



Assessment and Internal Quality Assurance (IQA) Policy

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1. Purpose of the Policy

The purpose of this policy is to establish a clear framework for the assessment and internal quality assurance processes at SAIL Academy. This policy aims to ensure that all assessments are conducted fairly, consistently, and in alignment with NCFE standards. Additionally, it outlines how internal quality assurance will be managed to maintain high standards in course delivery and learner outcomes.

SAIL Academy is committed to providing an assessment process that upholds the principles of fairness, accuracy, and consistency. Through a structured internal quality assurance process, SAIL Academy will ensure that assessment decisions are reliable and that the qualifications awarded meet NCFE's quality requirements. This approach will promote the integrity of the courses delivered and ensure continuous improvement across all learning programs.

1.1 Objectives Summary

- To ensure all assessments are conducted in line with NCFE guidelines and qualification specifications.
- To maintain the integrity of the assessment process.
- To ensure consistency and accuracy of assessment decisions.
- To provide a clear framework for IQA practices.
- To support assessors and IQAs through regular training and standardisation.

2. Roles and Responsibilities

Centre Manager

- Ensures compliance with NCFE requirements.
- Oversees the implementation of the assessment and IQA policy.
- Provides resources and support for assessors and IQAs.

Assessors

- Plan, deliver, and assess learners' work according to NCFE guidelines.
- Provide feedback to learners.
- Maintain accurate assessment tracking records.
- Participate in standardisation meetings.
- Ensure learners are registered for qualifications suited to their abilities, based on initial assessments and ongoing monitoring

Internal Quality Assurers (IQAs)

- Verify that assessment decisions meet NCFE requirements.
- Sample assessment decisions to ensure consistency and accuracy.
- Provide feedback and support to assessors.
- Conduct standardisation activities.
- Maintain IQA records and documentation.
- Risk assess assessors by conducting 100% sampling of new assessors' decisions during their first year in the role. Sampling levels will decrease as assessors gain experience, except in cases where quality issues arise, which may necessitate increased sampling.

SAIL Academy proposed Sampling Strategy:

1. New Assessors

- 100% sampling of all assessment decisions

2. Assessors in Their Second Year

- Reduce sampling to 50% of all assessment decisions

3. Experienced Assessors (Third Year and Beyond)

- Further reduce sampling to 10-25% depending on the assessor's consistency, qualification complexity, and risk assessment.

4. Exception

- For any assessors where quality issues are identified (experience level 2 and 3) increase sampling to 50-100% until issues are resolved

3. Assessment Policy

3.1. Assessment Strategy SAIL Academy will:

- Ensure all assessments align with NCFE qualification specifications and learning outcomes.
- Utilise a variety of assessment methods, such as observation, written assignments, and practical tasks, tailored to meet individual learner needs, and meet with qualification specification.
- Provide constructive feedback to learners to aid their progression.
- Maintain secure and accurate records of all assessment activities.

3.2. Invigilation of Assessments

- All invigilators will receive training on invigilation from the Exams office
- Invigilators will be selected based on NCFE regulations to avoid conflicts of interest, ensuring they are not involved in the learners' training journey.
- The Exams Manager will:
 - Regularly update PCs and ensure the Secure Client software is operational.
 - Run system tests before assessments.
 - Provide login details to learners for secure access.
- Invigilators will:
 - Supervise learners throughout the assessment.
 - Complete and securely store all assessment-related paperwork.
 - Print and store results once issued.

3.3. Re-sits and Re-takes

- Learners who fail one or more assessment methods will be offered the opportunity for a re-sit or re-take in accordance with NCFE guidelines.
- Support will be provided to ensure learners are fully prepared for re-assessment.

3.4. Functional Skills Assessments

- Functional skills assessments will be delivered in accordance with NCFE guidelines.
- The designated person responsible for booking the assessments and maintaining their security whilst on the premises will be Andy Fulker.
- Assessments will include English, Mathematics and Digital, tailored to meet individual learner needs.
- Designated functional skills tutors will provide targeted support to learners to ensure readiness for assessments.
- Additional time or reasonable adjustments will be provided for learners requiring special considerations, please refer to SAIL Academy's Access Arrangements and Reasonable Adjustments Policies.

4. Assessment Procedure

Assessment:

Assessment is a critical part of the learning process, SAIL Academy is committed to ensuring that the assessment process is fair, transparent and consistent across all courses and program for all pupils.

The following procedures will be adhered to:

- Assessors will create assessment plans.
- Assessments plans will align with the NCFE qualification requirements and timelines.
- Assessors will ensure that learners understand the assessment criteria and process by clearly communicating them to pupils..
- Assessments will be designed to measure the achievement of learning outcomes.
- Evidence collected will be valid, authentic, current, and sufficient.
- Assessments will be marked consistently and accurately, and assessors will provide constructive feedback to learners that is constructive and actionable.
- Assessors will maintain accurate records of all assessments.
- Assessment records will be securely stored and made available for IQA and external quality assurance (EQA) purposes.
- Learners will have the opportunity to appeal assessment decisions through a clearly defined appeals process.

5. Internal Quality Assurance (IQA) Policy

5.1. IQA Strategy

- A designated staff member will undergo IQA training with NCFE prior to the commencement of the qualification.
- Internal quality assurance will be conducted by qualified IQAs registered with NCFE.
- A designated staff member will undergo Assessor training with NCFE prior to the commencement of the qualification.

- Assessors will be risk-assessed by conducting 100% sampling of new assessors' decisions during their first year in the role. Sampling levels will decrease as assessors gain experience, except in cases where quality issues arise, which may necessitate increased sampling.

SAIL Academy Proposed Sampling Strategy:

- 1. New Assessors**
 - 100% sampling of all assessment decisions
- 2. Assessors in Their Second Year**
 - Reduce sampling to 50% of all assessment decisions
- 3. Experienced Assessors (Third Year and Beyond)**
 - Further reduce sampling to 10-25% depending on the assessor's consistency, qualification complexity, and risk assessment.
- 4. Exception**
 - For any assessors where quality issues are identified (experience level 2 and 3) increase sampling to 50-100% until issues are resolved

5.2. Sampling and Standardisation

- IQAs will:
 - Review completed units and sample assessment methods as per the sample plan.
 - Provide constructive feedback to assessors, offering guidance and support where required.
 - Lead annual standardisation meetings to ensure consistency and share best practices.
 - Liaise with EQA re visits

5.3. Records and Compliance

- All IQA activities will be documented and stored in compliance with SAIL Academy Data Protection, Record Keeping, and Confidentiality Policy and GDPR regulations.
- Records will include:
 - Sample plans.
 - Completed unit tracking sheets.
 - Feedback forms.
 - Certificate claim forms.

5.4. IQA Procedure for Portfolios

- **Digital Portfolios:**
 - Verify completed units against the sample plan.

- Provide feedback to assessors via the digital platform.
- Track overall learner progress and ensure timely certification claims.

- **Paper Portfolios:**

- Check induction documents for accuracy and completeness.
- Sign witness records during initial checks.
- Provide feedback and maintain updated tracking sheets.

Internal Quality Assurance Procedure:

- SAIL Academy may create an IQA sampling plan at the start of each academic year. The plan will outline which assessors, learners and units will be sampled.
- The IQA sampling could include interim sampling, conducted during the course to ensure assessments are on track or final sampling, conducted after all assessments are complete.
- Standardisation meetings may be conducted to ensure consistency in assessment decisions. Minutes of standardisation meetings will be recorded and shared with all assessors and IQAs.
- SAIL Academy is committed to upholding high standards in education, training delivered through NCFE. To ensure the effective management and monitoring of the internal quality assurance process, the following procedures will be implemented:
- The internal quality assurance will be managed by a designated person who is suitably qualified and experienced.
- The internal quality assurance will be conducted regularly and will include the review of assessment activities, learner achievement and feedback from learners and employers.
- The internal quality assurance process will be documented, and records will be kept demonstrating compliance with the accreditation requirements of NCFE.
- Any identified areas for improvement will be addressed through an action plan, which will be regularly reviewed and updated.

External Quality Assurance:

- SAIL Academy recognises the importance of external quality assurance and will work closely with NCFE to ensure that we meet their requirements. The following procedures will be followed:
- SAIL Academy will cooperate with external quality assurance procedures, including audits.
- SAIL Academy will ensure that all external quality assurance procedures are conducted in a professional and respectful manner, this will include promptly responding to feedback or recommendations provided by the external quality assurance team.
- SAIL Academy will utilise quality assurance activities to inform our internal quality assurance process and identify areas for improvement.

6. Data Protection and Confidentiality

- All data will be managed in compliance with GDPR.
- Records will be securely stored and accessed only by authorized personnel.
- Learners' personal information will be treated confidentially and used solely for assessment and quality assurance purposes.

7. Appeals and Complaints

Learners have the right to appeal assessment decisions if they believe the decision is unfair or incorrect.

Internal Appeals Procedure:

1. Informal Resolution: Learners will be encouraged to discuss their concerns directly with the assessor to seek an informal solution.
2. Formal Appeal Submission: If unresolved, the learner must submit a formal appeal in writing, detailing their reasons for disputing the assessment decision.
3. Internal Review: An Internal Quality Assurer (IQA) not involved in the original assessment should review the appeal, reassess the evidence, and provide a written response.
4. Appeals Panel: If the learner remains dissatisfied, SS Dulwich may convene an appeals panel comprising senior staff members to review the case and make a final decision.

Escalation to NCFE:

If internal procedures do not resolve the appeal, the SAIL Academy will escalate the matter to NCFE on behalf of the learner. NCFE's appeals process involves two stages:

- Stage 1 – Preliminary Stage: An independent review by NCFE staff not involved in the original decision.
- Stage 2 – Appeal Hearing: If necessary, an independent appeals committee reviews the case.

SS Dulwich must submit appeals to NCFE within specific timeframes:

- Results Appeals: Within 30 working days of receiving the outcome of the review of marking.
- Malpractice or Assessment Decisions: Within 14 calendar days of receiving the decision.

A fee is charged for appeal submissions, which is waived if the appeal is upheld. Detailed information and necessary forms are available on NCFE's website. <https://shorturl.at/cKOdU>