

U25

Internal & External Quality Assurance Policy

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Principles

The purpose of this policy is to ensure the following:

- To provide a standardised approach to internal quality assurance and verification.
- All internal and external stakeholders are familiar with the key internal quality assurance (IQA) processes and practices.
- All internal and external stakeholders are familiar with the key external quality assurance (EQA) processes and practices.
- All internal and external stakeholders are familiar with the existence of the Qualifications and Assessment Framework.

Scope

This policy has a scope of the following.

- All learners who wish to undertake learning and/or assessment with FuturU as an EPAO or Delivery Centre may have work sampled by an IQA and EQA.
- All staff working within FuturU as an EPAO or Delivery Centre must comply with IQA & EQA requirements.
- All stakeholders who utilise FuturU as an Awarding Organisation, Delivery Centre and/or End Point Assessment Organisation.
- This policy must be utilised alongside the following policies:
 - For internal use, please refer to U10 - Qualifications and Assessment Framework.
 - For internal or external, please also refer to U28 - Centre Assessment Standard Scrutiny Policy.

Responsibilities

- The Head of Quality & Compliance ensures this policy is current.
- The Lead IQAs/Quality Leads are responsible for carrying out the strategies created to uphold the principles of this policy.
- The External Quality Assurer will be an allocated individual who is responsible for carrying out the quality systems review

Definitions

- **Internal Quality Assurance (IQA):** This process is completed within an organisation to ascertain current performance levels, identify positive and negative practices, and establish effective support.
- **External Quality Assurance (EQA):** This process is completed by an external stakeholder and auditor to review the effectiveness of our systems and processes. This can include

professional bodies, awarding organisations and/or regulatory bodies.

- **Quality Systems EQA Visit:** This form of EQA visit focuses on the organisational-wide systems, processes, and governance. It doesn't focus on individual subjects. Typically, these will happen once per annum per external stakeholder.
- **Subject-Specific EQA Visit:** This form of EQA visit examines subject-level processes and learner progress. Typically, it occurs once per year per qualification.
- **Direct Claim Status (DCS):** This status, awarded by an external stakeholder, allows centres to claim learners' certification without the need for an EQA visit. Each stakeholder has different requirements to achieve it, and not all allow this.

Internal Quality Assurance (IQA)

FuturU will have a series of IQA strategies and processes that ensure we constantly review all processes to provide our stakeholders with the highest quality service and experience. All staff will be expected to engage with the processes to verify and improve practice.

Assessment and IQA can only be carried out by appropriately qualified and experienced staff members who are also up to date with mandatory training.

IQA Strategies & Standardisation

Lead IQA/Quality Leads will oversee the creation of IQA strategies for their provisions. These will include but not be limited to:

- Sampling rates for assessors are based on risk rating indicators such as low, medium, and high, based on current issues and themes.
- Ratios per qualification
- Updated risk rating indicators based on prior quarters' IQA outcomes.
- Sampling plans to ensure CAMERA (See sampling section) is followed.
- Provision level quality calendars which detail all IQA and standardisation events.

Standardisation meetings will be held no less than every quarter. Additional sessions can be held if required and can include online activities. All will be recorded and transcribed with clear action plans.

Quality Calendar

The Head of Quality and Compliance will create a FuturU quality calendar and make it available to all staff to ensure transparency. This will detail events such as but not limited to;

- FuturU board meetings.
- Quality board meetings
- All subcommittee meetings such as learner affairs, standardisation sessions, review and design teams, award board and malpractice committees

Sampling

All processes will be planned using a risk rating approach, which is low, medium, and high. These ratings are live, meaning they can change based on evidence identified in IQA practices. This includes assessors who will receive a rating based on various factors to determine how assessments are sampled. These ratings can change over time depending on the situation.

Some examples of these factors include

- How new is the assessor in delivering the subject?
- How new is the assessor to the organisation and/or process?
- Are there any known issues with prior assessments?
- Completion of mandatory training up to date.
- Returning from long-term leave.

When planning for sampling, the principles of CAMERA need to be followed:

- **Candidates:** all types of candidates are sampled.
- **Assessors:** all assessors must be sampled.
- **Methods:** all methods of assessment need to be sampled.
- **Elements:** all elements of a qualification must be sampled.
- **Records:** all records relating to assessments and IQA must be reviewed as part of the sample selected.
- **Assessment location:** If over more than one, samples must include aspects of all locations.

Registration, Certification and Award Boards

In the regulated provision, the Quality Leads and Curriculum Manager will ensure all learner registration details are accurate and complete before submission for official registration.

Award boards will occur when called to review learners' progress and ensure fair, valid and reliable methods, such as reasonable adjustments, were applied as required. The Quality Lead and

Curriculum Manager will jointly ensure all awarding board preparations are done before the meeting.

In addition, once approved by the award board, the Quality Leads and Curriculum Manager will ensure that all certification details are accurate and complete before submission for certification.

All processes will align with the governance structures detailed in the U1 - Governance Systems and Structures policy and ensure compliance with regulations.

External Quality Assurance (EQA)

EQA of FuturU Organisation

FuturU will conduct EQA samples at any approved centre to assess their qualifications. The U28 Centre Assessment Standards Scrutiny Policy provides a detailed breakdown of this.

There will be two types of EQA samples;

- Quality Systems
- Subject Specific

Quality system samples are an annual occurrence and focus on the broader systems and processes a centre has and how they are carried out. These samples aim to ensure a centre has adequate resources, systems and processes to provide the best possible experience for the learners.

The individual carrying out system samples will be a subject matter expert in regulatory, compliance and processes.

Subject-specific samples will occur at least once per year, per qualification, but can occur more if needed. These are carried out by subject matter experts in the qualification, focusing on operational assessment IQA processes and learner assessments.

For both types of samples, a pre-agreement will be made on what needs to be reviewed, the deadlines, and the submission methods.

EQA of other provisions

The applicable awarding organisation will carry out EQA of other provisions where FuturU is not the official awarding organisation. FuturU will comply with all policies and processes to ensure system and subject-level samples are carried out effectively.

FuturU will conduct internal audits of this provision to ensure we are fully prepared and provide the learners with the best possible experience to allow maximum progress.

Direct Claim Status (DCS)

When a centre has achieved DCS, they do not need a subject-level EQA sample before processing certifications. Every awarding organisation has its requirements and must be reviewed.

To ensure no perceived or actual conflict of interest, FuturU, as an awarding organisation, will not allow DCS to work with FuturU as a delivery centre. This will ensure that each year, there are processes in place to ensure a continuous, reliable, and valid registration, assessment, and certification process.

Revision History

Revision date	Version	Author	Revision Summary
March 2025	1.1	HoQ&C	Transfer to new format

