

Assessment, Internal Quality Assurance (IQA) and Malpractice Policy

Organisation: GLAS Business Solutions

Policy Owner: Quality Manager

Applies to: All staff, associates, contractors and learners

Version: 1.0

1. Policy Statement

GLAS Business Solutions is committed to ensuring that all assessment-related activity within its control is **fair, valid, reliable and consistent**, and that learners are supported effectively to achieve and progress.

For **apprenticeship programmes**, GLAS Business Solutions does **not carry out summative assessment or grading decisions**. Final assessment decisions are the responsibility of the relevant **End-Point Assessment Organisation (EPAO)** or awarding body.

This policy therefore applies to:

- **Formative assessment and progress review**
- **Development and authenticity of learner evidence**
- **Preparation for assessment and professional discussion**
- **Gateway readiness and confirmation processes**
- **Internal Quality Assurance (IQA) of training and assessment preparation**
- **Prevention, identification and management of malpractice** within GLAS-controlled activity

This policy operates alongside the organisation's **Appeals Policy, Equality and Diversity Policy, Safeguarding and Prevent Policy**, and wider quality framework.

2. Scope

This policy applies to:

- All apprenticeship programmes delivered by GLAS Business Solutions
- All staff, associates and contractors involved in training, assessment preparation or quality assurance
- All learners undertaking apprenticeship programmes

The policy applies to all assessment-related activity **within the organisation's responsibility**, excluding end-point assessment decisions made by external bodies.

3. Principles of Assessment and Assessment Preparation

All assessment-related activity is underpinned by the following principles:



- **Fairness:** learners are treated equitably and without bias
- **Validity:** evidence relates directly to the relevant knowledge, skills and behaviours
- **Reliability:** approaches to evidence development and readiness judgement are consistent
- **Transparency:** learners understand what is expected of them and why
- **Authenticity:** evidence produced is the learner's own work

Assessment preparation decisions are based on evidence, professional judgement and documented criteria.

4. Assessment Practice in Apprenticeship Provision

Within apprenticeship provision, assessment practice relates to **formative assessment and readiness for assessment**, not summative grading.

This includes:

- Reviewing learner evidence against apprenticeship standards
- Supporting learners to develop and organise valid evidence
- Preparing learners for professional discussion and end-point assessment activities
- Providing constructive feedback to support improvement
- Confirming readiness for gateway and end-point assessment

All assessment preparation activity is recorded accurately and transparently.

5. Internal Quality Assurance (IQA)

5.1 Purpose of IQA

Internal Quality Assurance ensures that:

- Training and assessment preparation activity is consistent and effective
- Learners are supported appropriately towards assessment readiness
- Evidence development processes are robust and fair
- Standards are maintained across programmes and staff

For apprenticeships, IQA focuses on the **quality of training delivery, evidence development, gateway readiness and assessment preparation**, rather than grading outcomes.

5.2 IQA Approach

IQA activity at GLAS Business Solutions is:

- **Proportionate and risk-based**
- Aligned to the size, scope and nature of provision
- Planned, recorded and reviewed

IQA may include:

- Sampling of learner evidence and portfolios
- Review of assessment preparation and feedback

- Standardisation activities
- Observation or review of training activity where appropriate
- Support and development for staff

5.3 Oversight and Responsibility

The Quality Manager is responsible for:

- Planning and overseeing IQA activity
- Maintaining appropriate IQA records
- Supporting continuous improvement
- Identifying themes, risks or development needs

6. Malpractice and Maladministration

6.1 Definition

Malpractice or maladministration is any action or inaction that:

- Compromises the integrity of assessment preparation
- Undermines fairness, validity or authenticity of evidence
- Creates an unfair advantage or disadvantage

Within apprenticeship provision, malpractice may relate to:

- Evidence authenticity or falsification
- Inappropriate assistance during evidence development or preparation
- Failure to follow gateway or assessment preparation procedures
- Misrepresentation of learner readiness

6.2 Reporting Concerns

Any concerns relating to suspected malpractice or maladministration must be reported promptly to the **Quality Manager**.

Concerns may be raised by:

- Staff or associates
- Learners
- Employers or other stakeholders

7. Investigation and Outcomes

All malpractice concerns are:

- Investigated promptly, fairly and proportionately
- Documented appropriately
- Managed in line with organisational procedures

Where required, concerns are escalated to:

- The relevant EPAO or awarding body
- Funding bodies
- Other appropriate external organisations

Outcomes may include:

- Additional support or reassessment of readiness
- Withdrawal or revision of gateway decisions
- Disciplinary or contractual action

8. Appeals

Learners have the right to appeal decisions relating to:

- Assessment preparation
- Gateway decisions
- Internal processes within GLAS control

The appeals process is set out in the organisation's **Appeals Policy**. This policy does not replace or duplicate that process.

9. Roles and Responsibilities

Quality Manager

- Overall responsibility for IQA and assessment integrity
- Oversight of malpractice investigations
- Monitoring consistency and quality

Trainers and Assessors

- Support learners to develop authentic evidence
- Provide accurate feedback and guidance
- Follow agreed assessment preparation and gateway processes

Learners

- Produce authentic evidence
- Engage honestly with assessment preparation
- Raise concerns appropriately

10. Monitoring and Review

This policy is reviewed:

- **Annually**, or
- Earlier where apprenticeship rules, EPA arrangements or organisational activity changes

Formal approval, version control and review dates are managed through the organisation's policy register.