



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

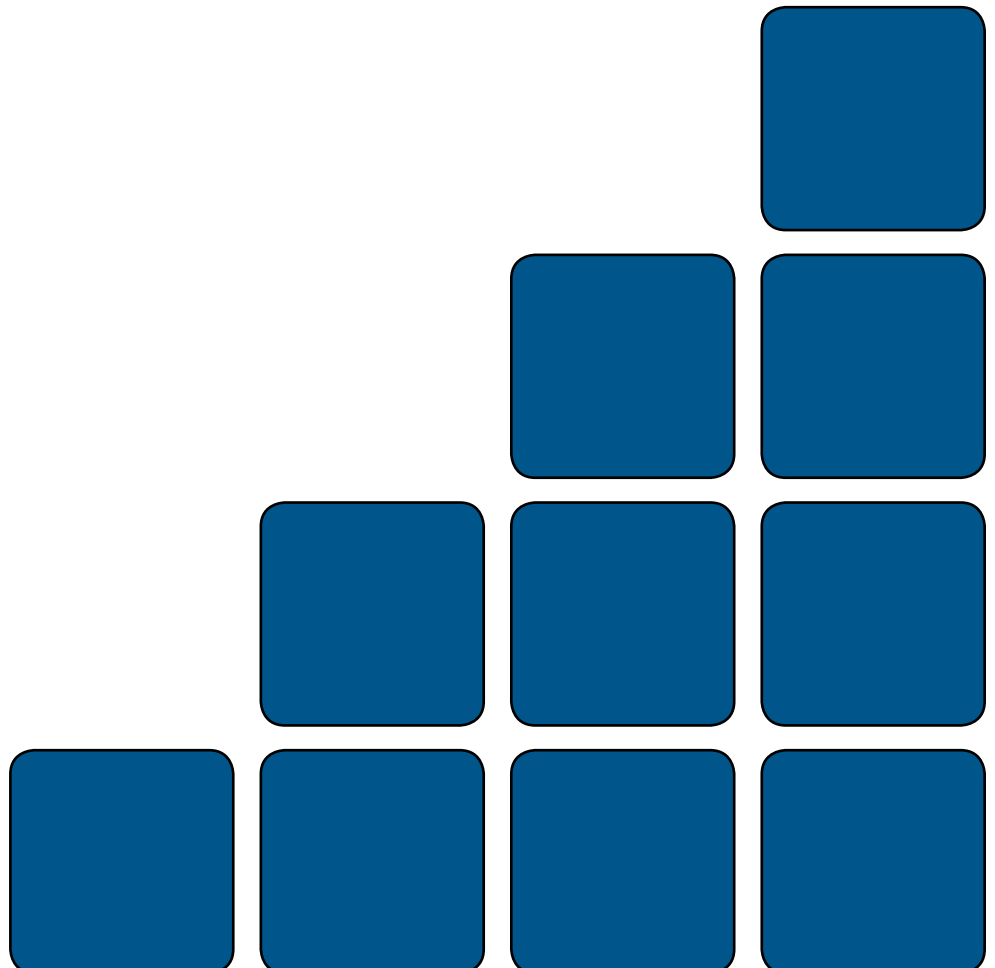
UV40565

T/601/5320

Learner name:

Learner number:

VRQ





# UV40565

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

The aim of this unit is to develop your knowledge and understanding that underpins the internal quality assurance of assessment.

Level

**4**

Credit value

**6**

GLH

**45**

Observation(s)

**0**

External paper(s)

**0**



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

## Learning outcomes

On completion of this unit you 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 requirements

1. *Specific unit requirements*  
All learning outcomes in this unit must be assessed using methods appropriate to the assessment of knowledge and understanding.
2. *Achieving assessment criteria*  
There must be valid, authentic and sufficient evidence for all the assessment criteria. Holistic assessment is encouraged and one piece of evidence may be used to meet the requirements of more than one assessment criterion.
3. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
4. *Tutor/Assessor guidance*  
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
5. *External paper*  
There is no external paper requirement for this unit.

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

# Knowledge



## Outcome 1

### Understand the context and principles of internal quality assurance

You can:	Portfolio reference
a. Explain the functions of internal quality assurance in learning and development	
b. Explain the key concepts and principles of the internal quality assurance of assessment	
c. Explain the roles of practitioners involved in the internal and external quality assurance process	
d. Explain the regulations and requirements for internal quality assurance in own area of practice	



**Outcome 2**

**Understand how to plan the internal quality assurance of assessment**

You can:	Portfolio reference
a. Evaluate the importance of planning and preparing internal quality activities	
b. Explain what an internal quality assurance plan should contain	
c. Summarise the preparations that need to be made for internal quality assurance, including: <ul style="list-style-type: none"> <li>• information collection</li> <li>• communications</li> <li>• administrative arrangements</li> <li>• resources</li> </ul>	





## Outcome 3

### Understand techniques and criteria for monitoring the quality of assessment internally

You can:	Portfolio reference
a. Evaluate different techniques for sampling evidence of assessment, including use of technology	
b. Explain the appropriate criteria to use for judging the quality of the assessment process	



**Outcome 4**

**Understand how to internally maintain and improve the quality of assessment**

You can:	Portfolio reference
a. Summarise the types of feedback, support and advice that assessors may need to maintain and improve the quality of assessment	
b. Explain standardisation requirements in relation to assessment	
c. Explain relevant procedures regarding disputes about the quality of assessment	



## Outcome 5

### Understand how to manage information relevant to the internal quality assurance of assessment

You can:

Portfolio reference

- a. Evaluate requirements for information management, data protection and confidentiality in relation to the internal quality assurance of assessment



**Outcome 6**

**Understand the legal and good practice requirements for the internal quality assurance of assessment**

You can:	Portfolio reference
a. Evaluate legal issues, policies and procedures relevant to the internal quality assurance of assessment, including those for health, safety and welfare	
b. Evaluate different ways in which technology can contribute to the internal quality assurance of assessment	
c. Explain the value of reflective practice and continuing professional development in relation to internal quality assurance	
d. Evaluate requirements for equality and diversity and, where appropriate, bilingualism, in relation to the internal quality assurance of assessment	

# Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

## Outcome 1: Understand the context and principles of internal quality assurance

### Functions of internal quality assurance:

How to meet awarding organisation, regulatory requirements and occupational standards, assess achievement, advise on progression and development, maintain consistent practices, standardisation of assessment processes, paperwork, occupational practice, collaboration/agreement of decisions, identify good practice, provide guidance/support for assessors, provide regulatory/awarding organisation directives and updates, provide constructive feedback that recognises improvement opportunities, action planning, recommendations for quality assurance.

### Key concepts and principles of internal quality assurance:

Planning internal verification, timing, incomplete unit/qualification, complete unit/qualification, quality assurance processes, methods of assessment including observation of performance, written evidence (i.e. projects, assignments, independent papers and journals), questioning, discussion with learner, witness testimony, and recognition of prior learning, standardisation of internal assurance such as remote sampling, use of technology, work-based assessment, opportunities for quality improvement via development plans, continuing professional development, requirements of the external verification process.

### Roles of practitioners involved in internal and external process:

Assessors, internal verifiers, mentors and peers; assessor role to plan, evaluate, deliver, judge, document and communicate assessment decisions, internal verifier role to allocate, plan, monitor, review, validate or adjust decisions and standardise processes; external verifier role is plan, monitor, review, support, develop, advise, check validity of decisions and provide link between awarding organisation and centre, decision reporting.

### Regulations and requirements in own area of practice:

Regulatory bodies and their directives including Ofqual, SQA, DfES, CCEA, sector skills councils and awarding organisations, centre requirements, internal and external verification processes and strategies, assessment processes, self-assessment reviews and self-improvement plans, legislation including equality and diversity, health, safety and welfare, risk assessment, accident reporting procedures, standardisation and moderation.



## Outcome 2: Understand how to plan the internal quality assurance of assessment

### Planning and preparation for internal quality assurance:

Make arrangements for internal verification to take place, identify involvement of assessors, verifiers, learners, employers and others, coverage including qualification, unit, module, project or assignment, observation of performance, use of technology, planning internal verification, timing, incomplete qualification or unit, complete unit/qualification, quality assurance of process, product, outcome, outcome decisions shared, appropriateness of feedback in terms of level related to criteria and standards, improvement plans outlined.

**Internal quality plan:** Coverage including qualifications, units, modules, assessment criteria and standards, knowledge of roles of internal verifier, assessors, peers, mentors, learners, sampling processes, timing, frequency, content, assessment methods such as observation, examination of products, questioning, learner statements, witness testimony, feedback from assessors, learners and mentors, standardisation, reports following monitoring/review and observation of assessments, meetings, sharing good practice, decision outcomes, recommendations for quality assurance, opportunities for improvement, development plans, training needs.

**Preparations for internal quality assurance:** Plan quality assurance, information requirements, staffing, workloads of assessors, occupational competence and vocational expertise of assessors, range of learners, range of qualifications, methods of communication,

reasonable adjustments and special considerations, delivery and mode of learning affecting evidence, negotiation of arrangements and plan considering assessors, learners, mentors, employers, administrative arrangements, timing, venue, schedule, resources such as assessment records and documentation, assessment plan, range of evidence, sampling activities, resources, including use of technology, internal quality assurance documentation, reporting processes.



### Outcome 3: Understand techniques and criteria for monitoring the quality of assessment internally

**Different techniques for sampling evidence:** Authenticity and reliability of evidence, observation, portfolios of evidence, oral and written questioning, assignments, paper records, technology such as online testing, electronic projects/ assignments/portfolios, audio and visual evidence, electronic feedback and discussion forums, distance learning, record keeping and storage, appropriate

systems and software, electronic safeguarding and security.

**Appropriate criteria for judging quality:** Judge against specified criteria, rationale and justification provided for assessment decisions, credibility and compatibility with required standards, evidence to be coherent, realistic, accessible and relevant, standardisation and consistency of assessment decisions.

### Outcome 4: Understand how to internally maintain and improve the quality of assessment

**Summarise assessor feedback:** Coverage including affirmation of achievement and the identification of further work required, assessment and progression, use of communication and interpersonal skills including sensitive and empathetic approach (as required), effective use of body language and voice, positive, constructive and supportive feedback, appropriateness of feedback in terms of level related to criteria and standards, achievements and opportunities for improvement highlighted with development plans outlined.

**Standardisation requirements:** In accordance with centre and awarding organisation policies and occupational standards, standardisation of assessment method, paperwork, recording, collaboration/agreement of feedback, standardisation meetings, sharing good practice, internal and external verification procedures, shadowing, evaluation

procedures.

**Procedures for disputes:** Centre policies and procedures, regulatory and awarding organisation requirements and processes, documented evidence of procedures available to learner and relevant parties, clear process in place for investigating dispute, investigation outcomes and conclusions, confidentiality of information, ensure no discrimination, transparent audit trail.



## Outcome 5: Understand how to manage information relevant to the internal quality assurance of assessment

### Requirements for information management:

Accurate reflection of activities/occurrences, range of assessment methods documented, action plans/ personal development plans, completed assessment logbooks/pro-formas, records of oral and written questioning, to be aligned with centre and awarding organisation policies, legislative requirements for paper-based records, data protection, electronic safeguarding and security.

## Outcome 6: Understand the legal and good practice requirements for the internal quality assurance of assessment

### Relevant policies, procedures and legal issues:

Regulatory bodies including Ofqual, SQA, DfES, CCEA, sector skills councils and awarding organisations, legislation including health and safety, and equality and diversity, procedures including first aid and emergency procedures, risk assessment, accident reporting procedures, hygiene and duty of care, centre requirements including standardisation and moderation of assessors and continuing professional development.

### Use of technology in quality assurance:

Evaluate technology such as online testing, initial testing, electronic projects/ assignments, e-portfolios, audio and visual evidence, electronic feedback and discussion forums, distance learning, consideration of authenticity and reliability of evidence, record keeping and storage, appropriate systems and software,

electronic safeguarding and security.

**Evaluation of own work:** Self-assessment on planning and carrying out assessment, use of outcome measures including feedback from assessors, learners and colleagues, observation reports, appraisal and achievement of goals/targets, identification of strengths and weaknesses, achievements and opportunities for improvement, conclusions, setting of personal goals and personal development planning.

### Equality and diversity requirements:

Relevant legislation, codes of practice, requirements of awarding organisations, employment regulations and policies, promotion of equality and diversity including bilingualism where appropriate, flexibility in planning, implementation and quality assurance, provision of additional resources and support.