



Policy

Internal Quality Assurance (IQA)

Training Delivery and Assessment

Version: 1

Summary:	This policy document sets out how the Institute of Fire Safety Managers (IFSM) will standardise all aspects of assessment practice ensuring quality and consistency in all aspects of practice.	
Target Audience:	Employees, Council, Candidates & Participants	
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1. Introduction

The Institute operates a robust internal quality assurance (IQA) system to ensure that all training delivery and assessment meets the assessment standards set by the awarding. The IQA system aims to maintain consistency and accuracy of assessments and ensure that the Institute's practices, resources, processes and procedures meet the requirements of the qualifications delivered.

The Institute prides itself on providing a high-quality service and takes great care to ensure that all policies and processes are followed. This policy ensures that standardisation is handled consistently, transparently and impartially and is enacted under the Institute's By-Laws.

2. Scope

This policy applies to all activities and services provided by the Institute, including but not limited to professional development and educational opportunities. It is applicable to all employees, participants and candidates/ entrants.

The policy should be read alongside the following Institute policies:

- Exams Policy
- Complaints Policy
- Privacy Policy
- Ethics Policy
- Appeals Policy
- Maladministration and Malpractice Policy

3. Definitions

3.1. Standardisation: The process which ensures that all staff, for example: assessors, and quality assurers interpret and follow the requirements of the programme or qualification in the same way. The process ensures all those involved are consistent and fair to all learners throughout their time with the organisation.

3.2. Internal Quality Assurance: The monitoring of the activities of assessors within an organisation, ensuring that all assessments are conducted fairly and robustly. IQA checks on the accuracy and validity of result claims before submission to the awarding body.

3.3. Internal Quality Assurer: The person(s) responsible for ensuring and demonstrating that assessment is valid and consistent, through regular monitoring and sampling of assessment materials and acting upon findings to ensure integrity, consistency and fairness.

3.4.Assessor: The person(s) responsible for carrying out the assessment of course content including, but not limited to, CPD evidence and examination materials. Referred to as the ‘Assessor’ within this document.

4. Internal Quality Assurance

3.5. Procedures

The Institute will:

- Identify an individual responsible for co-ordinating the IQA process.
- Have a planned structure for IQA.
- Ensure staff are briefed and trained in the requirements for current internal procedures.
- Have an annual timetable for IQA, to include sampling, standardisation and meeting dates.
- Keep full and clear records of feedback and actions required.
- Regularly evaluate the IQA process.

This policy will apply to every course/ programme with elements that are internally assessed, and which contributes to the final assessment outcome of a candidate/ registrant. All assessors will have an IQA record.

Only appropriately qualified employees will carry out un-supported assessment, assessors must have significant experience/ understanding of the qualification and must possess appropriate qualifications/ training to undertake the assessment.

3.6. Sampling

The Internal Quality Assurer will sample all forms of evidence submitted towards qualifications. This will be on an ongoing basis throughout the qualification period. Sampling will be random, and records of sampling will be recorded. Samples of evidence will be taken from all assessors. Sampling rates may vary based on the experience of the assessor, needs of the Institute or concerns about the assessor’s accuracy. Sampling will be in line with the requirements of the awarding body.

For each piece of evidence sampled the Internal Quality Assurer will:

- Update sample records.
- Complete and sign relevant IQA paperwork.

- Provide written feedback to the assessor.
- If actions are required, re-sample the evidence to ensure actions are completed.

It is the Assessor's responsibility to read and acknowledge the feedback along with following up on any actions given. It is the responsibility of the assessors to follow future recommendations given in feedback; and to incorporate the directions given into assessment practice in all subsequent submissions.

5. Disagreement of IQA Findings

Every assessor has the right to challenge an IQA decision made on their assessment decisions. The assessor should indicate their disagreement on the relevant IQA form and bring it to the attention of the Internal Quality Assurer within five working days of being informed that the portfolio is ready for collection following an IQA.

Where there is a challenge made the Assessor and Internal Quality Assurer must in the first instance meet and discuss the challenge informally, if agreement can then be made, this should be indicated on the IQA form and then no further action is required.

If an agreement cannot be reached, then the Institute's appeals procedures and guidance should be followed.

4. Standardisation and Development

As an approved training centre, the Institute will host annual standardisation and team development meetings to ensure all relevant parties are up to date with any qualification delivery/assessment updates or centre policy and procedure updates.

Team members will be emailed any technical updates relevant to the qualifications that they are eligible to deliver/assess, as and when the Institute receives them from the relevant awarding bodies. All team members are encouraged to continually develop and update their skills/knowledge and record relevant training on their CPD records.

5. Confidentiality

All aspects of IQA will be handled with strict confidentiality. Information will only be shared with those directly involved in the IQA process and/or with the awarding organisation during the EQA sampling process.

Version Control

Change Record

Date	Author	Version	Page	Reason for Change

Reviewers/contributors

Name	Position	Version Reviewed & Date