



Internal Quality Assurance Policy (IQA)

25/26

Last reviewed: Feb 2026

Next review due: Feb 2027

We do things differently.....

H.E.R.E

High Standards
Empathy
Resilience
Emotional Response

Contents

1. Introduction	2
2. Scope.....	3
3. Equality, Diversity & Inclusion	3
4. Safeguarding & Prevent	3
5. Data Protection & Confidentiality.....	3
6. Malpractice & Maladministration.....	4
7. Conflict of Interest	4
8. Appeals & Complaints.....	4
9. Internal Quality Assurer Role.....	4
10. Selection and Training of IQAs.....	5
11. Continuous Professional Development (CPD)	5
12. Risk Assessment Strategy.....	5
13. Sampling Strategy	6
14. Monitoring Delivery & Assessment	6
15. Standardisation.....	6
16. Remote / Online Delivery.....	6
17. Monitoring & Review of this Policy.....	7

1. Introduction

Effective quality assurance ensures that all assessment decisions are valid, reliable, fair and consistent with the criteria set out in the Awarding Organisation's qualification specifications.

Arbour Academy and the Awarding Organisation share responsibility for quality assurance. The success of this process depends on all individuals involved understanding:

- Their roles and responsibilities
- The standards required
- When and how quality assurance activities must occur
- Legal and regulatory requirements governing assessment

This policy aligns with:

- Ofqual General Conditions of Recognition
- The Apprenticeships, Skills, Children and Learning Act 2009
- Equality Act 2010
- Data Protection Act 2018 & UK GDPR
- Counter-Terrorism and Security Act 2015 (Prevent Duty)
- Public Interest Disclosure Act 1998
- Awarding Organisation requirements (e.g., Safety Training Awards)

The Academy is committed to ensuring assessment is:

- Valid
- Reliable

- Fair
- Transparent
- Free from bias
- Accessible to all learners

2. Scope

This policy applies to:

- Internal Quality Assurers (IQAs)
- Tutors
- Assessors
- Centre Co-ordinator
- All qualifications delivered through the Approved Training Centre (ATC)

3. Equality, Diversity & Inclusion

Arbour Academy is committed to ensuring assessment practice complies with the **Equality Act 2010**.

The IQA must ensure:

- No learner is disadvantaged on grounds of protected characteristics
- Reasonable adjustments are applied where appropriate
- Special consideration procedures are followed in line with Awarding Organisation policy
- Assessment methods are inclusive and accessible

All reasonable adjustments must be recorded and approved in accordance with Awarding Organisation requirements.

4. Safeguarding & Prevent

All staff involved in quality assurance must adhere to the Academy's Safeguarding and Prevent Policy.

IQAs must:

- Ensure safeguarding concerns identified during monitoring are reported immediately
- Be alert to risks of radicalisation under the Prevent Duty
- Ensure learners are safe during practical or classroom assessments

5. Data Protection & Confidentiality

All IQA activities must comply with:

- Data Protection Act 2018
- UK GDPR

The Academy will ensure:

- Assessment and IQA records are securely stored

- Electronic records are password protected
- Access is restricted to authorised personnel
- Records are retained in accordance with Awarding Organisation requirements (minimum retention period as specified by AO)
- Confidential information is not shared without lawful basis

6. Malpractice & Maladministration

The Academy operates a zero-tolerance approach to malpractice.

Examples include:

- Falsification of records
- Plagiarism
- Fraudulent certification claims
- Collusion
- Conflict of interest not declared

The IQA must:

- Report suspected malpractice immediately to the Centre Co-ordinator
- Escalate to the Awarding Organisation where required
- Maintain documented investigation records

All staff must cooperate with investigations.

7. Conflict of Interest

All IQAs, Tutors and Assessors must declare any potential conflict of interest, including:

- Assessing family members
- Financial interest
- Dual roles compromising objectivity

Conflicts must be recorded and managed to protect assessment integrity.

8. Appeals & Complaints

Learners have the right to:

- Appeal assessment decisions
- Raise complaints about delivery or assessment

The IQA must:

- Ensure assessment decisions are evidence-based
- Review appealed decisions independently
- Ensure learners are informed of escalation routes to the Awarding Organisation

9. Internal Quality Assurer Role

Internal quality assurance ensures assessment decisions are:

- Valid
- Reliable
- Authentic
- Fair
- Consistent

The IQA will:

- Monitor delivery and assessment
- Sample learner evidence
- Support and advise Tutors and Assessors
- Maintain accurate IQA records
- Provide evidence to the Awarding Organisation
- Ensure compliance with regulatory requirements

10. Selection and Training of IQAs

The Academy ensures IQAs:

- Have appropriate occupational competence
- Hold (or are working towards) recognised IQA qualifications
- Maintain CPD
- Understand regulatory requirements

Legacy qualifications (D34/V1) remain acceptable where occupational competence and CPD are maintained.

11. Continuous Professional Development (CPD)

IQA CPD must be current and relevant.

Records must include:

- Minimum of 12 months evidence
- Updates to legislation and regulatory requirements
- Standardisation participation
- Awarding Organisation updates

12. Risk Assessment Strategy

The IQA will risk assess all Tutors and Assessors annually and when staffing changes occur.

Risk factors include:

- Experience
- Qualification status
- Sanctions
- Volume of delivery
- Previous IQA outcomes

Risk assessments must be:

- Documented
- Reviewed regularly
- Reflected in sampling plans

13. Sampling Strategy

Sampling must:

- Cover all units and criteria
- Include different learners
- Include direct observation of assessment
- Be proportionate to risk

Sampling must occur throughout the course — not solely at certification stage.

14. Monitoring Delivery & Assessment

Monitoring may include:

- Observation of delivery
- Observation of assessment
- Review of learner progress
- Feedback to Tutors/Assessors
- Review of documentation

Feedback must be documented and signed.

15. Standardisation

Standardisation meetings must be held at least annually.

Minutes must include:

- Attendance
- Discussion topics
- Actions agreed
- Review of assessment decisions
- Regulatory updates

Records must be uploaded to the Awarding Organisation portal where required.

16. Remote / Online Delivery

Where delivery or assessment occurs remotely:

- Identity verification must be robust
- Assessment conditions must be controlled
- Evidence authenticity must be verified
- Data security must be maintained

17. Monitoring & Review of this Policy

This policy will be reviewed:

- Annually
- Following regulatory updates
- Following EQA feedback
- Following identified quality concerns