



RoSPA General IQA Policy 2025

Policy Owner	RoSPA
Policy Lead	Head of Qualifications
Audience	OFQUAL, Centres, Customers
Legislation and Regulation	OFQUAL Conditions of Recognition (GCoR) H
Formally endorsed by	Chief Financial Officer
Version	10
Last Update	August 2025
Next Review	August 2026
Date effective from	1 October, 2025

1. Guidance

This policy should be read and implemented by RoSPA Centres involved in the delivery of our qualifications.

2. Introduction

As an Ofqual recognised Awarding Organisation, RoSPA must ensure consistency of assessment decisions within and across recognised Centres.

3. Definitions

- Ofqual General Conditions of Recognition – GCoR
- Internal Quality Assurance - IQA

4. Policy statement

This policy outlines RoSPA's commitment to maintaining consistent quality standards across all qualifications. It also ensures compliance with our regulators, standards, and best practices.

Policy

As an integral part of our overall internal quality assurance process, irrespective of the size or type of your Centre, RoSPA requires the Centre have a robust internal quality assurance system in place.

The main purposes of internal quality assurance are:

- To assure the accuracy and reliability of assessment decisions made by Trainers/Assessors when interpreting the standards set in a qualification or unit, by the learning outcomes and assessment criteria
- To assure the consistency of assessment decisions across Trainers/Assessors
- To address the key principles of validity, authenticity, comparability, sufficiency, reliability and to minimise bias
- To identify any assessment accessibility issues

RoSPA Responsibilities

- RoSPA are responsible for protecting the integrity of qualifications and the interests of Learners
- RoSPA will check the suitability of the Centre's internal quality assurance processes, systems and implementation as part of Centre recognition and on-going monitoring visits
- All Centres will be given a high/medium risk rating on Centre recognition, which will be reviewed and adjusted accordingly based on Centre monitoring activities

- Provide feedback on Internal Quality Assurer decisions as part of the moderation process and Centre monitoring visits
- RoSPA will moderate Internal Quality Assurer performance as part of their Centre Assessment Standards Scrutiny. See **Centre Information on Centre Assessment Standards Scrutiny (CASS)** for further details. Feedback will be sent to the Centre on their Internal Quality Assurer performance via visit report and moderation forms.

Centre guidance and responsibilities

- All Centres must have a documented system for their internal quality assurance system and maintain a full audit trail of their internal quality assurance activities, including feedback to Trainer/Assessors regarding assessment practice and the outcome of any monitoring or sampling
- Centres are responsible for ensuring that all Internal Quality Assurers are competent in their role and have the required up-to-date occupational experience and/or subject understanding. Where stipulated, Internal Quality Assurers must have the relevant qualifications that are set out in the individual Qualification Specification
- All Internal Quality Assurers must be familiar with the Centre Assessment Guidance for the qualification, which can be downloaded from our online Qualifications Management System (QMS) www.rosqualqms.com
- Centres are required to add Internal Quality Assurers on the staff section of the Qualification Management System (QMS)
- Centres must maintain and retain accurate records of internal quality assurance activities and physical evidence of Learner assessments for specified lengths of time, until the moderation and external quality assurance process is complete.

RoSPA require Centres to undertake sampling of assessment decisions that includes both practical skills-based assessments and written assessments.

As a minimum, the Centre Internal Quality Assurer will be expected to internally quality assure 20% of Learner assessments per cohort or booking. Where there is a new member of staff, an existing member of staff delivering the qualification for the first time or new qualification(s) being delivered the required level of internal quality assurance is 100%.

It is good practice to develop a sampling strategy that allows the Internal Quality Assurer to check that each Trainer/Assessor is making consistent assessment decisions, in line with the qualification standard, for each booking of Learners, over time.

Key Points:

- The Trainer/Assessor role and the Internal Quality Assurer role must be conducted separately. The Trainers/Assessors cannot quality assure their own assessments as this presents a conflict of interest.
- Where individuals have a personal interest in assessment decisions for a particular Learner, they must not be involved in the assessment or the quality assurance for that Learner. In cases where this does happen, the Centre must ensure that the assessment process is subject to scrutiny by those without personal interest.

NB: Certificates must **not** be claimed until internal quality assurance has taken place. For regulated awards, all Centre-marked assessment results are provisional until moderation has been completed by RoSPA.

5. Responsibility and review

RoSPA will review and update this policy annually and revise it on an ad hoc basis, in response to customer and Learner feedback, observations from our monitoring data, changes in our practices, current best practice, guidance from the qualifications regulator or external agencies, or changes in relevant legislation.

Contact us:

If you have any queries about this document, please contact us.

- Telephone RoSPA Qualifications: 0121 248 2115
- Email us at: qualifications@ROSPA.com
- Or write to us at:

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Evidence

Effectiveness of this policy will be measured against customer and Learner feedback, from our centre recognition and ongoing monitoring data.

Approved by:

Name: Monique Klein **Date:** 1/30/2026

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Appendix 1: Related Documents

Document Title	Relationship to this policy
CASS Policy	Ongoing monitoring of Centres and moderation of assessment decisions. Available from our online Qualifications Management System (QMS) www.rosqualqms.com
Ofqual GCoR H	Rules about marking and issuing of results: Ofqual Handbook: General Conditions of Recognition - Section H - From marking to issuing results - Guidance - GOV.UK (www.gov.uk)

Appendix II: Document Provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by
XXXXX	New Policy			ELT, ARCom, BOT	BOT
August 2025	Policy Review	Updated contact email address	New email address	---	---