

# Internal quality assurance using electronic systems

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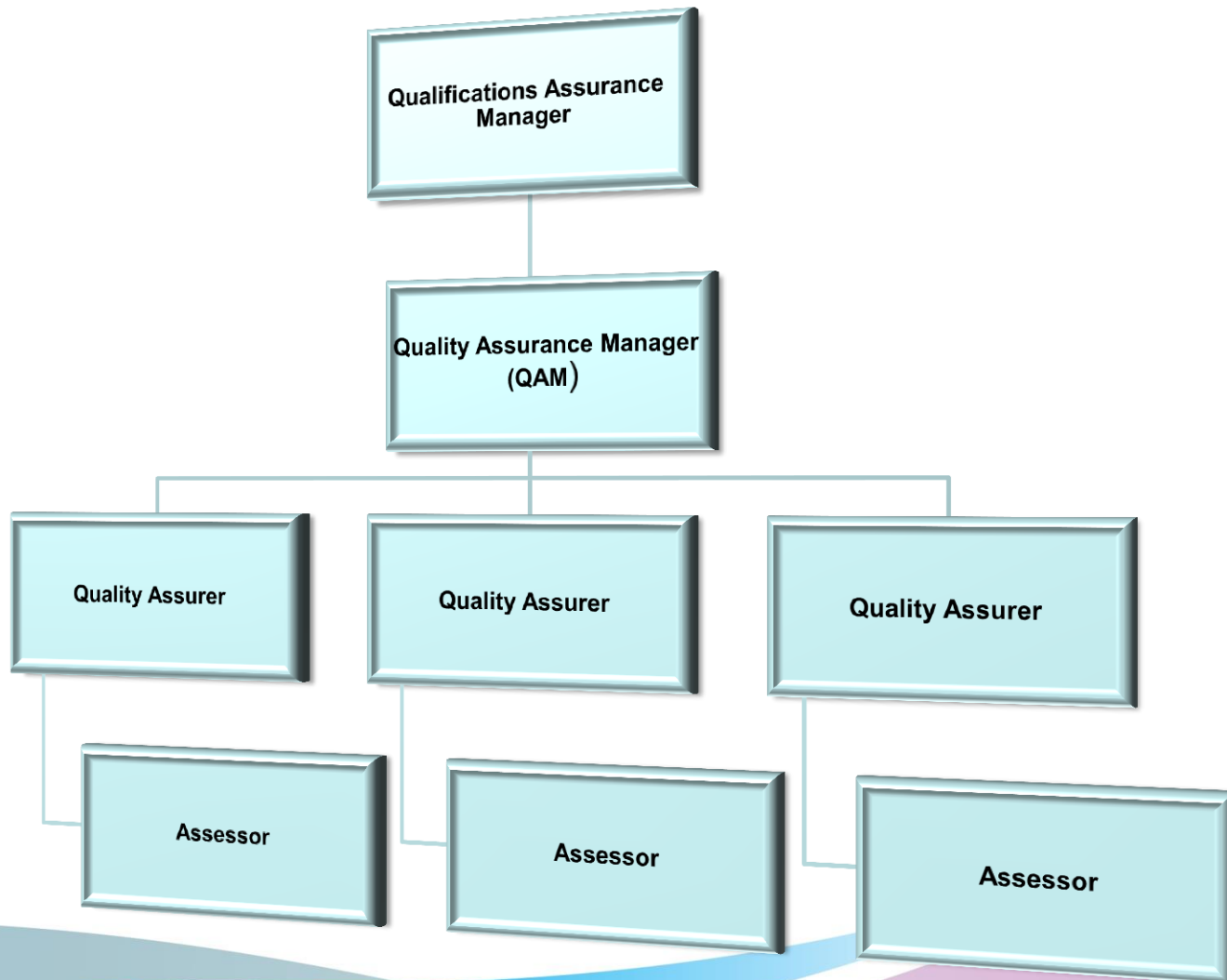


# Summary

- QA structure, strategy and systems
- Portfolio
- Recording and reporting



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## **Strategy:**

The role of the local QA team is to identify risks and provide effective controls that will control or mitigate the risk. The risk control process is detailed in our Internal Verification Rationale per assessor and Risk Banding process. The process of verification is detailed in our quality management system (Q30).

The purpose of the strategy is to ensure consistency and reliability of assessor decisions whilst at the same time ensuring access by learners to fair and equal assessment.

### **Key principles**

- **Internal verification shall take place throughout the delivery of the programme in accordance with the above overarching principle.**
- **The focus of internal verification activity will be on the needs of the assessor.**
- **Each assessor will as far as it practical only have one allocated RQA.**
- **All assessors will receive regular developmental feedback and access to training, standardisation and relevant resources.**



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## **General QA involves the following:**

Portfolio Sampling (Pre-Assessment) (RAG)

Portfolio Sampling (Formative/Summative)

Portfolio Final Verification

Monitoring Observation (Specialist) (RAG)

Observation (Teaching & Learning)

Assessor 121/RQA 121(RAG)

Standardisation/CPD Activity



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Basic IV process using e-track



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Each QA has their own team of assessors



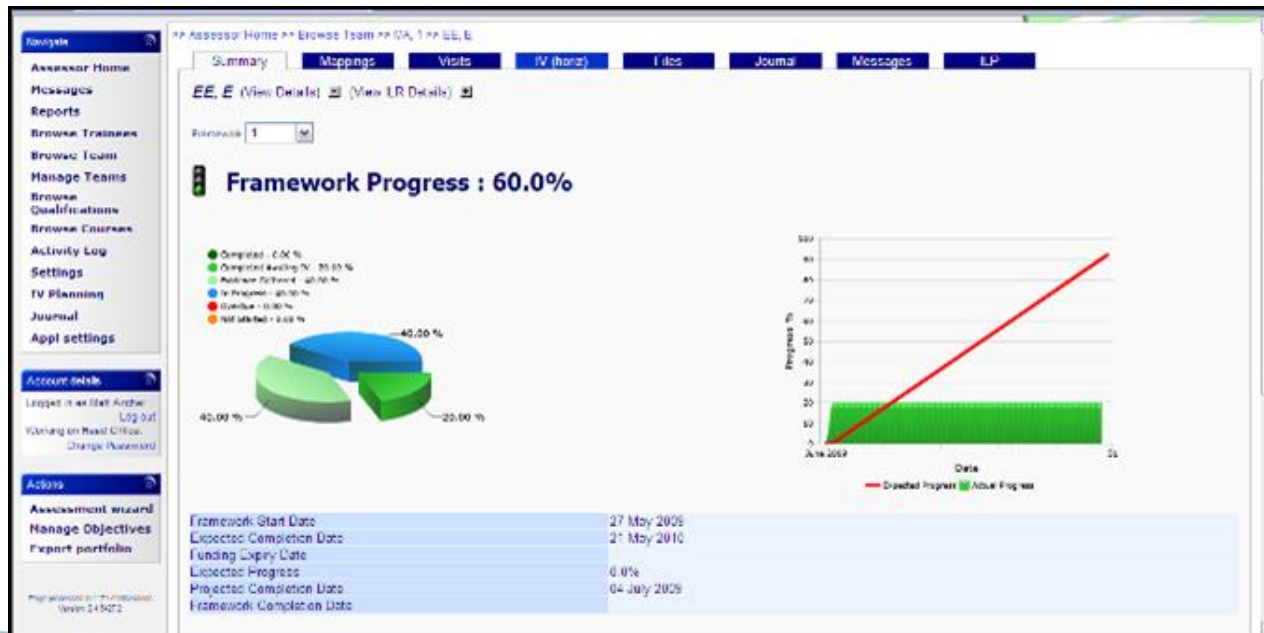
The screenshot displays the Maytas Quality Assurance system interface. The top left corner features the Maytas logo. A navigation menu on the left includes options such as 'Assessor Home', 'Messages', 'Reports', 'Browse Trainees', 'Browse Team', 'Manage Teams', 'Browse Qualifications', 'Browse Courses', 'Activity Log', 'Settings', 'TV Planning', 'Journal', and 'Appl settings'. The main content area is titled 'Assessor Home' and 'Browse Team'. It shows a table of assessor details with the following columns: Name, Start Date, End date, Type (Unit, Requiring TV), No. Learners, Qualified Status, Qualified Date, No. Qualified Courses, No. Qualified Job Roles, and Last Login. The table contains 10 rows of data, with the first column (Name) obscured by a light blue vertical bar.

Name	Start Date	End date	Type (Unit, Requiring TV)	No. Learners	Qualified Status	Qualified Date	No. Qualified Courses	No. Qualified Job Roles	Last Login
A	11/03/2009		185	13	A1 or Equivalent		VI or Equivalent		19/06/2009
H	19/05/2009		1	6					18/06/2009
H	17/08/2009		M 7	5					17/08/2009
H	17/08/2009		M 7	5					17/08/2009
H	17/08/2009		M 7	5					17/08/2009
H	17/08/2009		M 7	5					17/08/2009
O	01/10/2009		I 185	16	A1 or Equivalent		VI or Equivalent		18/06/2009
R	the 09/04/2009		LH 185	6	A1 or Equivalent	03/04/2009	VI or Equivalent	07/04/2009	18/06/2009
W	09/04/2009		I 185	7	A1 or Equivalent		VI or Equivalent	02/03/2009 07/04/2009	18/06/2009
W	01/10/2009		M 185	8	A1 or Equivalent	08/03/2009	Does not IV		07/04/2009
W	01/10/2009		I 185	12	A1 or Equivalent	21/04/2009			18/06/2009



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Each assessor has their own caseload of learners





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The portfolio can be sampled by evidence collected or a unit (or both).

Further samples can be more focused if required looking at evidence methods, planning or feedback for example.



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During sampling the QA will either agree or disagree with a judgment made. This will be highlighted in red if deferred with details recorded in the portfolio. Assessors are usually set a 4 week timescale to add to, reweight or remove evidence.

The screenshot displays the 'Assessment wizard' interface in the learndirect system. It shows a detailed view of an assessment element, 'E10053036 04 - Maintain customer relations', which is an 'Assessment' type. The evidence type is 'Observation', and the file is '001 - Sunset.jpg'. The notes section contains the text 'YOUR ASSESSMENT PLANNING FOR THE DAY WILL BE'. Below this, there are two 'Mappings' sections. The first mapping is for 'Performance Criteria' and 'Knowledge', both with a score of 5. The 'Performance Criteria' list includes: (a) Build positive working relationships with customers, (b) Identify and confirm customer needs and expectations, (c) Agree timescales, quality standards or procedures to follow, (d) Provide services to agreed timescales and quality standards, (e) Check customer needs and expectations are met, and (f) Resolve or refer complaints in a professional manner and to a given timescale. The 'Knowledge' list includes: A. What is meant by 'customer' and who your customers are, B. Why effective and efficient customer service is important, C. Why it is important to build positive working relationships with customers and how to do so, D. How to identify and confirm customer needs, E. The types of quality standards that are appropriate to your responsibilities, F. How to agree timescales and quality standards with customers and to meet those, G. The problems that customers may experience and to refer to resolve them, and H. The procedures you should follow to deal with customer complaints and what you should do next. The second mapping section is identical to the first. The interface also shows a sidebar with 'Assessment wizard' and 'My progress in my portfolio'.



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The IV visit or 'event' is displayed in the portfolio (formative, summative or monitoring (observation)). Full, detailed feedback is recorded before the visit is completed. This goes direct to assessor with an outcome (accepted or deferred).

The screenshot displays the learndirect Quality Assurance software interface. It shows two assessment entries for the element '10053090.04 - Maintain customer relations'. The first entry is an 'Assessment' with 'Evidence Type' of 'Questioning'. The second entry is a 'Witness Testimony'. Both entries show a 'Notes' field with the text 'YOUR ASSESSMENT PLANNING FOR THE DAY WILL BE'. The 'Mappings' section for both entries shows 'Performance Criteria' and 'Knowledge' with a red 'X' indicating a failed outcome. The interface includes a 'Date' dropdown set to '1/10/2008', a 'Notes' field with a rich text editor toolbar, and an 'IV Feedback' field. At the bottom, there are 'Cancel' and 'Save' buttons and a status bar showing 'Words: 2 Characters: 20'.



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Each month all IV activity is recorded in our toolkit and overall RAG is given.

## Criteria:

- Observation grade (Teaching & Learning)
- Observation/Monitoring grade (sector specific)
- Audit trail/Evidence collection (VARCS)
- Planning and feedback
- CPD (monthly update required)
- Core Skill integration/delivery if applicable

This will generate an assessor action plan and is linked to operational performance



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Copy of August 2014 updated format (revised updated 10/12/14) - Learn

Another busy month, I found this month I was out in meetings more, which has impacted on my sampling rate, however a 121 was needed with the 6 assessors; and the team meetings were of great benefit. I am pleased with how responsive Assessors are during standardisation and 121 meetings. I feel I am a good support to my colleagues and explain different processes well. I will follow up on BCS delivery with Line Manager (I seen with e-learning) have not managed to gain feedback

## RQA Monthly Summary and Performance Review

Unit/TA: 12

TA Qualifications:

TA Qual	Number	Exam	121	PS	AWD
Completed (Y/N)	7	6	5	2	5
Percentage Achieved	85%	92%	42%	27%	42%

Core Skills - achieved at level 5

TA OTL Grades	TA Risk Rating	SLDS Decoded	Completion Dates	Sampling
No. Grade 1: 0 No. Grade 2: 4 No. Grade 3: 3	No. Red: 0 No. Amber: 0 No. Green: 0	No. Learners pass: 18/25 21	Monitored: 0 Announced: 0 Unannounced: 0	No. Formative samples: 47

Overall Comments: Record details in each area below

Quality of QDA activity: eg verification plans, sampling activity, monitoring, OTL, rationale, standardisation, training days, QDA objectives

Impact of RQA activity with Assessors: eg benefits of support given, PDP evidence

Impact on learner progress and attainment: eg learners due to complete within 3 months & at risk learners

RQA Summary 121

## Individual Trainer Assessor - Monthly Report

Completed (Y/N)

TA Qual	Number	Exam	121	PS	AWD
Yes	Yes	Yes	Yes	Yes	Yes

RQA Monitoring Completed (Y/N): Yes  
 Date of Monitoring Visit: 14/04/2014  
 Date of Next Monitoring Visit: 24/02/2014  
 Learner Interview conducted (Y/N): No  
 CPE evidence (Y/N): Yes

OTL Grade: 2  
 Date of Last OTL: 14/04/2014  
 Date of Next OTL: 14/10/2014

SLDS Decoded: 0  
 No. of learners pass SLDS: 0  
 Sampling: 6  
 No. Formative samples current MP contained: 20

Overall Comments: Record details in each area below

Quality of assessed practice: eg Audit trail, time allocation, effective training, CE/CPD/121, quality of evidence, ongoing standards, standardisation, sampling

Impact on learner progress: eg learners due to complete within 3 months & at risk learners

Risk Rating: Green

3 Learners (30 Candidates) learners are shipping on a strictly only since June 2014 - Nicola Taylor and Culture M.B.R.



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## Reporting

- Assessor visits completed/planned
- IV visits (Accepted/Deferred/Final)
- Learner, Assessor and IV log ins
- Progress of portfolios against length of stay

All portfolio activity links to our own internal software which in turn supports funding and awarding body systems.



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Any Questions?

