

End-point Assessment Quality Assurance Strategy:

Revenues and Welfare Benefits Operative Apprenticeship Standard



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Background

We want to ensure the highest quality of end-point assessment that we can provide. This strategy lays out the way we will achieve this.

Quality assurance activities

We will ensure the quality of our end-point assessments by:

- Sampling of assessments
- Observation of assessors
- Collation of feedback

Sampling of assessments

We will sample more assessments for assessors with less experience. Each year, a quality assurance plan will be drawn up for each assessor. This will detail the number of samples to be undertaken during the year.

In total, we will sample at least 15% of the assessments undertaken by LWB Training.

Selecting assessments for sampling

When an assessor has determined the grade to be awarded after an assessment is complete, they will notify the quality assurance team of the outcome. The quality assurance team will decide whether the assessment will be selected for sampling or whether the assessment will be confirmed. This will be based on:

- The experience of the assessor
- How recently their assessment has been sampled
- Whether they have had a number of assessments for the same employer

Sampling may be either:

- A spot-check of certain aspects of the assessment
- A full review of the assessment

The quality assurer carrying out the spot-check or review will use records supplied by LWB Training to record their findings. Feedback will be provided to assessors. The recommended grade will either be confirmed or adjusted.

Adjustment of grades

Where the quality assurer determines that the recommended grade is incorrect, they will discuss the reasons for this with the assessor to ensure that nothing has been missed in reaching their conclusion.

The grade determined by the quality assurer will be final. The assessor will then notify the employer and apprentice of the final grade and will claim the certificate from the Institute for Apprenticeships.

Observation of assessors

On occasion, such as when the assessor is new to LWB Training or when concerns have arisen through sampling, a member of the quality assurance team may observe the assessor conducting part or all of an assessment.

On most occasions, it will be unnecessary to observe in person with an apprentice present as the assessment will be recorded. We want to avoid making a situation which the apprentice may find stressful any worse.

However, with the apprentice's permission, we reserve the right to conduct an observation of an assessor.

Collation of feedback

LWB Training welcomes feedback from employers, apprentices and training providers. Any feedback, whether requested or not, will be welcomed and built into improvement plans.

On occasion LWB Training may request feedback following assessments to determine whether there are improvements to the process that could be made.

Quality assurer qualifications

All quality assurance activity will be undertaken by persons qualified in assessment and quality assurance and occupationally competent in this sector.

Ensuring consistency

We will hold regular standardisation meetings to ensure that all assessors and quality assurers are providing a consistent standard of assessment. These will include:

- Sharing findings from sampling
- Sharing examples of good practice
- Discussion about issues and their resolution