



Internal Verification Strategy

Creating Space For You (CIC)

This strategy gives specific information about maintaining the quality of accredited courses delivered by Creating Space For You.

Delivery

Creating Space For You delivers qualifications accredited through the Institute of Leadership and Management in coaching at levels 3, 5 and 7.

Self-employed assessors, verifiers and facilitators are brought in to teach particular subjects, and assess and verify work submitted by candidates in line with our quality assurance policy and processes. Richard Wells is currently the main internal verifier. Charlie Mitchell, Centre Co-ordinator, steps in to IV if Richard is required for assessment. Please see Organisational Chart for further details.

Delivery began with the Level 7 Certificate in Executive Coaching and Mentoring, and progressed into levels 5 and most recently 3.

Learner Registration

Learners must be registered in accordance with ILM Administration and Invoicing Policy.

Facilitator responsibilities for learner contact

The learner journey outlines the programme content and the expected between facilitators and learners. This will be monitored as outlined in the Quality Assurance Policy.

The role of the internal verifier is to ensure that:

- Assessment is appropriate, consistent, fair and transparent, and does not unintentionally discriminate against any learner
- Facilitators / assessors receive ongoing advice and support, for example in designing learning activities
- Learners clearly understand assessment requirements and are given opportunities to achieve against the assessment criteria by completing appropriate tasks
- Learners' assessed work presented as evidence is authentic
- Recommendations for certification are valid, reliable and consistent

The internal verifier will work with facilitators / assessors before a course begins to ensure that:



- The learner journey allows learners to meet all the necessary assessment criteria
- Where more than one facilitator works with a learner group the tasks form a coherent whole across the course in terms of content, style and timescale
- Where more than one learner group is following the same course the assessment tasks are either the same for each group, or if the diversity of the groups requires different tasks, consistent with each other in terms of fairness to learners
- Learners are made aware at the beginning of the course of what the assessment requirement will be
- A process is in place that incorporates constructive individual feedback to learners on their assessed work

The sampling strategy

Creating Space For You commits to providing an accurate representative spread of sampling. A minimum of 20% of assessments will be sampled. This percentage may increase for newly approved qualifications and new assessors for quality control purposes.

The sample includes:

- Monitoring at interim and summative stages or post certification
- All centre marked assessment components
- All assessment methods
- A representative spread across registered candidates
- Decisions from all Assessors, and all assessments sites

The registration lists are to be used to pre plan the internal quality assurance samples of each Creating Space For You marked assessment component of the qualification, and will indicate which candidate's work will be selected for internal quality assurance checks.

This plan is to be sent to the External Verifier in order that they can establish their external quality assurance sampling plan.

The sampling plan is to be revised when changes take place with Assessors or candidates.

Sample size is determined by the Qualification Quality Rating – Tariff allocated to every programme delivered by ILM requirements taking into consideration circumstances.

The plan may also be subject to change based on a candidate's progress and assessment activity. This may be earlier completion in the programme, and possibly mean that a larger sample is taken if early samples evidence the need for further improvements in procedures.



A current IQA plan will be provided to the appointed External Verifier in order that they may establish their own sampling plan.

The registration lists will facilitate an effective path to fair sampling.

Sampling across all qualifications will be managed in line with the Quality Assurance Sampling Strategy. ILM's sampling strategy is based on the CAMERA rationale and the sample being representative. There is no overall fixed percentage ratio of sampling across qualifications; the sampling ratio will be based on individual risk. The risk assessment that will be carried out on each assessor will clarify the percentage of sampling relevant and plans will be adjusted accordingly. Risk will be managed overall by the IQA Personnel who will review the sampling strategy in line with internal and external changes to ensure the quality of assessment is maintained. CAMERA should be used as a basis for sampling. The risk rating will also be used as part of the performance management to help staff understand which level they are working at. CAMERA is an acronym for the sampling strategy:

- C Candidates Ethnic origin, gender employed full time /part time, special requirements
 - A Assessors Experience, qualifications, workload, occupational experience, location, CPD, evidence of countersigning unqualified TAQA assessors
 - M Methods of assessment Questioning, observation, the evidence is RPL, product evidence, Professional discussions assignments, projects, product evidence, Written Reflective reviews, oral presentations
 - E Evidence types Written confirmation that the evidence is valid, authentic, current and sufficient, problem areas, special requirements
 - R Records Reports from assessors, correct assessment practice, internal quality assurance records, learner portfolios and files
 - A Assessment locations Workplace assessments, other assessment locations
- Prior to risk assessment taking place each unqualified assessor will be sampled on every unit assessed across all qualifications at some point throughout the year. Once risk assessment has taken place the percentage of sampling will be reduced to the recommendation and will alter if risks change
 - The qualification sampling plan will be used to identify which assessors, which units, which learners and what methods will be sampled at each sampling session and will be adapted to deal with change. This should be developed at the start of the programme
 - The qualification sampling plan will be developed by initially consulting the Qualification Training Plan to identify when induction took place followed by unit training as the assessments will be planned after training. Sampling should ensure it is covering all stages of the learner's journey. The first sampling takes place at the formative stages of the programme to monitor assessment planning.



- Assessment is holistic so interim sampling will be based on looking at the safety and consistency of decisions made rather than full unit completion.
- Sampling will take place across cohorts (roll- on off).
- Assessors decisions will be judged formatively, interim and at summative stages so that assessment planning can be checked early for risks that may lead to inconsistencies in assessment practice.
- The quality of assessment will be maintained through IQA observation, risk assessment, sampling, monitoring assessment practice and standardisation of judgments across all qualifications.
- All records of sampling will show a planned date and the actual date of sampling.
- ILM sampling plans will select one learner whose work is sampled through the programme for the majority of units to provide a benchmark.

The sample size will be determined as a result the IQA monitoring reports results – grading of assessors, countersigning of assessments (Code of Practice 2006).

Assessments

Monitoring is to occur at interim and summative stages.

Interim sampling will highlight any problems at an early stage so that corrective actions may take place, and for the communication of good practice.

Monitoring assessments are to include Assessor observations, and also the provision of feedback to the Assessors, evaluating all aspects of performance as recorded in the IQA records.

Creating Space For You will also ensure that candidates are aware of:

- The qualification they are working towards and the associated assessment process
- The progress that they are making toward achievement
- Their right to unit or module certification (where the qualification allows this)
- Their own role in meeting the assessment requirements
- The role of their Assessor/s
- The appeals procedure
- How to request additional support for learning needs that are have not yet been met



Assessment Judgements – Standardisation

Whilst Creating Space For You have an ongoing set agenda for team meetings in order to help achieve standardisation we recognise that these meetings may not satisfy all requirements.

Support is to be provided for the development of all members of the assessment team, and they are to have:

- Copies of the ILM Qualification Specifications and its assessment requirements and if appropriate the relevant national occupational standards of NVQ's
- The NVQ code of practice (2006) as best practice guidance
- All information produced by the centre in connection with the assessment process, including guidance to candidates, records/report forms
- Information about appeals, equal opportunities, health & safety, quality and any other relevant policies applicable within the centre
- Information about ILM and the appointed External Verifier/s
- Information about the candidates, including special learning or assessment needs

All new Assessors are to undergo a thorough induction and mentoring process. This will involve feedback being provided to all Assessors following completion of internal quality assurance activities. Ongoing development and improvement of assessment practices are to be implemented.

IQA Activities

Creating Space For You commits to the formal and proper recording of IQA activities – the qualities and information that these are to include as follows:

- Clear, comprehensive and relevant to the specific programme
- Maintained consistently with meaningful comments providing a clear audit trail
- Signed and dated
- Made available to the centre's Assessors as and when appropriate
- Made available to the External Verifier and other ILM representatives on request

Please see the Quality Assurance Policy for further details.



Dedication to CPD

Creating Space For You supports its Assessors and Internal Quality Assurance personnel to continually improve and develop their skills and includes the achievement of relevant assessment and quality assurance qualifications.

All qualification certificates (validated copies) are held at the office with CV's and/or profiles which evidence appropriate levels of occupational competence and current/relevant experience.

We are committed to complying with the following requirements:

- Recruiting occupationally competent team members for the specific qualification
- The decisions of unqualified Assessors are countersigned by a qualified Assessor – and will not be the Internal Verifier
- All decisions made by unqualified Team Members will be countersigned by a qualified Internal Verifier

Standardisation and internal verification meetings

Standardisation and internal verification meetings will take place every three months from May 2014. All assessors and verifiers are required to actively take part in the aspects of the meeting that is relevant to them (some assessors may also be verifiers and would therefore be required to attend both).

These meetings will also include an evaluation of the process, policies and procedures in order to identify areas for improvement for the centre as a whole. Please see the Quality Assurance Policy for further details.

Inductions of new staff

The Centre Co-ordinator will complete the induction process of new assessors and verifiers by confirming agreements about roles and responsibilities using the centre file, and the induction pack outlined in the file.

The induction includes introduction to the centre's ILM provision, processes and practices, ensuring that staff:

- Have all relevant units, assessment materials and other course documents
- Clearly understand the assessment requirements and procedures
- Have information about, and access to, training opportunities and support materials both within the centre and as provided by ILM

Assessors and verifiers will be supported by the centre co-ordinator initially, and for as long as they feel they need it, to ensure they are able to settle in to working with Creating Space For You.



Review of Internal Verification Plan

This plan is reviewed and updated annually at the nearest occurring centre meeting, to ensure it consistently meets the requirements of the centre as a whole.

Reviewed July 2018