



End Point Assessment Service

Internal Quality Assurance Policy

Version 4

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1. POLICY STATEMENT

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

2. RESPONSIBILITIES

Director of Operations & Professional Development 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 EPA, all of whom have a responsibility to respect and follow the IQA procedure.

3. PURPOSE

This purpose of this End Point Assessment Service policy is to ensure that:

- a) PIABC Limited EPA tools are designed appropriately to meet requirements of the apprenticeship standard and assessment plan:
 - Our EPA tools will be designed to be fit for purpose, and current to the latest industry and regulatory requirements.
 - EPA tools are subject to peer review.
 - We will ensure that delivery is apprentice and employer centred and provides key information such as assessment requirements and schedules.
 - We will monitor and review each EPA activity throughout the delivery through to certification.

- b) PIABC Limited assessors are occupationally qualified to support delivery:
 - All Lead Independent End Point Assessor/Independent End Point Assessor (LIEPA/IEPA) will receive on-going feedback, support and development facilitated through induction and team meetings.
 - All LIEPA/IEPA will receive training on the relevant standards and regulatory requirements at their induction.
 - All LIEPA/IEPA will be provided with a copy of PIABC Limited policies and procedures.
 - All LIEPA/IEPA 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 efficiency.
 - All LIEPA/IEPA CVs, copies of assessor certificates and occupational qualifications will be held securely on file.
 - All LIEPA/IEPA involved in the delivery of EPA activities on behalf of employers are risk assessed and approved for the delivery of EPA activities.
 - All LIEPA/IEPA hold a current, maintained Continuing Professional Development (CPD) record submission.
 - All LIEPA/IEPA have up to date knowledge of the standards that need to be met.

- c) PIABC Limited delivery is effective and meets employer and apprentice expectations of the EPA and certification process:
- We use standardised documentation for registration, EPA activities, audit, and certification.
 - We require all LIEPA/IEPA to declare and annually complete conflict of interest declarations where appropriate. We have a conflict of interest policy which provides further detail. These are held on file for a two-year period.
 - We provide a guidance document for employers on the apprenticeship and EPA
 - We provide guidance documents and training to all those involved in end- point assessment.
 - We risk assess and audit LIEPA/IEPA to ensure compliance, high quality delivery, and support standardisation.
 - We have a reasonable adjustments policy to ensure any apprentice needs are met during EPA.
 - We survey apprentices and employers after completion of the apprenticeship.
- d) PIABC Limited EPA judgements are consistent and transparent so that the outcomes are fair, reliable, and valid:
- We carry out statistical analysis of preliminary and final grade awards by cohort and by LIEPA/IEPA as part of standardisation activity.
 - We will carry out evaluation throughout each EPA and on a bi-annual basis (standardisation), reporting to the relevant bodies for the standard delivered.
 - Evaluation methods include employer surveys, apprentice surveys, auditor feedback and client review meetings.
- e) PIABC Limited have a secure, accurate and accessible audit trail for employer selection, apprentice registration, EPA documentation, audits and final grading decisions:
- All documentation is stored securely in specific employer folders. The folders are accessible only to the EPA team and all learner data spreadsheets have additional password protection
- f) PIABC Limited will hold the following information on file to enable a full audit trail from registration to certification:
- Registration details.
 - Records of team meetings.
 - EPA training records.
 - Learner and employer feedback surveys.
 - Complaints records and appeals records.
 - All records are held securely and appropriately in line with the provisions of the Privacy Policy.
- g) Monitoring, review and evaluation for continuous improvement:
- This policy is subject to annual review

4. QUALITY CONTROL

Activity	IQA Checks
Registration: <ul style="list-style-type: none"> • Application form (incl. employer selection) • Apprentice registration 	Checks for completeness by PIABC Limited's EPA team (and follow up with employer where information missing)
Contracting	<ul style="list-style-type: none"> • PIABC Limited and contract detailing EPA price, responsibilities, activities, and dates • Contract to be signed by Director of Finance
LIEPA/IEPA Approval	<ul style="list-style-type: none"> • LIEPA/IEPA apply • Initial check and expertise checks by Head of Education and Professional Development • LIEPA/IEPA approval letter written and issued by PIABC Limited's Business Compliance and Administration Manager
LIEPA/IEPA Training	<ul style="list-style-type: none"> • Arrangement of webinars and face to face training of all LIEPA/IEPA • Delivery of training by Head of Education and Professional Development • Business Compliance and Administration Manager recording of all training activity.
Entry to EPA	<ul style="list-style-type: none"> • Checks for completeness by Business Compliance and Administration Manager • Employer completion of entry to EPA requirement template • Employer submission of gateway to EPA evidence (e.g. Maths and English certification)
Final Decision Panel or External Examiner	<ul style="list-style-type: none"> • Business Compliance and Administration Manager preparation of data • LIEPA panel member check and sign off report
Certification	<ul style="list-style-type: none"> • Business Compliance and Administration Manager completion of certification request spreadsheet • Employer final check of learner details (check name spelling etc) • PIABC Limited submission of certification request to ESFA
Reviewing Performance of End- point Assessment Tools	<ul style="list-style-type: none"> • Peer review of tools being designed • Sector Panel sign off EPA tools • Review of tools to form part of bi-annual standardisation
Policies	<ul style="list-style-type: none"> • Policies drafted by Business Compliance and Administration Manager • Policies signed off by Director of Professional Development
Use of PIABC Limited Logos	<ul style="list-style-type: none"> • Employers and training providers cannot use PIABC Limited Logos without our prior written consent • PIABC Limited Logos cannot be used on

5. QUALITY ASSURANCE STRATEGY

SAMPLING STRATEGY

The EPA team must select suitable verification sampling strategies. In defining the strategy all the following should be considered:

- The size of sample needed to ensure reliability
- The LIEPA/IEPA (including trainee IEPAs) - number, experience, workload, and location
- The apprentice cohorts (e.g. different employees, different programme start dates)
- All components of the end point assessment, particularly focusing on any problem areas
- The sampling strategy will include some or all the following as appropriate to the requirements of the qualification:

Formative

Formative sampling involves direct observation of LIEPA/IEPA performance covering a variety of assessment methods. The LIEPA will be monitoring the IEPA's compliance to national standards and assessment criteria.

Summative

Summative sampling will entail reviewing the quality of the assessment decision by evaluating how the IEPA has reached that decision. The LIEPA must be able to follow an audit trail which clearly demonstrates that the Assessor has checked that the evidence presented meets the rules of evidence; this includes evidence collated via a portfolio, computer aided compilation, video, audio tape, professional discussion or evidence identified via alternative assessment. Evidence must have been confirmed by an LIEPA/IEPA as:

- Valid - is relevant to the standards for which competence is claimed
- Authentic - is the candidate's own work
- Reliable - accurately reflects the level of performance, which has been consistently demonstrated by the candidate
- Current - sufficiently recent to be confident the same level/understanding/knowledge exists at the time of claim
- Sufficient - meets all the requirements of the standards

Monitoring of Assessment Practice

- Formative sampling of all LIEPA/IEPA. If LIEPA/IEPA have less than 12 months' experience or are new to the process the LIEPA will need to sample more of their decisions for the first 6 to 12 months

- All assessment methods to be included:

Factors	IQA to select a relevant representative sample of:
Candidates	A selection of all candidates (gender, age, etc.)
LIEPA/IEPA	Experience and qualifications, workload
Methods of assessment	Questioning, testimony, product evidence, assignments, projects, professional discussion as relevant.
Evidence	All types of evidence pertinent to the Assessment Plan
Records	Workplace records pertinent to the Assessment Plan
Assessment locations	All verified assessment locations

Comparability and Consistency of Assessment Decisions

Panel Chairs/LIEPAs will have a regular presence and provide consistency between the EPA decisions. Where more than one Panel Chairs/LIEPAs is operating, then Panel Chairs/LIEPAs will meet to standardise decisions.

Improvement of Assessment Practice

Improvement of assessment practice is achieved via training events, standardisation, and peer observation activities.

6. CONTACT DETAILS

If you have any queries about the contents of the policy, please contact the EPA team at:

Email: piabc@iom3.org

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