Functional Skills Internal Quality Assurance Policy & Procedure

Intech Centre provides Functional Skills English and Maths programmes. Only the Speaking & Listening exam of English programme and Entry Level 3 Maths end-point exam are marked by tutors/assessors. This policy is designed to explain the IQA procedure for these two exams.

1. Internal Verifiers within the Centre

Internal Verifiers (IV) will review, give feedback and sign off learner evidence submitted by the tutor to ensure it meets the quality standards.

Evidence must be confirmed by tutors as:

- **Valid** – relevant to the standards for which competence is claimed
- **Authentic** – Produced by the learner
- **Current** – Sufficiently recent for tutors to be confident that the same level of skills, understanding or knowledge exists at the time of claim
- **Sufficient** – meets in full all the requirements of the standards

2. Internal Verifier Requirements

In order to meet initial requirements relating to sampling of Functional Skills evidence, IV must ensure following actions are taken:

- For Entry Level 3 Maths, marked exam is handed to IV within a closed envelope as soon as it is marked. Envelope must include the learner's exam and completed marking scheme. Exam details must be recorded on our internal IQA excel located in our servers by the tutor.
- For Speaking & Listening, completed reports must be placed on the server with the correct exam date. When the tutor completes writing the reports of all the participants, tutor is required to email IV to confirm there are exams to be verified.
- Check that dates of evidence upload reflect learner's programme dates
- Award VQ via Walled Garden when exam that have reached the required standard. Provide feedback via relevant IQA document.
- Refer evidence that doesn't meet the assessment criteria and provide feedback via the relevant IQA document.
- Carry out standardisation activity to ensure consistent high quality.

3. Sampling Activities Required

Intech Centre has agreed with City & Guilds to use two risk ratings for tutors, Red and Green. To begin with all tutors are on a 'Red' risk rating. Internal Verifier keep a list of their tutors and the risk rating they are working at. This can be used and adapted by Internal Verifiers.

A. Red Risk Rating

Initially all tutors will be on the Red Risk Rating which means that all exams must be sampled prior to sign off.
Sampling at the Red risk rating includes:

- Every tutor

V4 June 2023
By Senior Manager
Signed by SY

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- Every learner

Over a 4-week period all exam must be planned to be sampled and sampling carried out. When IV have sampled all exams at the Red risk rating above and are confident with the tutors consistent performance, IV can drop them to the Green risk rating. This is the Internal Verifier's judgement and is not time bound.

If a tutor is consistently poor or there are insufficient learners to move to a Green rating IV will:
- Continue to sample at the Red risk rating and give developmental feedback to the tutor.
- Look at providing additional observation, individual training and support.

B. Green Risk Rating
This rating is for tutors who have current experience of assessing these qualifications and whose decisions rarely call for action points to be implemented.

At this rating the sampling plan includes:
- Every tutor
- At least one exam per month, depending on the submission amount

The IV may increase the extent of the sampling beyond the above if there are concerns about the tutor's practice. Also providing there is clear justification the IV can move the tutor to red status.

These are minimum requirements and the sampling of the tutor's decisions and feedback must be increased if the Internal Verifier feedback identifies risks in any areas of the tutor's judgement. It is especially important to check that tutors are sufficiently testing and noting in their feedback authenticity of evidence submitted by remote learners.

4. IV Observation of tutor performance
On-going observation of performance and developmental feedback will be planned as necessary to ensure safe practices. As a minimum the following applies:

Red Risk rating: Observation of performance and feedback to be carried out within 1st 6 months of employment or inclusion in the Red risk rate.

Green Risk rating: Observation of performance and feedback to be carried out once per year.

Candidate Interviews
Candidates will be interviewed regarding the assessment process to verify the marking and support provided by the tutor, to monitor their progress towards their qualification and to receive feedback on the quality of service provided to them.

5. Standardisation
The purpose of Standardisation meetings is to ensure consistency of performance across all assessment staff.

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Standardisation meetings will be held on annually and it is a requirement that they are attended by all tutors and Internal Verifiers working on these English and Maths qualifications. If meetings deemed to be necessary before the scheduled time, emergency standardization meeting will take place. Where individual tutors require more support this will be arranged on an individual basis in the workplace.

Standardisation meetings should include:

- Sharing of good practice
- Development activities to improve performance
- IV feedback
- Monitoring of equal opportunities

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