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

- Effective qualification delivery
- Preparing, planning and rationale
- Sampling strategies and activities
- Decision making and feedback
- Evaluation - self and centre

Safe and secure certification
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?