



## Arboricultural Contractors & Consultants

Specialists in the preservation and maintenance of trees

Access Hire | Grounds Maintenance | Tree Maintenance & Reports

# THE ARB TEAM TRAINING

## Internal Quality Assurance (IQA) Policy

### Contents

1. Policy Statement
2. Scope
3. IQA Strategy
4. Assessment Assurance Strategy & Process
  - 4.1 Principles
  - 4.2 IQA Process
5. IQA Sampling Plan
  - 5.1 Sampling Strategy
  - 5.2 Risk-Based Approach
  - 5.3 Sampling Frequency
6. IQA Record Keeping Procedures
7. Roles and Responsibilities
8. Standardisation
9. Continuous Improvement
10. External Quality Assurance (EQA)

Review and Renewal Date

### 1. Policy Statement

The purpose of this policy is to ensure that all assessment decisions are valid, reliable, consistent, and fair, in line with City & Guilds requirements.

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### 2. Scope

This policy applies to:

- All assessors, IQAs, and delivery staff
  - All qualifications delivered by The Arb Team Training
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### **3. IQA Strategy**

The Arb Team will implement a structured IQA strategy that:

- Uses a risk-based sampling approach
- Monitors assessment across the learner journey
- Supports continuous improvement

The IQA process will ensure compliance with the awarding body and regulatory expectations.

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## **4. Assessment Assurance Strategy & Process**

### **4.1 Principles**

Assessment decisions must be:

- Valid
  - Authentic
  - Current
  - Sufficient
  - Reliable
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### **4.2 IQA Process**

#### **Planning**

- Annual IQA plan based on risk

### **Monitoring**

- Ongoing sampling of assessment decisions
- Observation of trainers and assessors
- Review of learner evidence and feedback

### **Standardisation**

- Regular meetings to ensure consistency

### **Feedback & Action**

- Constructive feedback and action plans

### **Certification**

- IQA approval before certification claims
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## **5. IQA Sampling Plan**

### **5.1 Sampling Strategy**

Sampling will include:

- All assessors and trainers
  - Range of learners and stages
  - Different units and methods
  - Assessment documentation
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### **5.2 Risk-Based Approach**

Higher sampling rates for:

- New assessors
- New trainers

- High-risk units
- Identified issues
- Fast-track learners

Sampling stages:

- Formative
  - Interim
  - Summative
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### **5.3 Sampling Frequency**

- Continuous throughout delivery
  - Increased where risk is identified
  - Reviewed annually
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## **6. IQA Record Keeping Procedures**

Records will include:

- Sampling plans and records
- Assessor feedback
- Trainer feedback
- Standardisation records
- Observation reports

All records will be:

- Securely stored
  - Retained in line with requirements
  - Available for EQA
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## **7. Roles and Responsibilities**

## **IQA**

- Plan and implement sampling
- Monitor and support assessors
- Approve certification

## **Assessors**

- Follow procedures
- Maintain records
- Act on feedback

## **Management**

- Ensure resources and compliance
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## **8. Standardisation**

Regular meetings will:

- Ensure consistency
  - Review decisions
  - Share best practice
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## **9. Continuous Improvement**

The Arb Team will use:

- IQA findings
- Learner feedback
- EQA reports

To improve delivery and assessment quality.

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## **10. External Quality Assurance (EQA)**

The Arb Team will:

- Cooperate fully with City & Guilds EQA
- Provide required records
- Act on recommendations

**Date Reviewed:** March 2026

**Next Review Date:** March 2027