

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. Practices that work in a large centre will not necessarily work in a small one. Also, an employer-based provider may have different requirements from a college. 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 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

Key features of effective OCN accredited 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
- 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

Useful reading: NOCN Centre Handbook www.nocn.org.uk/



Thinking about effective on-course monitoring, can you evidence?

| | YES | NO |
|---|-----|----|
| Sampling of assessment to ensure that feedback to learners is clear and constructive | | |
| Assessment decisions are fair and consistent | | |
| Assessment records are clear | | |
| Planning and undertaking standardisation activities | | |
| Reporting on standardisation activities | | |
| Providing advice and support for tutor/assessors | | |
| Sharing good practice in assessment | | |
| Recording internal verification activities and findings | | |
| Listing action points | | |
| Reporting back to tutor/assessors | | |
| Reporting back to the centre and the Awarding Body | | |
| Monitoring quality improvements | | |
| Ensuring assessment records are complete and accurate | | |
| Ensuring evidence of achievement is appropriate, standardised and mapped to the assessment criteria | | |
| Other: Meeting minutes/action points Retention of learner work | | |

QUALITY ASSURANCE IN YOUR CENTRE

MINIMUM REQUIREMENTS FOR INTERNAL VERIFICATION



- Named Co-ordinator of the arrangements to provide a single point of contact in relation to Quality Assurance
- An annual calendar of meeting, activities and events is clearly evidenced.
- Clear record keeping in relation to meetings, activities and events which are available for viewing
- All tutor/trainers and/or assessors participate in the process
- Assessment sampling is specified and the details agreed with OCN.
- There are clear procedures for the monitoring and reviewing of the internal verification process and effective mechanisms for the actioning of outcomes.
- Comments are fed back to tutors to support quality and consistency
- Activities take place that ensure that:

There is reasonable parity and evenness in assessment requirements across the different provision under consideration

Learning outcomes are being achieved at the standard indicated but the assessment criteria in the relevant units

Comments to learners are clear and constructive
Credits are being awarded consistently