IQA - OBSERVATION OF KEY LEARNER PROCESSES

PROCEDURE FLOWCHART

IQA plans to observe an Assessment taking place as per the Quality Calendar and IQA Sampling Plan

The Observation will take place in accordance with PTP’s IQA- The Learner Journey Policy, and recorded as per A Guide for Internal Quality Assurers (IQA) For the Quality Assurance of Key Learner Processes

During the observation, the observer remains unobtrusive and will monitor performance and documents used during the session. The observer will use the Observation Forms to record their notes. This will form the basis to the award of appropriate grades in line with PTP’s IQA- The Learner Journey Policy.

At the end of the observation, the IQA will provide the staff member with verbal feedback immediately after assessment wherever possible or within 3 working days. IQA will forward the documentation/feedback and any coaching recommendations to the staff member within 3 working days of the observation taking place. Individual QA plan for the Training Adviser is also completed with specific targets and saved on the Q Drive

IQA records key strengths and areas of improvement on the Observation Forms and forwards updated plan to the Staff Member within 5 working days.

Grade 1 or 2 awarded

IQA forwards the Observation Forms to their Line Manager at the end of every month. Line Manager transfers to the staff members Performance Plan.

IQA forwards the Observation Forms to the Quality Co-ordinator as per the Quality Calendar for analysis.

Grade 3 or 4 awarded

Copy of the Observation Forms and supporting evidence are e-mailed to their Line Manager immediately and a copy must also be forwarded to the Quality Co-ordinator who will notify the Operations Director of the results. Line Manager transfers details to the staff members Performance Plan.

Training is recommended and a 2nd Observation to be carried out within 2 months of initial observation.

Version 1.3 September 2015