

WELLBEING FITNESS EDUCATION CENTRE

QUALITY ASSURANCE STRATEGY

Quality Assurance is the method for systematic monitoring of the quality of our assessments, to ensure consistency, fairness and reliability.

The internal verifier is at the heart of quality assurance. Their role is to consistently ensure that valid assessment decisions are reached for all students and that signature requirements are fully met. All internal verifiers must acquaint themselves with and use the Wellbeing Fitness Education Centre quality assurance procedures and associated recording documentation.

Internal verifiers must:

- be occupationally competent and have relevant occupational expertise;
- maintain a current continuous professional development file;
- manage, operate and evaluate internal assessment and quality assurance systems;
- keep verification records about progress of students and performance of assessors;
- ensure consistent and reliable internal verification decisions;
- monitor the quality of assessment and highlight problems, trends and development needs of assessors;
- monitor the quality of assessor performance and give feedback;
- observe assessors carrying out assessment activities once per cohort;
- develop and support assessors by providing guidance.
- hold standardisation meetings with assessors as a group and keep records of decisions arising from meetings;
- attend regular standardisation meetings and distribute information to Wellbeing Fitness Education Centre.

- ensure complaints and appeals procedures are followed when appropriate;
- act as co-ordinator of the assessment process, providing the link between Wellbeing Fitness Education Centre and the external verifier;
- meet external quality assurance requirements recommending improvements where necessary. Wellbeing Fitness Education Centre and its associates must ensure that all internal verifiers have a copy of this document and understand the procedures and record-keeping requirements described herein.

All internal verifiers will have an induction to the role within this organisation.

All unqualified internal verifiers will have their internal verification decisions overseen and countersigned by a qualified internal verifier.

The following methods will be used to verify assessments:

- Sampling assessments (explained more below)
- Monitoring assessment practice
- Standardising assessment judgements
- Liaising with staff and students

The Wellbeing Fitness Education Centre Quality Assurance of Assessments Process.

- **The Writing of Assessments**
All assessments written are quality-assured by a second representative staff member
- **Assessment Marking**
All marked work is quality-assured by a staff member who has not directly been involved in the initial marking (the Wellbeing Fitness Head of Education or his representative).
This quality-assurance is in line with Department of Education standards and quality-assurance protocols. A minimum sample of 50% of any total

cohort will be reviewed as part of this initial quality assurance. It may be additionally substantiated by the lead verifier (the Wellbeing Fitness Director of Education or his representative).

A further 20% of any verified work may then be reviewed by an external quality assurance representative on their request.

Marking tutors must demonstrate a skill-set appropriate to mark assessments from a specific topic area.

All verification and quality assurance is carried out by qualified staff members.

Quality assurance is a supportive process. Any areas of work and systems that are identified as not to the required standard will result in both immediate and long-term actions for the specific staff involved to complete.

Any evidence of malpractice or repeatedly not following actions, standards and policies protocols, will result in qualifications being blocked and respective disciplinary investigation for staff members identified.

Outstanding assessment evidence and outstanding course outcomes will be completed by another identified staff member.

The internal verifier must record and report on all sampling undertaken in sufficient detail to justify their decisions.

When using the minimum sampling process allowable, the verification activities must be carried out throughout the period of assessment (beginning/middle/end).

Where it is necessary to vary from the sampling plan, the reasons should be recorded and the variations added to the sampling plan (explained more fully below).

Sampling Plan

Correct sampling should entail reviewing the quality of the assessment judgement by evaluating how assessors have reached those decisions. The internal verifiers must be able to follow an audit trail, which clearly demonstrates that assessors have checked that the evidence presented is valid, authentic, current and sufficient:

Valid: relevant to the standards for which competence is claimed.

Authentic: produced by the student.

Current: sufficiently recent for assessors to be confident that the same level of skills, knowledge and/or understanding exists at the time of claim.

Sufficient: meets, in full, all of the requirements of the standards.

Factors to be considered in a Sampling Strategy:

1. Students.
All students must have equal access to the assessment process irrespective of ethnic origin, age, gender, status, location, additional needs, particular requirements and any other relevant feature of the student population.
2. Assessors.
Assessors need to consider experience and qualification, workload, occupational expertise, evidence of countersigning for student assessors.
3. Methods of assessment.
There are a variety of appropriate assessment methods used to assess competence as agreed with assessor and student: questioning, professional discussion, observation, tests and any other method appropriate to the relevant requirements.
4. Evidence.
There must be written confirmation that the evidence is fair, valid, authentic, reliable, safe, current and sufficient, problem areas, special requirements.
5. Records.
All assessor records must be available. The records complete an auditable trail of assessor practice, planning review and feedback. Completed units must be tracked by the assessor.
6. Assessment locations.
All sites must be included in verification sampling plans.

The internal verification sampling strategy must:

- meet the requirements of Wellbeing Fitness Education Centre.
- be continuous throughout the programme.
- be organised and ensure coverage of each of the factors specified in the programme.

Assessor experience:

Substantially larger samples are required for assessors that are not yet qualified (countersignatures also required), inexperienced (less than 12 months experience), new to the centre, new to the qualification or out of practice workload of assessor: ensuring that the total sample reflects the number of decisions being made by each individual assessor.

Report forms must be completed for every internal verification activity. A copy of the report should be given to the assessor and Wellbeing Fitness Education Centre. Students should not be given copies of internal verification report forms as they are written to address assessor practice and may therefore contain comments that might undermine the candidate's confidence in their assessor.

Internal verifiers must ensure that their written feedback to assessors is recorded on the report form. The feedback must be directed to the assessor and should address their assessment practice. Generalised statements such as, "Well done to both of you"; "Lots of hard work undertaken", should be avoided.

Internal verification should focus comment on the assessment undertaken, support assessor development/ practice and evidence the rigour of activity.

In addition to the sampling of evidence internal verifiers will also record, by ticking appropriately, the method of assessment used, the assessment focus and whether the evidence is valid, authentic, current and sufficient, and that there is evidence of consistent practice.

If a standardisation issue is identified this needs to be recorded and discussed at the internal verifier meeting with assessors.

Where an action plan is necessary for the assessor, the internal verifier will record what action is required by, when and, at a later date, whether the action has been met.

When observation is used for the purposes of internal verification the outcomes should be recorded on the internal verifiers observation sheets and candidate feedback sheet. If internal verifiers are concerned about assessor practice, an internal verifier's concerns form should be completed and forwarded to signature. If an internal verifier has a serious concern, this information should be forwarded without delay.

Full certification requests should be recorded and sent to the Wellbeing Fitness Education Centre.

On completion of a candidate's award, all internal verification records must be passed to the Wellbeing Fitness Education Centre, who will store them with the candidate assessment records for the period required by the regulator.

The internal verifier and Wellbeing Fitness Education Centre will liaise with assessors informing them of standardisation meetings to which the internal verifier is expected to contribute.

Wellbeing Fitness Education Centre has a responsibility to give full and active support for the strategy by ensuring that the strategy is known and understood.

Assignments must be verified when they have been marked before a final mark is issued. Internal verification must take place before assessment decisions are finalised and notified to students.

Internal verification records must be kept in a secure location and accessed only by staff authorised to do so.



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