

## Information Update April 2010

### Development and implementation of a revised quality assurance framework for internal assessments

- Standards Moderation is being replaced by a new Quality Standards Monitoring process. Any customers identified as requiring support following Standards Moderation have had detailed feedback from the Customer Operations team.
- A two-phase pilot of the new Quality Standards Monitoring process is currently underway led by Centre Advisors. The process is based on a risk management approach and consists of 4-stages:
  1. Selection of Centre based on risk;
  2. Checking of the rigour of the Centre's internal quality assurance by reviewing the internal moderation process and the application of it;
  3. *Only where issues are found at stage one or two* – an in-depth review of the internal moderation process within the Centre which will include the checking of assessment judgements;
  4. *Should issues be found at the end of the activities* – individually tailored Centre support will be given to maintain the integrity of the qualifications.
- The new Quality Standards Monitoring process will be rolled out across all Centres and all relevant qualifications from September 2010.