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

Qualification Number: 601/5724/0

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

Qualification Number: 601/5725/2

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

Qualification Number: 601/5726/4

G16

Qualification Specification Guidance for Centres [2.3]

ITC First

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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Hard copy documents go out of date.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

- F/601/5322 Understanding the principles and practices of externally assuring the quality of assessment
- J/601/5323 Externally assure the quality of assessment
- H/600/9674 Plan, allocate and monitor work in own area of responsibility

EQA Resources

- G16 Qualification Specification Centre Guidance [This document]
- 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
- PT17 EQA1 Evidence Tracking Template
- PT18 EQA2 Evidence Tracking Template
- PT19 EQA3 Portfolio Action Plan Template
- EQAATS1 Assessment Task Summary

Internal Moderation

- 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

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
- 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 External Quality Assurance (EQA). 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 Level 4 External Quality Assurance (EQA) qualifications.

1.2 Documented Procedures

ITC is a regulated Awarding Organisation supporting regulated 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 current ITC First Centre log into your ITC WebOffice 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.' The qualification reflects the current guidance provided by the Education and Training Foundation (ETF).

2.1 Qualification Objectives

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

a) **ITC Level 4 Award in Understanding the External Quality Assurance of Assessment Processes and Practice**
This qualification is for those who need, or wish, to know the principles and practice of external quality assurance who are not necessarily currently quality assuring.

b) **ITC Level 4 Award in the External Quality Assurance of Assessment Processes and Practice**
This qualification is for those who conduct quality assurance from outside an organisation or assessment centre. Including communicating with Centres, sampling work, monitoring IQAs and assessors, talking to learners and witnesses and maintaining records.

c) **ITC Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice**
This qualification is for those practitioners who lead the external quality assurance process for an awarding organisation and have a responsibility for managing the performance of other EQAs.

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 (EQA1), a practice unit (EQA2) and a leading unit (EQA3) available, each unit combines with the previous unit(s) to produce a qualification.

EQA1
- Understanding the principles and practices of externally assuring the quality of assessment F/601/5322.

Requires one mandatory unit to be completed.

EQA2
- Understanding the principles and practice of externally assuring the quality of assessment F/601/5322.
- Externally assure the quality of assessment J/601/5323.

Requires two mandatory units to be completed.

EQA3
- Understanding the principles and practice of externally assuring the quality of assessment F/601/5322.
- Externally assure the quality of assessment J/601/5323.
- Plan allocate and monitor work in own area of responsibility H/600/9674

Requires three mandatory units to be completed.

Rules of Combination

EQA1. One mandatory unit (6 credits)

Qualification title
ITC Level 4 Award in Understanding the Principles and Practice of Externally Assuring the Quality of Assessment
Qualification number
601/5724/0
Unit title
Understanding the principles and practice of externally assuring the quality of assessment F/601/5322

EQA2. Two mandatory units (6 + 6 credits)

Qualification title
ITC Level 4 Award in the External Quality Assurance of Assessment Processes and Practice
Qualification number
601/5725/2
Unit titles
Understanding the principles and practice of externally assuring the quality of assessment F/601/5322
Externally assure the quality of assessment J/601/5323

EQA3. Three mandatory units (6 + 6 + 5 credits)

Qualification title
ITC Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice
Qualification number
601/5726/4
Unit titles
Understanding the principles and practice of externally assuring the quality of assessment F/601/5322
Externally assure the quality of assessment J/601/5323
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 Externally Assuring the Quality of Assessment**			
	1st Unit			**Single unit qualification**
2	**ITC Level 4 Award in the External Quality Assurance of Assessment Processes and Practice**			
	1st Unit	**2nd Unit**		**Two unit qualification**
3	**ITC Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice**			
	1st Unit	**2nd Unit**	**3rd Unit**	**Three unit qualification**

Mandatory units must be completed for each qualification to be achieved.

a) The single unit EQA qualification has a credit value of 6 [Total Qualification Time = 60 hours] with 45 hours required to be GLH.
b) The double unit EQA qualification has a credit value of 12 [Total Qualification Time = 120 hours] with 75 hours required to be GLH.
c) The treble unit EQA qualification has a credit value of 17 [Total Qualification Time = 170 hours] with 100 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.

Unit and qualification review date: 31st July 2024.

2.3 Learning Outcomes and Assessment Criteria

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

	Learning Outcomes: The learner will…..		**Assessment Criteria: The learner can…….**
1	Understand the context and principles of external quality assurance	1.1	Analyse the functions of external quality assurance of assessment in learning and development
		1.2	Evaluate the key concepts and principles of external quality assurance of assessment
		1.3	Evaluate the roles of practitioners involved in the quality assurance process
		1.4	Explain the regulations and requirements for external and internal quality assurance in own area of practice
2	Understand how to plan the external quality assurance of assessment	2.1	Evaluate the importance of planning and preparing external quality assurance activities
		2.2	Explain what an external quality assurance plan should contain
		2.3	Summarise the preparations that need to be made for external quality assurance, including: • information collection

			• communications • administrative arrangements • resources
		2.4	Explain how to adapt external monitoring and evaluation approaches to meet customer need without compromising quality standards
3	Understand how to externally evaluate the quality of assessment and internal quality assurance	3.1	Explain the procedures for externally monitoring and evaluating internal quality assurance arrangements and practices
		3.2	Interpret the requirements for externally monitoring and evaluating internal assessment arrangements and practices
		3.3	Evaluate different techniques for externally sampling evidence of assessment, including those that use technology
4	Understand how to externally maintain and improve the quality of assessment	4.1	Critically compare the types of feedback, support and advice that internal assessment and quality assurance staff may need to maintain and improve the quality of assessment
		4.2	Evaluate standardisation requirements relevant to the external quality assurance of assessment
		4.3	Explain the importance of providing feedback, support and advice to internal assessment and quality assurance staff that is consistent with standardisation requirements
		4.4	Explain the relevant procedures to follow when there are disputes concerning quality assurance and assessment
5	Understand how to manage information relevant to the external quality assurance	5.1	Evaluate requirements for information management, data protection and confidentiality in relation to external quality assurance
6	Understand the legal and good practice requirements relating to external quality assurance	6.1	Evaluate legal issues, policies and procedures that are relevant to external quality assurance, including those for health, safety and welfare
		6.2	Critically compare different ways in which technology can contribute to external quality assurance
		6.3	Evaluate requirements for equality and diversity and, where appropriate, bilingualism, in relation to the external quality assurance of assessment
		6.4	Explain the value of reflective practice and continuing professional development in relation to external quality assurance

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

b) Externally assure the quality of assessment

	Learning Outcomes: The learner will…..		**Assessment Criteria: The learner can…….**
1	Be able to plan the external quality assurance of assessment	1.1	Plan procedures for the external quality assurance of assessment
		1.2	Communicate procedures for external quality assurance to the organisations and individuals concerned
		1.3	Ensure arrangements and resources are in place for external monitoring and evaluation
2	Be able to externally evaluate internal quality assurance and assessment	2.1	Carry out monitoring activities to quality requirements
		2.2	Evaluate the quality of internal quality assurance systems
		2.3	Evaluate the quality of internal administrative arrangements
		2.4	Evaluate the quality of internal staffing and internal staff expertise and competence

		2.5	Determine whether assessment arrangements, methods and decisions meet quality requirements
3	Be able to maintain and improve internal quality assurance processes	3.1	Provide staff with feedback, advice and support which help them maintain and improve the quality of assessment
		3.2	Apply procedures for the standardisation of assessment practices and outcomes
4	Be able to manage information relevant to the external quality assurance of assessment	4.1	Apply procedures for recording, storing, reporting information relating to external quality assurance
		4.2	Apply procedures to maintain confidentiality of information relating to external quality assurance
5	Be able to maintain legal and good practice requirements when externally monitoring and maintaining the quality of assessment	5.1	Apply policies, procedures and legislation relevant to the external quality assurance of assessment, including those for health, safety and welfare
		5.2	Apply requirements for equality and diversity and, where appropriate, bilingualism, to the external quality assurance of assessment
		5.3	Critically reflect on own practice in externally assuring the quality of assessment
		5.4	Maintain the currency of own expertise and competence as relevant to external quality assurance

Evidence for all learning outcomes in this unit must be assessed using methods appropriate to the learner EQA's performance. The learner's portfolio to include evidence of:

- Observation of performance
- Products of work
- 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

	Learning Outcomes: The learner will…..		**Assessment Criteria: The learner can…….**
1	Be able to produce a work plan for own area of responsibility	1.1	Explain the context in which work is to be undertaken.
		1.2	Identify the skills base and the resources available
		1.3	Examine priorities and success criteria needed for the team.
		1.4	Produce a work plan for own area of responsibility
2	Be able to allocate and agree responsibilities with team members.	2.1	Identify team members' responsibilities for identified work activities
		2.2	Agree responsibilities and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members.
3	Be able to monitor the progress and quality of work in own area of responsibility and provide feedback.	3.1	Identify ways to monitor progress and quality of work
		3.2	Monitor and evaluate progress against agreed standards and provide feedback to team members
4	Be able to review and amend plans of	4.1	Review and amend work plan where changes

	work for own area of responsibility and communicate changes.		are needed.
		4.2	Communicate changes to team members.

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 EQA's performance. The learner 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 in ITC Customer Charter. Awarding can only occur within the qualification lifespan.

Unit certificates may be awarded upon candidate 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 External Quality Assurance will need to complete:

a) Online Centre Application - https://www.itcfirst.org.uk/centres.htm.
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 during 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 learner 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 learners 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 Centre application procedures require 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.
c) Tutors with qualifications supported by teaching and assessing experience in their area of expertise

Assessors of EQA Qualifications

a) Must hold the qualification they are assessing [or current and appropriate expertise after discussion with the Awarding Organisation] and have assessed learners for other qualifications.
b) Must have experience as a qualified quality assurer carrying out internal or external quality assurance of qualifications for a minimum of two assessors.
c) Must have up-to-date working knowledge and experience of best practice in assessment and quality assurance.
d) Should show current evidence of cpd in assessment and quality assurance
e) Should hold one of the following qualifications or their recognised equivalent:
    i. Level 3 Award in Assessing Competence in the Work Environment
    ii. A1
    iii. D32 - Assess candidate performance & D33 - Assess candidates using differing sources of evidence.
    iv. Other qualifications and experience may be accepted.

Internal Quality Assurance Staff for EQA 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:
    i. Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice.
    ii. Level 4 Certificate in Leading Internal Quality Assurance of Assessment Processes and Practice.
    iii. V1 – Conduct internal quality assurance of the assessment process.
    iv. D34 – Internally verify the assessment process.

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 EQA 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
- Level 4 Award in Internal Quality Assurance
- A1 or D32/D33
- Level 3 Education & Training or PTLLS.

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 EQA 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 learner. These should be recorded and where applicable an action plan agreed to address them.

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

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) Candidates 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 WebOffice 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 learner 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 External Quality Assurance of Assessment Processes and Practice

6. Assessment

6.1 Assessment of Each Unit

The assessment evidence required is portfolio assessment. For current ITC Centres, ITC provides a summary of assessment tasks that can be mapped to each assessment criteria.

See ITC document:

- EQAATS1 EQA Assessment Task Summary

ITC No		Title	Level	Credit	GLH	Unit Code
EQA1	Mandatory	Understanding the principles and practices of externally assuring the quality of assessment	L4	6	45	F/601/5322
EQA2	Mandatory	Externally assure the quality of assessment	L4	6	45	J/601/5323
EQA3	Mandatory	Plan, allocate and monitor work in own area of responsibility	L4	5	25	H/600/9674

6.2 Learner Assessment

EQA1: Understanding the principles and practices of externally assuring the quality of assessment
This unit assesses knowledge of principles and practices of externally quality assuring assessment.
It is intended for those who wish to gain an understanding of EQA 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: Externally assure the quality of assessment
This unit assesses performance of externally assuring the quality of assessment of learners from outside an assessment centre, typically on behalf of an awarding organisation.
All assessment tasks must use methods appropriate to the assessment of EQA performance tasks and all evidence must be valid, authentic and sufficient. Appropriate assessment tasks can include:

- Observation of EQA performance.
- Examining products of work.
- 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.

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

- Observation of EQA performance
- Examining products of work.
- 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 EQA 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 ITC 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
- PT6 Professional Discussion Record Template
- PT7 Optional Unit Evidence Tracking Template
- PT8 Session Plan Template
- PT17 EQA1 Evidence Tracking Template
- PT18 EQA2 Evidence Tracking Template
- PT19 EQA3 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 EQA Units

Assignment evidence is to be internally moderated following ITC centrally produced procedures [Appendix document listing of this document] or procedures agreed with 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
- EQAATS1 Assessment Task Summary

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 & Quality Assurer Award – Ann Gravells. Sage ISBN 978-0-85725-717-8

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, EQA qualifications.

All ITC Centres will be expected to maintain their ITC WebOffice 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.