

Internal Quality Assurance (IQA) Policy

Centre Name: 4 TEFL

Responsible Person: Ruswel James, Quality Assurance

Review Date: 30 September 2025

1. Purpose

The purpose of this policy is to ensure that the assessment process at 4 TEFL is valid, reliable, fair, and consistent. Internal Quality Assurance (IQA) supports continuous improvement, promotes assessor development, and ensures compliance with Focus Awards and Ofqual requirements.

2. Scope

This policy applies to all assessment and verification activities across 4 TEFL programmes delivered online through our e-learning platform, CRM, and Zoom sessions. It covers all assessors, Internal Quality Assurers (IQAs), and the Quality Assurance lead.

3. Roles and Responsibilities within 4 TEFL

Quality Assurance (Ruswel James): oversees the IQA system and ensures compliance with awarding body requirements.

Internal Quality Assurers (IQAs): sample assessments, support assessors, provide feedback, and record outcomes.

Assessors: make fair, consistent assessment decisions and fully cooperate with IQA activities.

All staff: contribute to maintaining high standards in teaching, learning, and assessment.

4. IQA Activities

IQA activities at 4 TEFL include:

1. Sampling learner work and assessment decisions.
2. Observing live and recorded assessment practices, including Zoom sessions.
3. Conducting standardisation meetings with assessors.
4. Providing constructive feedback to assessors.
5. Monitoring records stored in the CRM system, including assignments, interactive tasks, and mini-tests.

5. Sampling Strategy

The sampling approach is risk-based and considers:

- The experience and competence of assessors.
- The complexity and risk level of the qualification.
- The number of learners and diversity of assessment methods.
- Previous performance or identified risks.

6. Standardisation

Regular standardisation meetings are held to ensure consistency of assessment decisions. Meeting outcomes are documented and shared with all assessors to maintain best practice.

7. Record Keeping

- All IQA activities (sampling plans, observation notes, assessor feedback, action plans) are stored securely in the CRM system.
- Records are accessible only to authorised staff.
- Evidence from Zoom recordings and interactive assignments is retained in line with the Data Retention Schedule.

8. Continuous Improvement

- IQA findings feed into the centre's Quality Improvement Plan.
- Recurring issues are addressed through assessor CPD, mentoring, or process improvements.
- Staff are supported through training delivered internally and via accredited CPD providers.

9. Appeals

Learners who disagree with an assessment decision, after IQA review, may raise an appeal under the [Appeals Policy](#)

10. Monitoring and Review

- This policy is reviewed annually by the Quality Assurance.
- It is updated when Ofqual regulations, Focus Awards requirements, or internal procedures change.
- Findings from IQA monitoring are reported to senior management for action.

This policy has been approved & authorised by:

James Ruswel
Quality Assurance
30 September 2025

