direct evidence can be supplemented by witness testimony, discussion or reflective accounts.

The assessment tasks must provide evidence of meeting all assessment criteria in each unit to pass the unit.

6.3 Internal Assessment of IQA Units

Centres must have internal quality assurance systems to ensure all assessment evidence is authentic, reliable, valid and sufficient and standardisation systems to ensure all staff can make consistent and fair assessment decisions.

Assignments are to be marked by any Centre Internal Assessor following the quality assurance procedures of the Centre, using documents and procedures either provided by ITC or endorsed by the ITC External Moderator.

Holistic assessment is actively encouraged allowing one piece of evidence to meet more than one of the assessment criteria. Thus evidence for both units and various learning outcomes may be identified in one portfolio.

All available learner assessment evidence must be readily available for External Quality Assurance purposes.

After external quality assurance all evidence should be returned to the learner and the results archived by the Centre.

6.4 Recording Achievement

To assist in collecting authentic, reliable, valid and sufficient evidence ITC has developed and is continually updating evidence recording documents. The updated version will always be available from Support Resources on the Centre Web-Office. Including:

- PT1 Individual Learning Plan Template
- PT2 Tutorial Template
- PT3 Reflective Journal Template
- PT4 Personal Summative Review Template
- PT5 Teaching Observation Template
- PT6 Professional Discussion Record Template
- PT7 Optional Unit Evidence Tracking Template
- PT8 Session Plan Template
- PT11 IQA1 Evidence Tracking Template
- PT12 IQA2 Evidence Tracking Template
- PT13 IQA Portfolio Action Plan Template
- PT135 IQA3 Evidence tracking Template

Note: These are suggestions and examples. Centres may devise their own documents for recording achievement and seek approval from ITC

6.5 Internal Moderation of IQA Units

Assignment evidence is to be internally moderated following ITC centrally produced procedures [Appendix document listing of this document] or procedures agreed with an ITC External Moderator.

To assist Centre in this function the following documents are available on the Centre Web-Office.

- IM1: Internal Moderation Process
- IM2: Centre Standardisation Records
- IM3: Internal Moderation Sampling Record
- IM4: Internal Moderation Sampling Report Record
- IM5: Internal Quality Assurance Record Form
- IM6: IQA Report for IQA Assessor
- IQAATS1 Assessment Task Summary
- IQAEM1 Assessment Evidence Map

Note: These are suggestions and examples. Centres may devise their own documents for recording achievement and seek approval from ITC.

7. Supporting Resources for IQA Delivery

7.1 Reading List

Textbooks:
Achieving your TAQA Assessor & Internal Quality Assurer Award – Ann Gravells. Sage
ISBN 978-0-85725-717-8

LSIS Publications:
LSIS Website downloads at http://www.lsis.org.uk

LLUK have archived their website; follow the attached link to view the documents archived
http://webarchive.nationalarchives.gov.uk/20110414152025/http://www.lluk.org/

Websites:
www.nrdc.org.uk
www.excellencegateway.org.uk
https://www.education.gov.uk/publications/standard/publicationdetail

8. External Quality Assurance

8.1 Procedures

Centres will be notified of proposed external quality assurance events each year. During the Centre visit all the completed learner assessment evidence will be made available for moderation. Moderation of learner assessment evidence will be on a sampling basis. After successful EQA visits a postal moderation strategy may be adopted.

As well as sampling the visit will include:

a) Confirmation of all policies and documented procedures after initial pre-visit desk research
b) A review of the evidence of Centre internal quality assurance and staff development events
c) A review of the evidence generated from previous external moderations events including action plan evidence
d) A review of documented draft assignment feedback by tutors
e) A review of learner assessment evidence
f) Any guidance required to administer or deliver the qualification

All Centres will be expected to maintain their ITC Web Office area.

8.2 Visit Details

Centres will be allocated an External Quality Assurer. For each visit:

a) The Centre will be notified in advance to allow time to make suitable arrangements. Normally planned at the previous EQA visit.
b) The agenda for the meeting will be forwarded to the Centre.
c) The meeting will occur on the planned date.
d) Preliminary action plans will be drafted for agreement and review at the time of the Centre visit.
e) Action Plan evidence will be generated according to the specified timescale by the Centre and approved or referred by ITC
f) Risk rating will be applied to each Centre.