

Monitoring Policy

Introduction

The Institute of Sales Professionals (ISP) is an Awarding Body and End Point Assessment Organisation approved by the Education and Skills Funding Agency and regulated by Ofqual. The ISP recognises its responsibilities regarding the quality of our end point assessment service. This Monitoring procedure concerns how we monitor Independent Assessor (IA) practices and decisions to ensure that end point assessments are valid and reliable.

This Monitoring procedure forms part of the ISP Quality Management System which is based on a principle of best practice and continuous improvement across all EPA operations.

The Head of Education is responsible for its oversight. The Quality Manager is responsible for its management and administration.

This Monitoring procedure should be read in conjunction with overarching ISP Quality Management System documentation, the Consistency Assurance Strategy and the Moderation Policy.

Statement of Purpose

The purpose of this procedure is to set out the intentions and key tools that the ISP will use in respect to its Quality Management System and in this case specifically with regard to the monitoring of assessor practices and decisions.

ISP intends to ensure that:

1. The system of quality management promotes best practice and continuous improvement.
2. In its function as an End Point Assessment Organisation, it recognises and states its commitment to deliver high quality apprentice-centred end point assessment that meets the needs of the apprentices' employer.
3. It will protect the brand, reputation and high standards of integrity, required of an End Point Assessment Organisation, maintaining public confidence in the Governments' apprenticeship programmes.

Scope

The policy applies to all ISP Directors, staff, Independent Assessors and Quality personnel.

Definition

Monitoring is defined as the activity of oversight and validation of the assessment decisions made by independent assessors undertaking independent end point assessment.

Policy and Procedure

The key reference document for EPA monitoring procedures is the requisite assessment plan attached to the apprenticeship standard. The ISP scrutinises the assessment plan to ensure its monitoring procedure fully complies with its requirements.

The ISP quality assures their end point assessments and Independent Assessors using an approved Internal Quality Assurance Procedure. The ISP quality assurance procedure ensures that the organisation's assessment procedures are valid, that all their IAs are assessing using the relevant assessment / grading criteria, and that all their IAs are assessing / grading to the same standard.

1. The purpose of the procedure is to ensure the further and more systematic improvement of end point assessment. It enables a meaningful and professional acknowledgement and engagement with practice issues.
2. The aim of the procedure is to ensure that assessment practice is apprentice-centred and has a positive impact on the apprentice.
3. The mechanism will be the analysis of strengths, good practice and areas for further development of assessment practice, resulting in the setting of improvement targets to facilitate quality enhancement.
4. The quality of independent assessment is underpinned at the front end by following the Independent Assessor Recruitment, Induction and Training Procedure. Selection of IAs is based on requirements specified in the assessment plan.
5. Upon commencing employment with the ISP, the IA is assigned a mentor and a training plan is put in place.
6. Training comprises formal sessions led by the QM and their mentor; with separate training sessions on each component of the EPA. This is followed up by informal, but focused discussions with their mentor taking them through the assessment documentation.
7. Sample assessments are provided; with recordings of professional discussions made available.
8. The first monitoring exercise is the undertaking of a mock assessment, which is marked by their mentor and compared to the actual marks given to the apprentice by the original IA. The QM then reviews their performance in collaboration with their mentor, and formal feedback provided. Additional mock assessments are given to the IA to provide further practise if required.
9. After the IAs first live assessment and after the IA has marked the assessment (e.g. the work based project) the mentor will also undertake a full mark of the apprentices' work and discuss any differences/similarities in outcomes with the IA.
10. Close monitoring continues for a period agreed with the QM.
11. Once experienced IA status is assigned, monitoring is augmented by performance review; together with the QM areas for further development are identified: such as practice that detracts from



effective end point assessment. Professional development needs of independent assessors are identified and the QM will facilitate such development, where this is appropriate.

12. A key part of the monitoring procedure is the setting of sampling ratios based on risk. Risks can include:
 - a. The IA has not completed their full induction training plan
 - b. The IA is new to assessing that standard
 - c. The IA has not yet conducted sufficient EPAs
 - d. The IA is on an improvement plan
 - e. The IA has not yet attended an annual standardisation meeting
13. The ISP IQA monitors and verifies each assessor and samples the various EPA components (e.g. work-based project) to ensure: consistency of assessment and grading across the whole assessment; the methods used for assessment and grading are fit for purpose; the evidence supplied by apprentices is assessed fairly, consistently and accurately; and the evidence is valid, sufficient, authentic and current.
14. The systematic use of feedback from all parties involved in the EPA process and trailblazer apprenticeship group to feed into assessment practice and decisions and create mechanisms to share good practice.
15. Good practice is promulgated through monthly quality team meetings and regular sharing of helpful resources on Share Point and dialogue / conversations logged through MS Teams.
16. Regular Standardisation meetings are held, with attendance mandated for all IAs.
17. IA monitoring and training records are held centrally and available to the EQA upon request.

Monitoring

A tiered approach to monitoring is taken. The EPAO Quality Manager will collect any relevant data and report to the Head of Education. The Managing Director collates information on quality from all relevant sources and reports into the ISP Executive Board.

Review

The procedure shall be reviewed annually or more frequently where outcomes of quality assurance interventions indicate a need to change, amend or update the procedure.

Date of next review: December 2022