



# Improving QA in your Centre

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# Workshop session



## Areas to be covered

- Definitions of quality assurance
- Effective Centres
- Course monitoring
- Internal verification

## Workshop will be interactive



# Quality Assurance



Recognised Centres delivering NOCN provision must have quality management systems in place to underpin that delivery. Systems will vary between centres according to what is appropriate in the particular situation.



# Quality Assurance



Whatever the situation, NOCN has two key requirements:

- There must be an appropriate system in place.
- There must be evidence that it is implemented effectively.



# Quality Assurance



- Quality management system is an umbrella term that includes a number of key aspects of the way that a centre is run. Within the context of NOCN delivery, this will include:
  - [Assessment practice](#)
  - [Internal Verification](#)
  - [Standardisation](#)



# Features of effective Centres



- An experienced/trained internal verifier who understands their role and responsibilities
- A clear quality assurance cycle understood by all
- All assignments checked prior to use and reviewed during first cycle
- Good range of delivery methods employed and evidence produced



# Features of effective Centres



- Fit-for purpose documentation regularly reviewed
- Trained and updated assessors including induction for tutors new to OCN provision
- Policies in place and good administrative back-up
- Good links between Centre and Awarding Body



# On course monitoring



- What are the sources of evidence



# Internal Verification



- Need to identify minimum requirements

