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POLICY

INTERNAL QUALITY ASSURANCE

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1. PURPOSE

The purpose of this policy is to ensure that all assessment and internal quality assurance activities at Crosby Training are accurate, consistent, fair, and of high quality, supporting learner achievement.

2. SCOPE

This policy applies to:

- All learners undertaking regulated and/or nationally recognised qualifications and training programmes delivered by Crosby Training.
- All staff involved in the management, delivery, assessment, and internal quality assurance of these programmes.
- Third parties who have a legitimate role in supporting delivery, assessment, or quality assurance.

3. POLICY AVAILABILITY & COMMUNICATION

- The policy is accessible to all staff, learners, and relevant third parties via the Crosby Training server.
- Staff involved in delivery, assessment, and quality assurance are responsible for familiarising themselves with its contents.
- The policy supports compliance with UK GDPR, the Data Protection Act 2018, the Equality Act 2010, and awarding organisation requirements.



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4. REVIEW OF THE POLICY

Crosby Training will review this policy at least annually, or sooner if required by:

- Monitoring data or evaluation outcomes
- Feedback from learners, staff, clients, or other stakeholders
- Changes in legislation, awarding organisation requirements, or best practice
- Changes in operational practice

The review ensures procedures remain consistent with regulatory criteria, awarding organisation standards, and are applied fairly in arriving at judgments.

5. PRINCIPLES OF INTERNAL QUALITY ASSURANCE

Crosby Training ensures that:

- All assessment and IQA activities conform to qualification specifications and awarding organisation standards.
- All evidence is valid, authentic, reliable, current, and sufficient (VACSR).
- A risk-based sampling plan is produced and monitored regularly to ensure consistency, fairness, and quality in assessment decisions.
- Assessors meet regularly (at least quarterly, or as determined by qualification requirements) to share good practice and identify areas for improvement. These meetings are documented, and actions monitored.
- Standardisation and team meetings with assessors, tutors, and IQAs are held at least quarterly to:
 - Review actions from previous meetings
 - Discuss resources, health & safety, equality & diversity issues
 - Monitor learner progression and achievement
 - Standardise examples of learner work
 - Share good practice and identify improvements
 - Review internal and external quality assurance reports
 - Update staff on qualification or awarding organisation developments



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6. SAMPLING

Crosby Training uses both **interim** and **summative sampling** to maintain assessment quality.

6.1 Interim Sampling

- Conducted while learners are progressing through a qualification.
- Ensures assessments are proceeding satisfactorily and in line with the principles of plan, judge, and feedback.
- May include observation of assessors and interviews with learners.

6.2 Summative Sampling

- Conducted after assessment decisions are made to review the quality and consistency of assessor judgments.
- IQAs follow an audit trail demonstrating the VACSR of evidence presented.
- All sampling must be recorded in sufficient detail to justify the IQA decision.
- Sampling rates and methods are determined by the IQA strategy and assessor risk rating.

6.3 Sampling Principles – CAMERA

- Sampling plans consider:
 - Candidates (learners)
 - Assessors
 - Methods of assessment
 - Evidence or elements (types)
 - Records
 - Assessment sites

6.4 Sampling Records

Records of all sampling must include:

- Names of IQA and assessor
- Qualification and level
- Planned and actual sampling dates
- Type of sampling conducted (interim or summative)
- Unit numbers and assessment types sampled



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7. MONITORING & EVALUATION

- Crosby Training monitors the quality of qualifications and courses, including delivery, assessment decisions, and IQA activities.
- Emerging trends, assessor development needs, and improvement areas are identified.
- All assessment and sampling strategies are agreed with awarding organisations.
- Records of all IQA activities are reliable, up-to-date, auditable, and made available to awarding organisations on request.

8. OBSERVATION OF STAFF

- Assessors and tutors are observed at least annually, or in accordance with the IQA strategy and risk assessment.
- Observations are documented, with actions agreed and monitored.
- Observations may be conducted in person or remotely, as appropriate.

9. STAFF QUALIFICATIONS & DEVELOPMENT

- All assessors, tutors, and IQAs delivering, assessing, or verifying qualifications are suitably qualified and experienced.
- Centre staff have access to continuous professional development (CPD) opportunities to maintain and enhance competence.



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10. RECORD RETENTION

- All IQA records, assessment records, sampling reports, observation records, standardisation meeting minutes, and related documentation must be retained in accordance with the Crosby Training Academic Archiving Policy.
- This currently means a retention period of 14 years from learner completion or withdrawal, exceeding requirements of all funders and awarding organisations.
- Records must remain secure, auditable, and accessible to authorised personnel for the duration of the retention period.

11. SECURITY & COMPLIANCE

- Access to IQA records is restricted to authorised personnel.
- Records, whether electronic or paper-based, are protected against unauthorised access, loss, destruction, or damage.
- The policy ensures compliance with UK GDPR, Data Protection Act 2018, Equality Act 2010, awarding organisation requirements, and applicable legislation.