

## **Crystal&Co Internal Quality Assurance (IQA) Policy and Procedure**

### **Introduction**

This policy is designed to ensure and promote quality, consistency, and fairness in all aspects of training and assessment within Crystal & Co. It aims to ensure that assessment standards are maintained over time and that both training and assessment are delivered effectively.

This document applies to all individuals involved in planning, assessment, administration, delivery, management, quality assurance, and/or moderation of any training and assessment qualifications delivered by Crystal & Co. It also covers any related activity in satellite training or assessment sites.

### **Roles and Responsibilities**

#### **The IQA**

The Internal Quality Assurer (IQA) is responsible for ensuring that training and assessment decisions meet the required standards. The IQA ensures that assessors and trainers consistently apply the correct criteria, and that training aligns with the intended learning outcomes. The IQA must be trained and competent with the authority to oversee and ensure the quality of training and assessments. The Lead IQA for Crystal&Co centre activity is Maria Dinu.

#### **Lead IQA**

Given the variety of qualifications offered by Crystal & Co, multiple IQAs may be involved. To ensure coordinated quality assurance activities, a Lead IQA role has been established. This person will oversee the IQA team, ensuring uniformity and adherence to Crystal & Co policies and those of relevant Awarding Organisations.

### **IQA Aims and Objectives**

The Internal Quality Assurance function ensures the effective management of training, assessment, and quality assurance processes. It provides support to trainers, assessors, and IQAs, and ensures all activities align with Crystal & Co's policies and awarding organisation requirements.

**The objectives** of Crystal & Co.'s Internal Quality Assurance process are to:

- Ensure consistent and accurate assessments across all training programmes.
- Provide effective management and support for the training, assessment, and IQA teams.
- Maintain compliance with our awarding organisation's standards and requirements.
- Guarantee fairness, equality, and consistency throughout all assessment processes.
- Continually improve training, assessment, and IQA processes through feedback, standardisation, and staff development.

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## Procedures for Internal Quality Assurance

1. **Planning:** All training and assessments are planned in collaboration with the IQA to ensure they meet the required standards. The IQA develops a quality assurance plan to monitor the quality of delivery and assessments.
2. **Observation of Assessments:** IQAs will periodically observe assessors and trainers during delivery to ensure the correct criteria are applied consistently and accurately.
3. **Sampling:** The IQA will sample assessment materials and candidate portfolios to verify the accuracy and fairness of assessment decisions.
4. **Feedback and Action Plans:** The IQA will provide constructive feedback to assessors and trainers based on observations and sampling results. Action plans may be developed to address any identified areas for improvement.
5. **Standardisation Meetings:** Regular standardisation meetings will be held to ensure that all trainers and assessors interpret and apply assessment criteria consistently.
6. **Review and Reporting:** The IQA will maintain detailed records of all activities and report to management on quality assurance outcomes. These reports may be used to improve future training and assessment processes.
7. **External Quality Assurance (EQA):** The IQA will work closely with external quality assurers, ensuring compliance with their recommendations and implementing any necessary changes.

## IQA Procedure

### 1. Sampling Strategy

- The IQA will sample training sessions and assessments across all trainers and assessors within a 12-month period.
- Sampling will cover all training materials, assessment decisions, and evidence, ensuring all assessors, trainers, and locations are included.
- New trainers and assessors will be more frequently monitored until the IQA confirms they are fully competent.

### 2. Internal Quality Assurance Interventions

The following interventions will be implemented:

- Observation of training and assessment sessions.
- Sampling of assessment evidence and training materials.
- Interviews with delegates or candidates.
- Regular standardisation meetings to ensure consistent assessment practices.

The aim is to ensure all processes are in line with the awarding body's standards, Crystal & Co.'s policies, and best practices in quality assurance.

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### 3. Training and Assessment Monitoring

- Trainers and assessors will be observed periodically based on their level of experience and the RAG rating system:
  - **Red:** New or inexperienced trainers and assessors require 100% observation until they consistently meet standards.
  - **Amber:** Trainers or assessors needing development will be observed once per quarter or every three trainings delivered.
  - **Green:** Experienced trainers and assessors who consistently meet standards will be observed at least once every 6 months.

### 4. Standardisation Meetings

- IQAs will conduct regular meetings with assessors and trainers to ensure assessment judgements are standardised. These meetings will cover updates to standards, sharing best practices, and addressing any issues identified during monitoring.
- Evidence portfolios will be reviewed during these meetings to ensure validity, sufficiency, authenticity, and currency of assessment practices.

RAG System		
Green	Amber	Red
<ul style="list-style-type: none"> <li>• Assessor who is experienced with the qualification or unit they have been assigned to and continually and consistently meet the standard required</li> <li>• An experienced assessor who has assessed 10 or more AB candidates</li> <li>• Assessor who has moved down from 'medium risk' due to successful recent IQA/EQA activity</li> <li>• Assessor who has no Sanctions applied by the approved centre itself, AB, another AO or the regulator</li> <li>• Assessor who has no action points from recent IQA/EQA activity</li> </ul>	<ul style="list-style-type: none"> <li>• Assessors who need development but often meet the standard required</li> <li>• Assessor who has assessed less than 10 AB candidates</li> <li>• Assessors who have moved down from 'high risk' due to recent successful IQA/EQA activity</li> <li>• Assessor who has no Sanctions applied by the approved centre itself, AB, another AO or the regulator</li> <li>• Minor action points given during recent IQA/EQA</li> </ul>	<ul style="list-style-type: none"> <li>• Assessors working towards assessor qualification (AB requires assessment to be countersigned by an experienced assessor)</li> <li>• Newly qualified assessor delivering AB qualifications</li> <li>• Assessor who is newly appointed to operate within AB approved centre</li> <li>• Experienced assessor with high workload</li> <li>• Assessor who has been Sanctioned either by the approved centre itself, AB, another Awarding Organisation (AO) or the regulator</li> <li>• Major action points been given during recent IQA/EQA activity</li> <li>• A qualification has been redeveloped and therefore it is new to assessor</li> <li>• New AB qualification</li> </ul>

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## **Record Keeping and Documentation**

- All assessment records, including IQA sampling, observations, and standardisation activities, will be maintained for a minimum of 6 years.
- Records must be available for external quality assurance purposes and comply with awarding body directives.
- Assessors and trainers must ensure all assessment documentation is submitted for IQA review within a set timeframe after assessment.

## **Support and Development for Trainers and Assessors**

- Trainers and assessors will receive regular feedback from IQAs on their performance, and any areas for improvement will be addressed.
- New trainers and assessors will receive additional support through frequent sampling and observation until they demonstrate reliability in their training and assessment decisions.
- All trainers and assessors must maintain their Continuous Professional Development (CPD) records and participate in relevant standardisation and team meetings.

## **EQA Visits and Compliance**

- Crystal & Co. will ensure all assessment and IQA records meet the standards required by the awarding body.
- IQAs will participate in External Quality Assurer (EQA) visits and ensure any action points are addressed promptly.
- The Lead IQA will ensure the centre is prepared for EQA visits and that all portfolios presented meet the necessary standards.

## **Conflict of Interest**

In cases where a conflict of interest may arise, Crystal & Co. will appoint independent IQAs or assessors to carry out assessments and quality assurance processes. External interventions will adhere to the same standards as internal procedures.

## **Equality, Diversity, and Inclusion**

Crystal & Co. is committed to embedding equality and diversity across all IQA activities. All training, assessment, and IQA personnel must ensure fair and unbiased practices in all stages of the assessment process.

For more information, refer to the **Equality and Diversity Policy**.

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**Approval**

The undersigned certifies that this policy has been reviewed and approved for implementation within Crystal&Co.

**Managing Director**

**Signature:** .....*Ramona Marcu*.....

**Name:** Ramona Marcu

**Date:** 03/09/2024

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