



# Quality Matters

## Mae Ansawdd yn Bwysig



Quality Matters/Mae Ansawdd yn Bwysig



# YOU are the key drivers for quality



Your roles are complex and varied but pivotal to improving quality and in ensuring the safe certification of learners



# Discussion

What is your role in ensuring that quality matters ?



# Who else has a part to play in ensuring quality?



- Assessors/tutors or trainers
- Quality assurance team/manager/QAC
- External quality assurer or standards verifier/awarding body
- Welsh Government and Estyn



# Quality Assurance Cycle



# Activity

In your group discuss what you consider to be the **functions** of IQA in learning and assessment

10 mins



# Implementing Quality Assurance

- Quality assurance does not focus on who is at fault?;
- It should be to make things better by continuously improving quality from start to finish;
- You need to provide your expertise on how things should work to improve quality outcomes;
- Open communication and the ability to look at all aspects of the system are critical to fully understand and identify both what works and what does not.



# Quality Assurance-methods



- Planning
- Sampling
- Observing assessor practice
- Learner interviews
- Peer observations
- Employer interviews
- Standardisation





# Feedback and following up actions

- Feedback and follow up is key to driving improvements forward
- How do you provide an assessor with feedback?
- How do you track actions?
- How do you follow up actions?
- What makes follow up effective or ineffective?

