

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

TTT POLICY DOCUMENT

Internal Quality Assurance Policy

Maintaining consistent, fair and standardised assessment decisions across TTT provision.

Document Control

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Approved By	Phenil Mehta, Centre Manager
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Applies To	All Course Assessors, IQAs, EQAs, Centre Manager and associates

Internal Quality Assurance (IQA) Policy

1. Purpose

This policy sets out how TTT internally assures the quality, consistency and integrity of its assessment practice across all qualifications. It defines the role of the IQA, the sampling strategy, standardisation arrangements and the actions taken when IQA findings identify risk or non-compliance. The policy supports TTT's compliance with Ofqual's General Conditions of Recognition as they apply to recognised centres and with the IQA requirements of each Awarding Organisation with which TTT is registered.

2. Scope

This policy applies to:

- All qualifications delivered by TTT, including L3AET, L3DCM, L4CET, L5DET, L5DiT, L3AUPPA, L3AACWE, L3AAVRA, L3CAVA, L4AUIQAAPP, L4AIQAAPP and L4CLIQAAPP
- All Course Assessors whose decisions contribute to learner certification
- All IQAs appointed by TTT, whether internal or contracted associates
- All assessment evidence types and delivery modes, including portfolio-based, observation-based, professional discussion, written submissions and recognition of prior learning

3. Definitions

The following terms carry the meanings given throughout this policy.

Internal Quality Assurance (IQA)	The planned, systematic activity through which TTT confirms that assessment decisions are valid, authentic, current, sufficient, reliable, consistent and fair across assessors, methods and learners.
Sampling	The structured selection of assessment decisions for review, based on a published Sampling Strategy that covers every Course Assessor, every unit and a representative range of learners.
CAMERA	A mnemonic for the factors considered in sampling: Candidates, Assessors, Methods, Evidence, Records, Assessment sites.
Standardisation	A structured activity through which Course Assessors and IQAs align interpretation of Assessment Criteria by reviewing anonymised samples and discussing borderline decisions.
Risk Rating	The level of oversight applied to each Course Assessor, from High (new, newly qualified or with IQA concerns) to Low (experienced, consistently accurate).
Lead IQA	The IQA with overall operational responsibility for a qualification, coordinating sampling across any other IQAs assigned to that qualification.

Horizontal Sampling	Sampling across multiple Course Assessors for the same unit or Assessment Criterion, to confirm inter-assessor consistency.
Vertical Sampling	Sampling across multiple units for a single learner or Course Assessor, to confirm consistent judgement across a programme.

4. Policy Statement

TTT is committed to the following principles and commitments.

1. TTT maintains a documented IQA system for every qualification it delivers, proportionate to the volume and complexity of provision.
2. Every Course Assessor is subject to IQA, regardless of experience and no assessor quality-assures their own decisions.
3. IQAs are suitably qualified, occupationally competent and independent of the decisions they sample.
4. Sampling is planned in advance using a written Sampling Strategy covering CAMERA, with additional interim or responsive sampling where risk indicates.
5. Standardisation is held a minimum of quarterly and after any significant change in qualification specification, Awarding Organisation guidance or assessor team.
6. IQA findings are recorded, fed back to Course Assessors in writing and, where necessary, lead to action plans, additional training or increased sampling.
7. Where IQA identifies a systemic issue, the Centre Manager is notified immediately and certification claims are paused until the issue is resolved.
8. IQA records are retained for a minimum of three years or longer where the Awarding Organisation requires it and made available to EQAs on request.
9. IQAs participate in CPD appropriate to their role and keep current with Awarding Organisation and Ofqual updates.

5. Roles and Responsibilities

Role	Responsibility
Centre Manager (Phenil Mehta)	Overall accountability for IQA; appoints IQAs; approves the Sampling Strategy; authorises certification claims jointly with the Lead IQA; reports IQA outcomes to Awarding Organisations as required.
Lead IQA	Develops and maintains the Sampling Strategy for the qualification; coordinates other IQAs; leads standardisation; signs off certification claims; acts as the primary point of contact for the EQA.
IQA	Executes the Sampling Strategy; completes IQA Sampling Reports; observes assessment practice; provides developmental feedback to Course Assessors; flags risk to the Lead IQA and Centre Manager.

Role	Responsibility
Course Assessor	Cooperates fully with IQA activity; submits evidence for sampling on request; responds to IQA findings within agreed timescales; participates in standardisation.
Course Coordinator	Supports the IQA process through learner record management, evidence retrieval and scheduling of sampling and standardisation.
EQA	External role engaged by the Awarding Organisation; reviews TTT's IQA practice. TTT cooperates fully and implements EQA actions within agreed timescales.

6. IQA Competence and Independence

Requirement	Expectation
Qualification	IQAs hold the L4 Award in the Internal Quality Assurance of Assessment Processes and Practice (L4AIQAAPP), the L4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (L4CLIQAAPP) or a recognised equivalent.
Occupational competence	Occupationally competent in the subject area being quality-assured and hold a teaching or training qualification appropriate to the level and nature of the provision.
Currency	A minimum of 30 hours recorded CPD per year, including Awarding Organisation and Ofqual updates relevant to the qualification.
Independence	IQAs do not sample their own assessment decisions, their own learners or decisions made by a close colleague in a way that would compromise objectivity. Conflicts of interest are recorded and managed under the Conflict of Interest Policy.
Induction	All new IQAs complete a documented induction covering TTT policies, Awarding Organisation requirements, the Sampling Strategy and TTT systems before conducting live sampling.

7. Sampling Strategy

TTT operates a CAMERA-based Sampling Strategy, reviewed annually and at the start of each qualification cohort.

7.1 CAMERA

Factor	How TTT addresses it
Candidates (learners)	Sampling covers a representative range of learners across ability, demographic group, prior experience and mode of study.
Assessors	Every Course Assessor is sampled. Higher-risk assessors are sampled more intensively.

Factor	How TTT addresses it
Methods	Sampling covers every evidence method used, including written, observation, professional discussion, witness testimony and RPL.
Evidence	Sampling covers every Assessment Criterion across the qualification over the course of the academic year, including borderline decisions.
Records	The IQA reviews Assessment Plans, feedback, authenticity declarations and supporting forms alongside the evidence itself.
Assessment sites	Where delivery includes off-site or employer premises, sampling includes observation of those sites.

7.2 Sampling volume

Sampling volume is determined by two factors working together: the risk rating of the Course Assessor and the claim status of the qualification at TTT. The matrix below sets the minimum sampling percentage at any given intersection.

Qualification Status	New Assessor (High risk)	Less Experienced (Medium risk)	Experienced (Low risk)
Completely new to TTT (first cohort)	100%	80%	40%
Limited claims status	80%	40%	10%
Direct claims status	80%	40%	10%

Risk ratings are defined as:

- High: new Course Assessors; newly qualified Assessors; Assessors with recent IQA actions. 100 per cent sampling of the first three decisions applies irrespective of the matrix above
- Medium: Course Assessors within their first 12 months post-induction at TTT; those returning after an absence
- Low: experienced Course Assessors with consistent accuracy over at least 12 months at TTT and no open IQA actions

7.3 Interim and responsive sampling

Additional interim or responsive sampling is triggered by: the introduction of a new qualification; a change in Awarding Organisation specification; a learner appeal or complaint; suspected malpractice; EQA feedback; a significant gap in an assessor's activity; or Centre Manager direction.

7.4 Pre- and post-certification sampling

Pre-certification sampling is mandatory before any claim is submitted: the IQA confirms that sampled decisions are sound, evidence is VACSR-compliant and any actions are closed. Post-certification sampling is used to verify consistency over time and to inform standardisation.

8. IQA Activities

Alongside sampling, IQAs carry out the following regular activities:

- Observation of live assessment practice, including observed micro-teach sessions and professional discussions, with the learner's consent. Every Course Assessor is observed a minimum of twice per year; new or inexperienced Assessors are observed a minimum of three times per year
- Review of Assessment Plans and assessor feedback for quality, timeliness and alignment to the Assessment Criteria
- One-to-one meetings with Course Assessors to discuss trends, strengths and areas for development
- Contribution to standardisation events and development of exemplar materials
- Review of learner feedback themes relating to assessment experience
- Annual self-evaluation of the qualification's IQA performance, feeding into TTT's overall quality improvement plan

9. Standardisation

Standardisation events are held a minimum of quarterly. Every Course Assessor and IQA attends. Each event includes:

1. Blind assessment of anonymised learner samples, followed by group discussion of the decisions reached.
2. Review of recent Awarding Organisation updates, EQA feedback and Ofqual communications relevant to the qualification.
3. Agreement of exemplar evidence and shared interpretation of any ambiguous Assessment Criteria.
4. Documentation of the outcomes and any resulting changes to practice, signed off by the Lead IQA and the Centre Manager.

The standing agenda for each event covers: actions from the previous event; any emerging resources, H&S or EDI issues; learner progression and achievement; samples of learner work for standardisation; good practice from Course Assessors; areas for improvement; recent IQA Sampling Reports; most recent EQA feedback; and Awarding Organisation or qualification updates.

10. Findings and Actions

Every IQA Sampling Report records the sample reviewed, the judgement reached, any strengths identified and any actions required. Actions are tiered.

Action Type	Description and Timescale
Developmental feedback	Constructive guidance to support continued good practice. No formal action plan required.
Advisory action	Improvement recommended but assessment decision stands. Assessor confirms actions within 10 working days.
Required action	A gap that must be closed before certification is claimed. Assessor completes the action within 10 working days and IQA re-samples.
Intervention	Pattern of concern across multiple samples. Increased sampling volume, additional training or, in serious cases, suspension of assessor duties pending resolution. Centre Manager informed immediately.

Where intervention does not resolve the concern, the Centre Manager consults the Awarding Organisation and considers referral under the Malpractice and Maladministration Policy.

11. IQA Records and Retention

TTT retains the following IQA records for a minimum of three years after certification or longer where the Awarding Organisation requires it:

- The Sampling Strategy and any annual revisions
- IQA Sampling Reports, including evidence references, decisions and actions
- Observation Reports
- Standardisation event records and exemplar materials
- Risk ratings and changes over time for each Course Assessor
- Action plans and evidence of their closure
- Pre-certification sign-off records

Records are held securely in line with the Data Protection Policy and the Data Retention and Disposal Policy.

12. Relationship with External Quality Assurance

TTT's IQA system is the primary evidence of internal quality that EQAs review during external visits and remote sampling. The Lead IQA is the main point of contact for the EQA, prepares the evidence requested, attends the visit or remote activity and manages implementation of any EQA actions. EQA findings are reviewed by the Centre Manager and fed into the annual IQA review cycle under the External Quality Assurance Policy.

13. Training and CPD

Role	Training	Frequency
IQAs	Awarding Organisation IQA updates; Sampling Strategy refresh; EQA preparation; standardisation leadership	Induction and annual refresh; standardisation quarterly
Lead IQA	Leadership of IQA teams; handling complex risk; EQA relationship management	Induction and every two years
Course Assessors	IQA process awareness; responding to IQA actions; standardisation	Induction and annual refresh
All IQA roles	30 hours recorded CPD per year	Continuous

14. Monitoring and Review

This policy and the associated Sampling Strategy are reviewed annually by the Centre Manager and Lead IQA as part of TTT's self-evaluation process. Interim reviews are triggered by Ofqual or Awarding Organisation changes, EQA findings, significant incidents or a pattern of IQA actions indicating systemic concern. IQA data, including sampling completion rates, action volumes and patterns by assessor, unit and method, is analysed quarterly. All outcomes are recorded in the Version History at Section 16.

15. Related Documents

This policy should be read alongside:

- Assessment Policy
- External Quality Assurance (EQA) Policy
- Malpractice and Maladministration Policy
- Plagiarism and Academic Integrity Policy
- Artificial Intelligence Policy
- Reasonable Adjustments and Special Considerations Policy
- Certification Policy
- Learner Sanctions Policy
- Appeals Policy
- Conflict of Interest Policy
- Data Retention and Disposal Policy
- CPD Policy

16. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	Standardisation frequency updated from twice-yearly to quarterly. Sampling volume matrix revised to layer assessor risk rating against qualification claim status (Completely New, Limited Claims, Direct Claims). Observation frequency specified (2/year experienced, 3/year new). Standardisation standing agenda added. Codifies TTT's IQA approach using CAMERA sampling aligned to the requirements of Focus Awards, Y Awards and Highfield.

17. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta

P Mehta

22/04/2026

Name

Signature

Date