

SSG ensures that these arrangements are in place to quality assure the assessment of qualifications. The objective of these arrangements is therefore to ensure that all assessment is fair, consistent and meets Awarding Body and national requirements.

The Head of Centre is responsible for ensuring that this policy is published, implemented and accessible to all personnel and any relevant third parties. The Head of Centre will also ensure that all personnel have read and understood this policy and that any amendments to the policy are communicated to relevant parties.

This policy has been designed to promote quality, consistency and fairness throughout the assessment and internal verification activities. It aims to ensure that standards of assessment are maintained consistently over time.

Aims

The aims of Internal Quality Assurance are:

- to ensure the effective management of assessment
- to ensure the consistency and validity of internal quality assurance processes
- to ensure the effective support for assessment and quality assurance personnel
- to ensure the quality assurance of the outcomes of assessment in-line with awarding organisation and national requirements

Objectives

The objectives of internal quality assurance fulfil a variety of quality assurance considerations. The list below outlines internal quality assurance objectives, which ensure that SSG:

- operates from this established quality assurance policy and related procedures which are consistently reviewed where required in accordance with generic quality control arrangements.
- ensures an effective induction is provided for all members of the assessment and quality assurance teams, as required.
- ensures effective appraisal and continued professional development for all members of the assessment and quality assurance teams.
- ensures that the assessment and quality assurance teams understand and are able to follow and advise on all centre policies and procedures.
- ensures equality and diversity is embedded throughout the internal quality assurance and assessment activities.
- ensures quality via accurate and effective assessment of all learners.
- monitor and ensure consistency of assessment outcomes via appropriate interpretation of an Awarding Bodies qualification's and/or national requirements.
- reviews and evaluates the quality and consistency of assessment at different stages of the assessment process.
- maintain accurate and current records of internal quality assurance.
- standardise all components of the assessment where appropriate.
- carry out continuous improvement activities to ensure all corrective actions and best practice guidelines requested by awarding organisations and their moderation staff (including external quality assurers) are complied with.

SSG also monitors quality of its services through three clear methods:

1: Customer Feedback Questionnaires.

A feedback questionnaire is given/sent to customers of external contracts to collect details of the services we provided. This information is collated and discussed by the management team, with any required outcomes to the business then actioned. A feedback questionnaire is also issued to the participants of internal courses, and external where agreeable, to monitor the quality of their experience. This information is collated and discussed by the management team, with any required outcomes to the business then actioned. Feedback is shared with other stakeholders as appropriate.

2: Internal Observations.

Observations are carried out on a regular and random basis by the Quality Manager and Centre Managers. The observation looks at all elements of a delivered session from start to finish. The observations are set against criteria outlined throughout various SSG policies and procedures. Observations may be supported (without a judgement) or graded. This information is collated and discussed by the management team, with any required outcomes to the business then actioned. Observation feedback is shared with other stakeholders as appropriate.

3: External Observations.

SSG may be subject to observation from Funders, Awarding Bodies, Ofsted or other stakeholders. This information is collated and discussed by the management team, with any required outcomes to the business then actioned. Observation feedback is shared with other stakeholders as appropriate.