NPR QS21 Quality Assurance

Version 26_01

Document

Document Name	Quality Assurance
Responsible Owner	Navitas UPE Academic Registry
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Brief Description of Policy	This document sets out the Navitas University Partnerships Europe (UPE) policy and procedure for Quality Assurance throughout the network of UK Colleges. It is in place to ensure that all Colleges operate efficiently and effectively, maintaining Quality and Standards in both education delivery, Governance and management.

Version Control

Date	Version	Summary of changes	Approver
June 2026	2026_01	• New Policy	NUKH Academic Board

Key Related Documents

Document Name
Navitas UPE Quality Manual
Navitas UPE Quality Assurance Framework
Navitas UPE Internal Quality Assurance Checklist
Navitas UPE Assessment Checklist
Navitas UPE Sampling Plan Guide, Example and Template
Navitas UPE Standardisation Guide
Navitas UPE External Quality Assurance Checklist
Navitas Quality and Compliance Audit (NQCA) Handbook

Contents

Introduction

Quality Assurance in higher education refers to the mechanisms and processes designed to monitor, assess and improve the quality of learning, teaching, management, and student experience and outcomes. By adopting these mechanisms and practices Navitas University Partnerships Europe (UPE) can ensure that all Colleges operate with their University Partners (UP) efficiently and effectively, maintaining Quality and Standards in both education delivery, Governance and management.

Purpose

The purpose of the policy is to support the Navitas UPE Quality and Standards Strategy and the quality assurance activities within that framework. The Navitas Quality and Compliance Audit (NQCA) and collaborative UKVI internal audit activity have been designed to support UP regulatory requirements and those of our designated regulatory bodies. In particular, in the United Kingdom (UK), the policy acknowledges the conditions of registration for the Office for Students (OfS) and the Quality Assurance Agency (QAA) Sector-Agreed Principles related to Student Protection and Quality Assurance. Outside of the UK, the policy acknowledges regional quality assurance requirements for international programmes of study.

The purpose of robust internal and external quality assurance process is to ensure that the principles of assessment are met - Validity, Authenticity, Reliability, Currency and Sufficiency (VARCS) and there is external scrutiny to support an enhanced student learning experience and regulatory compliance.

The Principles of Assessment:

V – Valid, relevant to the assessment criteria

A – Authentic, has been produced solely by the student

R – Reliable, consistent across all students, over time and at the required level

C – Current, still relevant at the time of assessment

S – Sufficient, covers all the assessment criteria with enough width and breadth

Definitions

Internal Quality Assurance (IQA)

Internal Quality Assurance involves a range of processes to ensure the quality and standards of assessment methodology, feedback to academic teaching staff, the assessment of student work and subsequent feedback to students are of the highest standards.

Though this process is generally referred to as Internal Moderation or sampling in Navitas UPE, the general term of Internal Quality Assurance (IQA) will be used in this policy and apply to all.

<u>Navitas UPE IQA activity (as a provider) must ensure that:</u>

- All Colleges/ Campus are involved in internal quality assurance activity each academic year
- Adequate and efficient training, support and guidance on required IQA processes are available to all College Management Teams
- Stakeholders are notified and communicated effectively relating to IQA activity
- Monitoring and reporting of the divisional IQA process, outcomes and action is efficient and timely
- Summaries are provided for review at executive level

<u>Navitas UPE College IQA activity must ensure that:</u>

- Appropriate assessments are used for each module
- Academic teaching staff are familiar with Navitas UPE or UP regulations
- Academic teaching staff ensure that the audit trail is robust and all dates, signatures (etc) are entered into documentation/VLE as required Academic teaching staff reach accurate

and consistent decisions for the same modules for all students in College and are in line with Navitas UPE assessment requirements

- Academic teaching staff are familiar with the measurable action verbs associated with the modules and level of study

External Quality Assurance (EQA)

External Quality Assurance involves the quality, and compliance checks made by independent, external stakeholders. Though this process is generally acknowledged by the engagement with External Examiners, External Moderators or Externality in Navitas UPE, the general term of External Quality Assurance (EQA) will be used in this policy and apply to all.

Responsibilities

Navitas UPE Academic Registry: Lead and facilitate divisional quality improvement and assurance activities, with centralised audit activity and scrutiny

College Director Principle (CDP): Oversee wider college implementation of quality improvement and assurance strategies

College Management Team: Strategic lead, with oversight of programme management, approval, Internal and External Quality Assurance activities and compliance

Programme / Faculty / Module Lead: College contact for independent external stakeholders and to ensure all requirements under Internal Quality Assurance are completed prior to the start of delivery and all External Quality Assurance preparation is completed in deadline

Academic Teaching Staff (some): Assure the assessment and feedback of peers, and facilitate/support the Internal and External Quality activities

Academic Teaching Staff (all): Complete assessment marking/grading and measure the student progress, providing constructive and developmental feedback in a timely manner

Programme/Module Management and Staff Induction

The College Management Team and academic teaching staff (responsible for IQA) are required to ensure that all academic teaching staff have the appropriate expertise or training as required by Navitas UPE and their UP. In addition, academic teaching staff experienced in Internal Quality Assurance should support academic teaching staff new to Navitas UPE.

- Before the programme or module begins; the Programme Lead (or equivalent) should check that the Programme Handbook, Programme Specification and Definitive Module Document (DMD) to be used internally and online are the correct version and have been reviewed and formally approved by College Management Team.
- Before the programme or module begins; the Programme Lead (or equivalent) should ensure that academic teaching staff have: an induction to the programme or module and the requirements; Programme specification, DMD, assessment brief, programme handbook, a scheme of work (SoW), a rubric; a copy of Navitas UPE and UP assessment regulations, Internal and External Quality Assurance requirements and associated documentation and all associated College policies and procedures, including this document.

The College Management Team must ensure that each programme or module has an appropriate number of academic teaching staff, internal quality assurers and independent external stakeholders in place and that they have access to appropriate training.

Implementation Arrangements

Every programme and module must have a suite of documents and resources, alongside evidence of clear operational processes and procedures accessible in one single central source of information. To ensure these are in place prior to the start of the semester, the **Navitas UPE Internal Quality Assurance Checklist** must be completed providing assurance of overall quality, standard and regulatory compliance. This is to provide the level of standardisation required. Once completed, all Internal Quality Assurance Checklists must be stored in the single central source of information.

Documents demonstrating College IQA activity must be in place at each College prior to the start of delivery and stored in the single central source of information – some examples are below: - IQA Templates & Checklists

- Internal Quality Assurance Plan / Strategy - *this may be the UP internal moderation plan / strategy*
- Internal Quality Assurance Tracker – *this may be the College internal moderation monitoring process*

- Calendar of standardisation / IQA / EQA activities covering the whole academic year, including teacher observation, Navitas UPE Module and Annual Student Survey activities
- Assessment schedule which includes, submission deadlines, resubmission and internal moderation dates and all assessment and progression boards
- Moodle/VLEs are set up with accurate structures and provisional assessment dates
- All programme and module documentation in place ready for delivery, using a College and UP standardised format:
    - Programme Handbook
    - Definitive Module Documents
    - Scheme of Work
    - Assessment Brief
    - Assessment Regulation Requirements
    - Rubric for each Assessment
    - Lesson/Session Plan
    - Weekly Classroom Resources
    - Reading Lists
- Website - Navitas UPE and UP policies are available and current

Central Internal Quality Assurance Files

All Colleges are required to have a centralised and secure storage system (a single central source of information) in which all the above is stored. The academic teaching team must be provided with access prior to the start of delivery. Where items are stored on another system, signposting should be used to avoid duplication of workload. All files must use a clearly structured system to allow any appropriate member of staff to easily find the documents they need.

College Internal Quality Assurance

The role of College Internal Quality Assurance is of paramount importance to the overall success of all programmes and modules. Academic teaching staff who deliver and make assessment decisions for students need ongoing guidance, support and feedback. This should be in the form of training days / sessions at the start and throughout the academic year, where possible.

Navitas UPE College Internal Quality Assurance Guidance, Support and Feedback Mechanisms:

(In accordance with the Navitas UPE Quality Manual on Policy HUB - Published - UPE*, each meeting should have an agenda and minutes / actions taken –* IQA Templates & Checklists

- Regular team meetings and communication – *for example any weekly Learning and Teaching team meetings, College Senior Management Team meetings – agenda and minute templates available*
- Ongoing training and development – *Navitas Baseline Standards and other operational training on the central training platform.*
- Standardisation activities – *for example cross-college or UP moderation events*
- Preparation for internal and external assurance activities
- Feedback following IQA and EQA activity
- General advice and support - Observation
- Survey feedback from students

Internal and External Quality Assurance of Assessment and Learning Outcomes

Every assessment and associated learning outcome must be reviewed and approved through the Internal and External Quality Assurance process, before being issued to students.

This ensures each:

- Is fit-for-purpose, i.e., addresses the assessment criteria required by Navitas UPE and UP Assessment Regulations
- Is based on the most recent Subject Benchmark Statement and or Professional Statutory Regulatory Bodies (PSRBs)
- Enables students to achieve the required skill, knowledge and behaviour to progress to the UP and beyond
- Clearly demonstrates what is expected of the students to be successful

The outcomes of the assessment and associated learning outcome review will be recorded using the **Navitas UPE Assessment Checklist**. Once completed, this Assessment Checklist must be stored in the single central source of information and accessible for review at any time.

Following the review, areas of good practice and development should be discussed in a standardisation meeting (see folder link above for templates). Constructive and developmental feedback should be provided to the academic teaching staff who developed the assessment methodology. Clear actions with deadlines to bring assessment and associated learning outcomes in line with Navitas UPE and UP assessment regulations must be actioned immediately before releasing to students.

All assessments and learning outcomes must be reviewed each year through the Internal and External Quality Assurance process. While the assessments may stay the same, key details need to be reviewed annually to ensure they remain appropriate and in line with regulation and compliance. Please speak to the Compliance Team for more information on Key Fact Sheets and changing key information. Please see QS01 Pathway Approval Policy for more information relating to changing key details of a pathway.

Internal Quality Assurance of Assessment

Completed student assessments must have Internal Quality Assurance on an ongoing basis throughout the modules as assessment has taken place (Formative) and at the end of the module (Summative). This is to ensure students are getting a fair, accurate and consistent assessment process across the programme.

Internal Quality Assurance Sample Strategy

All Navitas UPE programmes and modules are required to have a sampling strategy and have sampling plans in place (please see sampling plan in IQA Templates & Checklists folder above).

An Internal Quality Assurance sample strategy. will contain the following information to justify the sampling strategy allocation:

- Module title
- Assessment title
- Academic Teaching Staff name
- Internal Quality Assurance name
- Sampling risk rating (low/medium/high)
- Reasons for risk rating (for example, new member of staff/new to module or programme/prior issues with assessment)
- Initial sampling % based on risk rating and assessment regulations

- Follow up sampling rates if no issues found on initial

Staff Sampling Risk Rating

All academic teaching staff must be provided with a sampling risk rating to support moderation planning process and this is dependent on several factors. These ratings change throughout the modules and can be different for each one. For example: academic teaching staff may have been teaching for 15 years but may have no experience delivering and assessing a particular module or assessment method. Therefore, sample risk rating would be higher than someone who had been teaching for 5 years and had taught a particular module and had the same assessment for those five years. Ratings can increase or decrease as assessments have been completed and internally assured.

Factors to determine the sampling risk rating include:

- Experience in teaching career
- Experience in teaching type of modules/subjects
- Experience in completing assessments using the same methodology
- Previous development points raised in internal verification and external verification processes
- Number of learners being assessed
- Specific Navitas UPE or UP assessment regulations requirements

Internal Quality Assurance Sampling Plan

An Internal Quality Assurance sampling plan will identify all students and all assessment methodology and will identify which students and their assessments will be subject to Internal Quality Assurance. The requirements of Navitas UPE and the UP e.g., in relation to the sample size required in terms of the length of experience and qualification held by the academic teaching staff will be checked. Where there are 10 students or less on a module, a minimum sample size of 100% is required.

The Internal Quality Assurance process must include samples from all academic teaching staff e.g., at least one sample from each academic teaching staff member and be across the full range of modules. Also, the random sample of students should be taken from the whole cohort of students, the number of students is dependent on sample size. This should also include the range of different forms of assessment used e.g., written work such as essays, presentations and portfolios etc. Internal Quality Assurers must see a range of marks to help determine if the current sample is appropriate or if others need to be picked, to allow for a sample of all marks.

Internal Quality Assurance Sampling Plans must be in place **within a minimum of one week following the end of student enrolment**.

College Internal Quality Assurance - Process

The following points must be considered and addressed when carrying out Internal Quality Assurance of assessment decisions:

- All Navitas UPE and UP assessment regulations must be followed and documented accordingly, in terms of late submission of work, re-submissions, referrals, academic misconduct, student requests for Extensions to Deadlines, Extenuating or Mitigating Circumstances etc
- Student feedback was provided in a timely manner (within 10 working days of submission) with specific, subject related guidance on how improvements can be made in future work
- Feedback should be specific to individual needs (in a format accessible to the student)
- Feedback must have been directly linked to evidence and learning outcomes – using the supplied rubric
- Feedback must have specific (SMART) action points and targets to be completed within an expected period, where appropriate
- Feedback must summarise overall performance

The Internal Quality Assurers must provide and support the academic teaching staff with:

- Assurance of the assessment decision(s) taken
- Supportive, constructive and developmental feedback
- Shared examples of good assessment practice
- The effectiveness of marking decisions
- Highlighted Module changes
- Support / facilitate training for marking and moderation
- Standardisation of the assessment process to ensure accuracy and consistency

Maintain Records of Assessment and Internal Quality Assurance

College Internal Quality Assurance staff are required to:

- Ensure that academic teaching staff use appropriate documentation and procedures correctly
- Ensure that audit trail is robust and all dates / signatures (etc) are entered as required
- Ensure that documentation and systems are meeting Navitas UPE and UP requirements
- Ensure that the records are stored securely and safely
- Ensure that records are available for Navitas UPE Internal Quality Assurance and External Quality Assurance activities

Standardisation Activities

The College Management Team, along with academic teaching staff responsible for IQA must organise standardisation activities. These activities are to ensure a consistent, reliable, and accurate assessment experience for all students, as well as developmental opportunities for all academic teaching staff.

Every College must have a calendar of planned standardisation activities for the academic year before delivery commences. In most cases as a minimum these should be planned to take place at each semester.

Examples of standardisation activities could include:

- Assessment methods and measured action verbs appropriate to the level of study
- Collaborating on creating assessment, schemes of work, session plans,
  Module material and class resources
- Comparing how academic teaching staff documents have been completed and grade allocation
- Checking that each member of staff involved in the assessment activities has the same expectations of student work for each grade awarded
- Discussing how students' evidence can meet requirements and learning outcomes
- Discussing has the student work met VARCS
- Reviewing feedback to students – timely, consistent language and volume, aligned to rubric

- Discussing Student Complaints and Academic Appeals
- Checking of adherence to the assessment schedules, with planned amendments made to accommodate any changes where necessary, for instance changes in staffing
- Blind marking and second marking
- Interpretation of Policies and Procedures

Benefits of Standardisation:

- Opportunity to discuss changes and developments
- Assessment decisions are fair for all students
- Compliance with relevant codes of practice and regulation
- Confirmation of own practice
- Consistency and fairness of judgements and decisions
- Maintaining an audit trail of aspects of standardisation
- Meeting Quality assurance requirements
- Roles and responsibilities being clearly defined
- Setting actions for development of assessment activities
- Sharing good practice
- Spotting trends or inconsistencies
- Upholding the credibility of the module and programme assessment process and practice

Preparing for External Quality Assurance (EQA)

All programmes and modules will undergo EQA activity. This is carried out by an independent external stakeholder to ensure the programmes and modules are being delivered to Navitas UPE and UP expectations, meeting regulatory and compliance requirements. The main point of contact between the independent external stakeholder and College is the Programme Lead (or equivalent). To support EQA activities, the College must complete the **Navitas UPE External Quality Assurance Checklist** once all IQA has taken place. Once completed, all External Quality Assurance Checklists must be submitted to Navitas UPE Academic Registry before any Module or Progression Board has taken place.

The checklist should include the following, but is not limited to:

- Accurate details on the current numbers of students enrolled per module

- Rationale of programme and module delivery
- Sampling Plan and Strategy
- Handbook/DMD/rubric/assessment brief/mark scheme
- Sample pack creation
- Front cover (contents)
- Student work (labelled – if applicable)
- Student declaration sheet
- Feedback from tutor to student
- Grade sheet and clear grade changes (if applicable)
- Internal moderate report/feedback/actions
- External Examiner Feedback Form
- Module survey of NSS Student Feedback
- Regulations for the safe storage and retention of student work and also the correct policy
- Appropriate College Policies

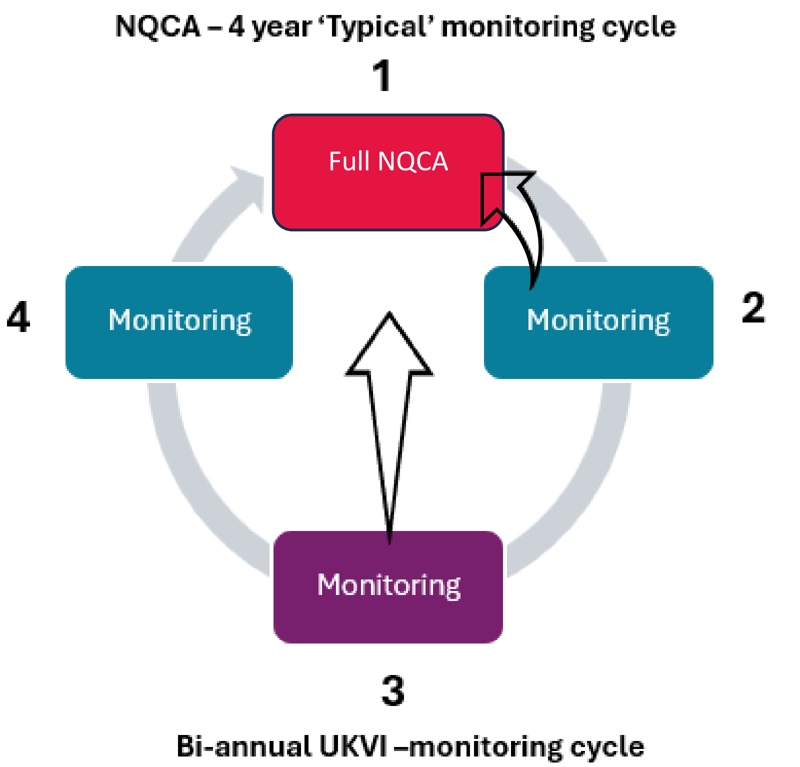
External Quality Assurance Sample Strategy

Following internal quality assurance, all assessments that contribute towards a programme or module must be moderated by independent external stakeholders, and advice provided to academic teaching staff as appropriate.

The sample selected for external quality assurance should normally include all summative work for an agreed selection of students from a given cohort, based on the marks agreed by Navitas UPE, UP or IQA activity (e.g., all firsts, fails, borderlines and spread, or minimum sample size depending on cohort numbers; ten students or less - all). The guiding principle for any selection of assessed work is that the independent external stakeholders should have enough evidence to determine that internal marking is of an appropriate standard and is consistent.

Navitas Quality and Compliance Audit

The Navitas UPE Quality and Compliance Audit provides assurance to the Navitas University Partnerships Executive Leadership Team (UPELT) and Academic Board that Colleges meet Office for Students (OfS) and Quality Assurance Agency (QAA) minimum quality and outcomes requirements across all pathway provision. This assurance ensures that Navitas UPE maintains robust governance, consumer protection, Safeguarding and Prevent arrangements. For more information relating to the NQCA activity, please refer to the **NQCA Quality and Compliance Handbook.**



Policy Review

This policy will be reviewed every two years unless there are internal or legislative changes that necessitate an earlier review.

For further support related to this policy or for any College or Navitas UPE Internal Quality Assurance queries, please contact Navitas UPE Academic Registry: UPE.academicregistry@navitas.com