

Europe Netball Internal Quality Assurance Policy

1. OPENING STATEMENT

Europe Netball operates a robust internal quality assurance (IQA) system to ensure that all our training delivery and assessment meets recognised industry standards. The IQA system aims to maintain consistency and accuracy of assessments and ensure that Europe Netball practices, resources, processes and procedures meet the requirements of the qualifications that we deliver. IQA is carried out on an ongoing basis and will be conducted in line with the sample plan guide provided in this policy.

2. PURPOSE

- To meet and exceed recognised industry standards of good practice in the delivery and assessment of qualifications and awards.
- Ensure fair and valid decisions are reached for all of our learners
- To provide a continuous check on the consistency and quality of the delivery of courses
- Support tutors and facilitators who are delivering courses by giving them ongoing constructive feedback, helping to enhance delivery and ensure standardisation throughout our course delivery
- Support assessors by giving them ongoing constructive feedback to help ensure standardisation across assessment decisions
- Maintain accurate records and clear audit trail for learning and assessment
- Maintain external belief in the quality and integrity in the courses that we deliver.

3. SCOPE

This IQA policy encompasses all team members and forms of activity that impact on the delivery and assessment of qualifications and training supplied by STA Excel Limited. This system is implemented in line with systems of verification as laid down by the awarding bodies we work with.

4. RESPONSIBILITIES

Qualification and Award Leads

The qualification and award leads, include the coaching and officiating heads and anyone working on behalf of Europe Netball who do not fall under one of the other roles identified within this section.

The qualification and award leads have the following responsibilities regarding IQA:

- Ensure any qualification and award documentation is complete and up-to-date
- Ensure qualification and award policies and procedures are in place including but not limited to; equality & diversity, complaints, appeals, malpractice/maladministration and safeguarding
- Ensure any awarding organisation policies and procedures and guidance are followed
- Be the point of contact for all courses registered by Europe Netball
- Ensure course venues meet the requirements for delivery as per the qualification/Award specification
- Ensure tutors, facilitators and mentors are able to provide the equipment required for the course as per the qualification specification
- Retain all course paperwork as per the data retention requirements and in line with current data protection legislation
- Registration of all courses in line with the Europe Netball procedures

- Ensure a sufficient and current bank of tutors/assessors/IQAs is available to meet course demands and guarantee that any qualifications and Awards are able to be delivered and assessed as per the qualification specification
- Check tutors/assessors/IQAs have the appropriate qualifications and are current through providing CPD evidence
- Allocating tutors/assessors/mentors to all courses
- Oversee the IQA system for Europe Netball
- Manage any conflicts of interests and report accordingly
- Record and manage any concerns relating to malpractice or maladministration within the centre
- Ensure learners are aware of any pre-requisites, requirements and policies applicable to them throughout the learning journey
- Ensure course resources and qualification/award specifications are updated and Tutors and Assessors are informed.

Europe Netball have a bank of tutors and assessors who deliver courses on their behalf, on a freelance basis. Tutors and assessors may conduct both roles however where an external assessment is required within the qualification specification, the assessor must be independent to the tutor and IQA. Europe Netball tutors and assessors must conduct the following responsibilities in regard to IQA as part of their role:

- Provide evidence of tutor/assessor qualifications and current CPD/standardisation in the relevant coaching and officiating roles
- Plan, deliver and assess qualifications in line with the qualification specifications, assessment guidance and any other policies
- Ensure delivery and assessment is explained to learners and they are aware of the process and requirements
- Make learners aware of policies and procedures including; reasonable adjustments, special considerations, complaints and appeals
- Abide by Europe Netball policies and procedures and any other relevant legislation
- Report any concerns relating to tutor/assessor/IQA performance to the Coaching or officiating Lead for Europe Netball
- Maintain up-to-date records of training and assessment and pass to the Europe Netball qualification/award coordinator upon completion
- Give constructive and accurate feedback to learners

Internal quality assurers are responsible to conduct the following:

- Monitor the conduct of assessment via desk-based sampling and observation assessments
- Create sampling plans in line with this policy
- Sample learners evidence to verify assessment decision
- Ensure assessors' judgements are impartial, consistent, fair and reliable
- Ensure evidence appears valid, authentic, current, reliable and sufficient
- Ensure all evidence is signed and dated
- Support and advise assessors and create action points to complete within a specified timeframe
- Follow up any action points issued to assessors
- Quality assurance record keeping for audit trail purposes

- Provide reports to the centre for analysis
- Complete the relevant paperwork for Europe Netball
- Maintain their own competency and remain current by completing appropriate CPD and standardisation activities, provide evidence to Europe Netball qualification/award leads.
- Deliver CPD/standardisation updates to tutors/assessors when required
- Take part in appeals process when required
- Work with the Europe Netball to provide samples for EQA visits/sampling

5. CONFLICTS OF INTEREST

If any individuals within Europe Netball need to declare a conflict of interest (examples below) they are required to make written disclosure which will be submitted to the relevant qualification/award lead. Europe Netball will carefully manage any identified conflict of interests. Examples include:

- Assessor or IQA conducting activities on their own family members/member of their household
- Tutors/assessors/IQA conducting activity on their own delivery/assessment decisions
- Tutors/assessors/IQA conducting assessment on a course whereby one of the learners is a member of their own family or household, or have worked extensively with the assessor/IQA in any capacity.

6. IQA PROCEDURES

6.1 Selection of IQAs

The appointed IQA will hold a recognised qualification and occupational competence and understanding of the qualifications/award they will conduct IQA activities for. The following points will be evidenced during the selection process for IQAs:

- Hold a recognised IQA qualification
- Provide a CV or application form detailing occupational background, at an appropriate level, in the specific qualification discipline
- Regular ongoing CPD training in relation to netball officiating or coaching (within the last 18 months).

6.2 Risk Assessment

The IQA will carry out a risk assessment on all assessors to identify the necessary contact time and support needed from the IQA. The sample guide in Appendix 1 shows what criteria Europe Netball will measure the tutors/assessors against in order to determine the initial risk factor and this will be reviewed on an ongoing basis. The IQA will be provided with any supporting information as necessary—this could include application form, qualifications, CPD evidence, course feedback etc. The IQA may also contact the assessor to identify the needs and support required—this could include visits to the work area, or via email/phone conversations, on-line assessments and course delivery.

Europe Netball will organise an IQA intervention with every assessor to conduct a review of standardised practice and judgement. Once the IQA has gathered the relevant information and analysed the risk for the assessor it will be documented on a feedback sheet. Europe Netball will liaise with the IQA to note the sampling plan for each qualification and new assessors and update records accordingly.

6.3 IQA INTERVENTIONS

The IQA will carry out sample interventions on every assessor, this may be conducted in person or online or via desk based review. For all interventions the IQA will complete an IQA report and discuss any action points and feedback with the tutor/assessor. The IQA will also review the risk rating score to identify ongoing learning needs and review developments. The IQA will return the relevant documentation to the Europe Netball coordinator for IQA records.

IQA Documentation

All IQA records will be kept for a period of 5 years. Records will be kept digitally and in line with the Europe Netball Privacy Policy. All IQAs are responsible for ensuring the security of digital records and must remain compliant with Europe Netball policies.

Challenging IQA Decisions

If the learner or the assessor would like to challenge an IQA decision they must do so through the Europe Netball Appeals Policy.

7. STANDARDISATION AND DEVELOPMENT

Europe Netball will host annual standardisation meetings to ensure all the team are up to date with any qualification delivery/assessment updates or centre policy and procedures updates. Any meetings/online updates will be recorded on individual CPD records. Europe Netball Coaching/Officiating Leads will decide on what content to include in annual training based on IQA feedback, assessor/workforce member needs and broader updates/changes to awards and qualifications.

Team members will be emailed any technical updates relevant to the qualifications that they are eligible to deliver/assess. All team members are encouraged to continually develop and update their skills/knowledge.

8. MONITORING AND REVIEW

This policy and its implementation will be reviewed annually or at the point of any proven occurrences of malpractice or maladministration.

Agreed date: 18.04.2024

Signed by: 

Role: Chair Europe Netball

Original version: 4 April 2024

Next review: 4 April 2026



Appendix 1 IQA Risk and sampling

High Risk (100% or 6 learners, whichever is greater)	Medium Risk (25% or 4 learners, whichever is greater)	Low Risk (10% or 3 learners, whichever is greater)
<ul style="list-style-type: none">• The assessor is assessing within their first 3 courses• The qualification is new to the course organiser• The assessor received numerous action points on their last quality assurance activity• The assessor does not have evidence/has not participated in CPD within the last 12 months• There has been a successful appeal against the assessor within the last 6 months	<ul style="list-style-type: none">• The assessor has over 6 months experience but under 12 months• The assessor received a couple of action points on their last quality assurance activity• The venue is new to STA Excel (first time a course has been run there)	<ul style="list-style-type: none">• The assessor is experienced (over 12 months)• There were no action points identified during the last quality assurance activity• The assessor is current having completed and has evidence of CPD and standardisation (within the last 12 months)