



INTERNAL QUALITY ASSURANCE (IQA) POLICY

1. POLICY STATEMENT

Proactive Environmental & Safety Solutions (SMC-Pvt.) Ltd. (PESS) is committed to maintaining an effective Internal Quality Assurance (IQA) system that promotes excellence in teaching, learning, assessment and certification. The organisation recognises that Internal Quality Assurance is fundamental to maintaining the credibility, consistency and integrity of all qualifications, professional training programmes and certification services delivered by PESS.

The Internal Quality Assurance process provides confidence to learners, employers, awarding organisations and other stakeholders that assessment decisions are valid, reliable, fair, consistent and based upon sufficient evidence. Through an effective IQA system, PESS ensures that assessment practices are monitored, standardised and continually improved to maintain the highest standards of quality.

Internal Quality Assurance forms an integral part of the PESS Quality Management System (QMS) and supports compliance with recognised awarding organisation requirements, ISO 9001:2015 Quality Management Principles and applicable legal and regulatory obligations.

PESS is committed to creating a culture of continual improvement where quality assurance is regarded as a shared responsibility. All employees involved in the planning, delivery, assessment and verification of learning programmes shall actively contribute to maintaining quality standards and implementing improvement initiatives.

2. PURPOSE

The purpose of this policy is to establish a structured and transparent Internal Quality Assurance framework that ensures the quality and consistency of assessment practice throughout the organisation.

The policy provides guidance for the planning, implementation, monitoring and review of Internal Quality Assurance activities while supporting compliance with recognised awarding organisation requirements and organisational quality standards.





The objectives of this policy are to:

- establish a consistent Internal Quality Assurance system throughout PESS;
- ensure assessment decisions are valid, reliable, fair and consistent;
- maintain confidence in qualifications and certification awarded through PESS;
- support assessors through monitoring, guidance and professional development;
- identify and manage risks associated with assessment activities;
- promote continual improvement in assessment practice;
- maintain compliance with awarding organisation requirements;
- enhance learner confidence in the assessment process; and
- protect the reputation and integrity of the organisation.

3. SCOPE

This policy applies to every qualification, professional training programme and assessment activity delivered by Proactive Environmental & Safety Solutions (SMC-Pvt.) Ltd.

The policy covers Internal Quality Assurance arrangements for:

- International qualifications.
- Professional development programmes.
- Occupational Health and Safety training.
- Environmental training.
- Fire Safety training.
- First Aid programmes.
- Corporate training.
- Online learning.
- Classroom learning.
- Workplace learning.
- Blended learning.
- Competency-based assessment.

The policy applies to:

- Chief Executive Officer (CEO);
- Centre Coordinator;
- Internal Quality Assurers (IQAs);
- Tutors, Trainers and Assessors;



- Administrative Staff;
- Consultants;
- Contractors involved in assessment activities; and
- Applicable learners.

Every individual involved in assessment activities shall comply with the requirements of this policy.

4. DEFINITIONS

The following definitions apply to this policy.

Internal Quality Assurance (IQA) refers to the systematic process of monitoring assessment practice to ensure that assessment decisions are fair, valid, reliable, consistent and compliant with awarding organisation requirements.

Internal Quality Assurer (IQA) is an appropriately competent individual responsible for monitoring assessment decisions, supporting assessors, conducting sampling activities and promoting continuous improvement.

Assessment is the process of evaluating learner knowledge, skills and competence against specified learning outcomes and assessment criteria.

Assessment Sampling is the review of selected learner work and assessment decisions to verify consistency and accuracy.

Standardisation is the process through which assessors and IQAs discuss assessment practice to achieve consistent interpretation of assessment criteria.

External Quality Assurance (EQA) is the process undertaken by an awarding organisation to evaluate the effectiveness of the centre's quality assurance arrangements.

Quality Management System (QMS) is the collection of policies, procedures and organisational processes used to manage and continually improve quality throughout PESS.

5. INTERNAL QUALITY ASSURANCE PRINCIPLES

PESS has established the following principles to guide the operation of its Internal Quality Assurance system





Learner-Centered Quality

- The learner remains at the centre of every quality assurance activity. Internal Quality Assurance shall ensure that assessment practices support learner achievement while maintaining fairness, consistency and academic integrity.
- Learners shall receive clear assessment guidance, constructive feedback and equal opportunities to demonstrate achievement in accordance with qualification requirements.

Fairness and Consistency

- Assessment decisions shall be applied consistently across all qualifications, assessors and delivery locations.
- Internal Quality Assurance activities shall ensure that assessment criteria are interpreted consistently and that learners are assessed against the same standards regardless of assessor or delivery method.

Validity and Reliability

- Assessment decisions shall accurately reflect learner achievement and be supported by sufficient, authentic and current evidence.
- Internal Quality Assurance activities shall verify that assessment methods are appropriate for the qualification and that assessment evidence meets awarding organisation requirements.

Transparency

- Quality assurance arrangements shall be clearly communicated to staff and learners.
- Assessment procedures, sampling arrangements, standardisation activities and quality monitoring processes shall be documented and implemented consistently throughout the organisation.

Continual Improvement

- Internal Quality Assurance is an ongoing process rather than a single activity.
- PESS shall continually review assessment practice, analyse quality information, implement corrective actions and identify opportunities to improve assessment quality, learner experience and organisational performance.





6. ROLES AND RESPONSIBILITIES

Maintaining effective Internal Quality Assurance is a shared responsibility across the organisation.

Chief Executive Officer (CEO)

- The Chief Executive Officer provides strategic leadership for Internal Quality Assurance by ensuring that appropriate resources, competent personnel and effective governance arrangements are available to support quality assurance activities.
- The CEO approves organisational quality policies, review organisational performance and promote continual improvement throughout PESS.

Centre Coordinator

- The Centre Coordinator is responsible for coordinating Internal Quality Assurance activities across the organisation.
- Responsibilities include maintaining IQA documentation, scheduling quality assurance activities, supporting communication between assessors and IQAs, monitoring implementation of this policy and reporting quality issues to senior management.

Internal Quality Assurers (IQAs)

- Internal Quality Assurers are responsible for monitoring assessment decisions through planned sampling and verification activities.
- They shall support assessor development, conduct standardisation meetings, maintain IQA records, identify opportunities for improvement and ensure that assessment decisions comply with awarding organisation requirements.

Tutors and Trainers

- Tutors and Trainers shall deliver learning programmes in accordance with approved qualification specifications and support learners throughout the learning process.
- They shall cooperate fully with Internal Quality Assurance activities and participate in professional development and standardisation meetings.





Assessors

- Assessors are responsible for conducting fair, objective and evidence-based assessments.
- They should maintain accurate assessment records, provide constructive learner feedback, participate in Internal Quality Assurance activities and implement improvement actions where required.

Administrative Staff

- Administrative staff support the Internal Quality Assurance process by maintaining learner records, preparing documentation for internal and external audits, managing assessment records and ensuring that documentation is stored securely and confidentially.

Learners

- Learners are expected to complete assessment activities honestly, submit authentic work, participate in quality assurance activities where required and provide constructive feedback to support continual improvement.

7. INTERNAL QUALITY ASSURANCE FRAMEWORK

PESS has established a structured Internal Quality Assurance (IQA) Framework to ensure that all assessment activities are planned, implemented, monitored and reviewed in a systematic and consistent manner. The framework supports the organisation's commitment to maintaining high standards of assessment, learner achievement and regulatory compliance.

The IQA Framework is designed to provide assurance that assessment decisions accurately reflect learner performance and comply with qualification requirements. It also provides a mechanism for identifying good practice, supporting assessor development and implementing improvements where necessary.

The framework includes the following key activities:

- Risk-based assessment sampling.
- Internal verification of assessment decisions.
- Assessment observations.
- Standardisation meetings.
- Assessment record reviews.
- Learner feedback analysis.





- Assessor support and mentoring.
- Internal audits.
- External Quality Assurance (EQA) preparation.
- Corrective and Preventive Action (CAPA).

These activities operate throughout the learner journey to ensure quality is maintained from learner enrolment through to certification.

8. INTERNAL VERIFICATION AND SAMPLING

Internal verification is a key component of the PESS Quality Management System and is carried out to ensure that assessment decisions remain consistent, accurate and evidence based.

Internal Quality Assurers shall develop an annual sampling strategy that reflects the level of risk associated with qualifications, assessors and learner groups. The sampling strategy may consider factors such as:

- Newly appointed assessors.
- Newly approved qualifications.
- High learner numbers.
- Complex assessment methods.
- Previous quality issues.
- External Quality Assurance recommendations.
- Changes to qualification requirements.

Sampling activities may include review of:

- Assessment plans.
- Learner evidence.
- Assessment decisions.
- Feedback provided to learners.
- Assessment documentation.
- Assessment records.

Where inconsistencies are identified, the Internal Quality Assurer shall provide guidance to the assessor and implement appropriate corrective actions.





9. STANDARDISATION

PESS recognizes that regular standardization is essential to maintaining consistent assessment decisions across all programmes and assessors.

Standardization meetings shall be organized throughout the year to:

- Review assessment practice.
- Discuss assessment challenges.
- Promote consistent interpretation of assessment criteria.
- Share examples of good practice.
- Discuss updates from awarding organizations.
- Identify staff development needs.

All assessors and Internal Quality Assurers are expected to participate in standardisation activities as part of their professional responsibilities.

Records of attendance, discussions and agreed actions shall be maintained as evidence of continual quality improvement.

10. MONITORING AND COMPLIANCE

PESS shall monitor the effectiveness of the Internal Quality Assurance system through planned quality assurance activities and regular management review.

Monitoring should include:

- Review of IQA reports.
- Learner achievement rates.
- Assessment of completion rates.
- Learner satisfaction.
- Assessor performance.
- Internal audit findings.
- External Quality Assurance reports.
- Complaints and appeals.
- Staff Continuing Professional Development (CPD).

Any non-conformities identified through monitoring activities shall be investigated promptly. Corrective actions shall be implemented and monitored until satisfactory completion.





Compliance with this policy is mandatory for all employees involved in assessment and quality assurance activities.

11. EXTERNAL QUALITY ASSURANCE (EQA)

PESS fully supports External Quality Assurance activities undertaken by awarding organizations and regulatory bodies.

The organisation shall:

- Cooperate fully with External Quality Assurers.
- Provide access to learner evidence and assessment records.
- Make available relevant policies, procedures and documentation.
- Respond promptly to External Quality Assurance reports.
- Implement agreed action plans within specified timescales.
- Monitor progress against recommendations until completion.

Findings from External Quality Assurance activities shall be incorporated into the organization's continual improvement process.

12. CONTINUAL IMPROVEMENT

Continual improvement is a fundamental principle of the PESS Quality Management System.

The organisation shall regularly evaluate the effectiveness of Internal Quality Assurance activities through:

- Learner feedback.
- Employer feedback.
- Staff feedback.
- Internal audits.
- External Quality Assurance reports.
- Management Review Meetings.
- Performance indicators.
- Risk assessments.





Improvement opportunities shall be documented, prioritised and implemented through formal action plans. Progress shall be reviewed regularly to ensure improvements have achieved the desired outcomes.

PESS encourages all staff to contribute ideas that enhance assessment quality, learner experience and organisational performance.

13. RELATED POLICIES

This policy shall be read alongside the following PESS policies:

- PESS-POL-001 Quality Assurance Policy.
- PESS-POL-003 Assessment Policy.
- PESS-POL-004 Learner Appeals Policy.
- PESS-POL-005 Learner Complaints Policy.
- PESS-POL-006 Malpractice and Maladministration Policy.
- PESS-POL-007 Recognition of Prior Learning (RPL) Policy.
- PESS-POL-008 Reasonable Adjustments and Special Consideration Policy.
- PESS-POL-009 Equality, Diversity and Inclusion Policy.
- PESS-POL-010 Health and Safety Policy.
- PESS-POL-011 Data Protection and Privacy Policy.
- PESS-POL-014 Document Control and Records Retention Policy.

14. REFERENCES

This policy has been developed with reference to recognised quality management principles and applicable requirements, including:

- ISO 9001:2015 – Quality Management Systems.
- Relevant Awarding Organisation Requirements.
- Qualification Specifications.
- PESS Quality Management System (QMS).
- Applicable National Legislation.
- Internal Policies and Procedures.





15. POLICY REVIEW

This policy shall be reviewed annually to ensure it remains effective, current and aligned with organisational objectives, legislative requirements and awarding organisation expectations.

An earlier review may be undertaken where:

- Legislation changes.
- Awarding organisation requirements are updated.
- Internal or external audit findings require amendments.
- Organisational restructuring takes place.
- Significant quality issues are identified.
- Senior Management determines that revision is necessary.

All amendments shall be reviewed and approved by the Chief Executive Officer (CEO) before implementation.

DOCUMENT CONTROL

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VERSION HISTORY

Version	Issue Date	Description
1.0	01 January 2023	Initial issue of the Internal Quality Assurance (IQA) Policy.
2.0	05 June 2026	Policy reviewed and updated to strengthen Internal Quality Assurance arrangements and align with the PESS Quality Management System (QMS), ISO 9001:2015 principles and recognised awarding organisation requirements.

REVIEW AND APPROVAL

This Internal Quality Assurance (IQA) Policy has been prepared by the Centre Coordinator and reviewed and approved by the Chief Executive Officer (CEO). It forms part of the PESS Quality Management System and applies to all staff involved in teaching, assessment, internal verification and quality assurance activities.

Prepared By	Position
Engr. Mariam Arain	Centre Coordinator

Reviewed and Approved By	Position
Engr. Mahmood Ali Arain	Chief Executive Officer (CEO)

End of Policy

