End-Point Assessment Services

Internal Quality Assurance Policy

March 2019 (V1.1)

Contents

Internal Quality Assurance Policy

1. Policy Statement

BPN is committed to ensuring a standardised approach to internal quality assurance practice. The internal quality assurance procedure must be open, fair and free from bias and have accurate and detailed recording of internal quality assurance decisions. The internal quality assurance process will monitor and maintain the quality, transparency and integrity of end-point assessment in line with the requirements of the Institute for Apprenticeships.

2. Responsibilities

BPN Director of CPD and Accreditation is responsible for the overall implementation and monitoring of this policy. The IQA policy will be communicated to all staff and associates involved in the operation of end-point assessment, all of whom have a responsibility to respect and follow the IQA procedure.

3. Purpose

This purpose of this policy is to ensure that:

a) Our end-point assessment tools are designed appropriately to meet requirements of the apprenticeship standard and assessment plan:

   I. Our end-point assessment tools will be designed to be fit for purpose, and current to the latest industry and regulatory requirements

   II. End-point assessment tools are subject to peer review

   III. We will ensure that delivery is apprentice and employer centred, and provides key information such as assessment requirements and schedules

   IV. We will monitor and review each end-point assessment activity throughout the delivery through to certification

b) Our assessors are occupationally qualified to support delivery:

   I. All assessors will receive on-going feedback, support and development facilitated through regular team meetings and 1:1s

   II. All assessors will receive training on the relevant standards and regulatory requirements

   III. All assessors will be provided with a copy of BPN policies, as well as electronic access

   IV. All assessors will receive regular communications (via email, team meetings, and individual 1:1s) to enable the dissemination of timely and up to date information which is key to quality and efficacy

   V. Assessor CVs will be held securely on file and available on request (subject to the data protection requirements – please refer to Data Protection Policy)

   VI. All assessors involved in the delivery of end-point assessment activities on behalf of employers are risk assessed and approved for the delivery of end-point assessment activities

c) Our delivery is effective and meets employer and apprentice expectations of the end-point assessment and certification process:

    I.   We use standardised documentation for registration, end-point assessment activities, audit, and certification

    II.   We require all assessors to declare and complete confidentiality and conflict of interest declarations where appropriate. We have a conflict of interest policy which provides further detail

    III.   We provide a guidance document for employers on the apprenticeship and end-point assessment

    IV.   We provide guidance documents and training to all those involved in end- point assessment

    V.   We risk assess and audit assessors to ensure compliance, high quality delivery, and support standardisation.

    VI.   We have a reasonable adjustments policy to ensure any apprentice needs are met during end-point assessment

    VII.   We survey apprentices and employers after completion of the apprenticeship

d) Our end-point assessment judgements are consistent and transparent so that the outcomes are fair, reliable and valid:

    I.   We carry out statistical analysis of preliminary and final grade awards by cohort and by assessor as part of standardisation activity

    II.   We will carry out evaluation throughout each end-point assessment and on a bi-annual basis (standardisation), reporting to the relevant bodies for the standard delivered

    III.   Evaluation methods include employer surveys, apprentice surveys, auditor feedback and client review meetings

e) We have a secure, accurate and accessible audit trail for employer selection, apprentice registration, end-point assessment documentation, audits and final grading decisions

    I.   All documentation is stored securely in specific employer folders. The folders are accessible only to BPN team members and all learner data spreadsheets have additional password protection

f) We will hold the following information on file to enable a full audit trail from registration to certification:

    I.   Registration details

    II.   Records of team meetings (schedules, agendas, minutes)

    III.   End-point assessment training records

    IV.   Learner and employer feedback surveys

    V.   Final Decision Panel / external examiner consensus reports (final grading decisions)

    VI.   Complaints records and appeals records

g) Monitoring, review and evaluation for continuous improvement:

I. This policy is subject to annual review through BPN Governing Body

4. Quality Control

Activity	IQA Checks
Registration: • Application form (incl. employer selection) • Apprentice registration	Checks for completeness by BPN administration (and follow up with employer where information missing)
Contracting	• BPN and lead training provider contract detailing end-point assessment price, responsibilities, activities and dates • Contract to be signed by head of BPN
Assessor Approval	• Assessors apply • Initial check by BPN Administrators • Expertise checks by qualified BPN Programme manager and/or Director • Assessor approval letter written and issued by BPN Administrators
Assessor Training	• Arrangement of webinars and face to face training of all assessors • Delivery of training by relevant BPN Programme Manager and sector expert • BPN Administration, recording of all training activity on the • BPN tracker

Entry to End-point Assessment	• Checks for completeness by BPN Administration
	  • Employer completion of entry to EPA requirement template
	  • Employer submission of gateway to end-point assessment evidence (e.g. Maths and English certification)

Final Decision Panel or External Examiner	• BPN Administration preparation of data • BPN reporter and panel member / external examiner check • and sign off report

bestpractice network

Tel: 0117 920 9200 Email: epa@bestpracticenet.co.uk Fax: 0117 929 7163
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Activity	IQA Checks
Certification	• BPN Administration completion of certification request spreadsheet • Employer final check of learner details (check name spelling etc) • BPN Administration submission of certification request to ESFA
Reviewing Performance of End-point Assessment Tools	• Peer review of tools being designed • Sector Assessment and Assurance Panel sign off of EPA tools • Review of tools to form part of bi-annual standardisation
BPN Policies	• Policies drafted by BPN staff • Policies reviewed by BPN and relevant sector bodies • Policies signed off by BPN Governing Body
Use of BPN Logo	• Employers and training providers cannot use BPN logo without our prior written consent • BPN logo cannot be used on any documentation relating • to the on-programme journey of an apprentice