Internal Quality Assurance Strategy for iPET Network Training Providers

Qualifications offered:

Qualification Title
iPET Network Level 3 Diploma in Dog Grooming and Salon Management (Version 2)
iPET Network Level 3 Diploma in Dog Grooming and Salon Management (Version 1)
iPET Network Level 3 Certificate in Dog Grooming and Introduction to Styling (Version 2)
iPET Network Level 3 Certificate in Dog Grooming and Introduction to Styling (Version 1)
iPET Network Level 3 Award in an Introduction to Dog Grooming (Version 2)
iPET Network Level 3 Award in an Introduction to Dog Grooming (Version 1)
iPET Network Level 3 Award for Educators in the Canine and Feline Sector
iPET Network Level 3 Award in Canine Emergency First Aid (Version 2)
iPET Network Level 3 Award in Canine Emergency First Aid (Version 1)
iPET Network Level 4 Award in Canine Emergency First Aid in the Workplace
iPET Network Level 3 Award in Dog Walking and Pet Sitting for Professionals
iPET Network Level 3 Award in Hand Stripping
iPET Network Level 3 Diploma in Cat Grooming and Salon Management
iPET Network Level 3 Certificate in Cat Grooming and Introduction to Styling
iPET Network Level 3 Award in an Introduction to Cat Grooming
iPET Network Level 3 Award in Microchip Implantation for Pet Animals
iPET Network Level 3 Award in Feline Emergency First Aid
iPET Network Level 4 Higher Professional Diploma in Dog Grooming
iPET Network Level 3 Diploma in Canine Nutrition
iPET Network Level 3 Award for Educators in the Canine and Feline Sector
iPET Network Level 2 Award in Protecting Humans and Animals in Today's Society
iPET Network Level 3 Certificate in Dog Breeding, Litter Socialisation and Welfare
iPET Network Level 2 Award in Canine Care, Health and Behaviour
iPET Network Level 2 Award in Responsible Dog Ownership
iPET Network Level 3 Award in Canicross Coaching
iPET Network Level 2 Award in Principles of Puppy Socialisation
iPET Network Level 3 Award in An Introduction to Creative Grooming

Strategy Overview

This Internal Quality Assurance (IQA) strategy is what Training Providers must follow to ensure they are complying with iPET Network's Training Provider approval. In addition to this document Training Providers must also familiarise themselves with the *Quality Assurance Requirements* policy.

All iPET Network Training Providers must ensure a robust system of internal quality assurance is operated to ensure a high standard of programme delivery for candidates including its Training Provider Branches, in accordance with iPET Network requirements.

Procedures are in place to provide a description of the Internal Quality Assurance processes accessible to all staff, Training Providers and Training Provider Branches. All Training Providers, including Internal Quality Assurers must have an awareness of all policies.

The IQA strategy states the Training Provider's approach to all aspects of internal quality assurance and includes:

- Co-ordination, planning, quality assurance and record keeping
- This Internal Quality Assurance Strategy will be reviewed and updated as necessary
- Internal Quality Assurers (IQAs) will give verbal and documented feedback to Tutors on all sampled assessments and actions. Evidence sampling and observation of assessments will take place as detailed in the strategy.
- IQAs must use the **Risk Rating** to establish the required 'amount' of quality assurance – please refer to the relevant *Qualification Handbook*
- The Training Provider will ensure that all IQAs, Tutors and Training Provider Branches are kept up to date with changes to qualifications, delivery documentation and course materials and these are implemented in accordance with iPET Network's timescales.
- If the occasion arises, IQAs will help to resolve any disputes and appeals in accordance with iPET Network's Appeals Procedure.

Types of sampling

Formative sampling
Formative sampling takes place periodically during delivery. Formal assessments may not have been fully completed or a unit may have been completed. This type of sampling ensures any concerns are picked up as early as possible, addressed with the Tutor and action is taken.

Summative sampling
IQA reviewing the quality of the assessment decisions made by the Tutor. The IQA should be able to follow an audit trail, which clearly demonstrates that the Tutor has checked the validity, authenticity, reliability, currency and sufficiency of the assessment activity.

Cohort Sampling

For Qualifications that are 1-4 credits and delivered as a cohort the IQA must sample the applicable percentage according to the highest risk rating of the total cohort including a formal summative assessment for each Candidate sampled. The IQA must sample a minimum of 2 Candidates per cohort.

Portfolio sampling

For Qualifications that are 5 credits or more the IQA must sample the applicable percentage according to the highest risk of all Candidate portfolios and all formal summative assessments for each Candidate sampled.

*Please see below for individual qualification sampling requirements.

Assessments

Please refer to the relevant Qualification Handbook and sample formal assessments according to the risk rating.

The assessment must be sampled to ensure they meet the following requirements:

- Evidence / documentation used
- Authenticity
- Overall standard of quality
- Feedback from the Tutor to the Candidate
- Briefing and planning

Records and Documentation
All Training Providers must use the iPET Network documentation for internal quality assurance. These records should be kept for a minimum of 3 years for auditing and investigation purposes. Records must be made available for External Quality Assurance audits. All documents are available from iPET Network.
The records must include:
- IQA Sampling Plan
- IQA Sampling Report Form
- Tutor Training Needs Analysis
- IQA Training Needs Analysis
- Tutor Observation Record

IQA sampling plan
Each IQA must demonstrate detailed planning for all Candidates that are registered on an iPET Network qualification. The sampling plan provided by iPET Network allows the IQA to plan the required sampling for each candidate and Tutor.

Qualification Criteria
The Candidate's portfolio must meet 100% of the qualification criteria and be clearly referenced.

Feedback
Feedback must be given on all tasks from the Tutor to the Candidate to encourage, stretch and support learning and progression.

Authentication
All tasks / Assessments must be clear that they have be completed by the Candidate and marked by the Tutor.

IQA Sampling Report Form
This form details the sampling that has been carried out by the IQA. It documents the comments, actions and feedback given to the Tutor and when actions are completed to confirm the quality process is complete.

IQA sampling for E-portfolio
If the Training Providers wishes to use iPET Network's e-portfolio, or an alternative, the above records should still be completed and are integrated within the E-portfolio.

Qualification sampling requirements

No.	Qualification Title	Portfolio Sampling	Cohort Sampling	Formative Sampling	Summative Sampling	When to request Formative Sampling	Mandatory process to sample
3	Level 3 Diploma in Dog Grooming and Salon Management (Version 1 – Candidates registered from 10.06.20 to 10.05.22)	✔		✔	✔	Day 20-25	• **Workbooks depending on tutor risk rating** • **Grooming diaries x 20 at summative** • **Breeds Tally** • **Tutor Feedback** • **GLHs / TQT** • **Candidate Identification confirmed (webportal)** • **Authentication** • **Student Review (Formative and Summative)** • **Candidate Feedback Form** • **All formal assessments (x 3)** • **3 x videos (totalling 5 minutes)**
4	Level 3 Diploma in Dog Grooming and Salon Management (Fast Track) (Version 1 – Candidates	✔			✔		• **Workbooks depending on tutor risk rating** • **Grooming diaries x 20 at summative** • **Breeds Tally**

	registered from 10.06.20 to 10.05.22)						• **Tutor Feedback** • **GLHs/TQT – N/A** • **Candidate Identification confirmed (webportal)** • **Authentication** • **Student Review (Formative and Summative)** • **Candidate Feedback Form** • **All formal assessments(x3)** • **3 x videos (totalling 5 minutes)** • **Eligibility for Fast Track**
6	**Level 3 Certificate in Dog Grooming and Introduction to Styling (Version 1 – Candidates registered 18.06.20 to 27.10.22)**	✓			✓	✓	**Any time up to and including training day 10.** **At this point a minimum of 4 Dog Health Check and Grooming Diaries must have been completed. Diaries must cover a range of days, breeds and coat types.**	• **Workbooks depending on tutor risk rating** • **Grooming diaries x 10 (incl. photos)** • **Breeds Tally** • **Tutor Feedback** • **GLH / TQT** • **Candidate Identification confirmed (webportal)** • **Authentication** • **Candidate Course Review (Formative and Summative)** • **Candidate Feedback Form** • **2 x Dog Grooming Assessment Records**

#	Qualification							Evidence
								• **3 x videos (totalling 5 minutes)**
8	**Level 3 Award in an Introduction to Dog Grooming (Version 1 – Candidates registered from 22.06.20 to 27.10.22)**	✔			✔		N/A	• **Workbooks depending on tutor risk rating** • **Grooming diary x 1 (incl. photos)** • **Breeds Tally** • **Tutor Feedback** • **GLH / TQT** • **Candidate Identification confirmed (webportal)** • **Authentication** • **Candidate Course Review (Summative)** • **Candidate Feedback Form** • **1 x Dog Grooming Assessment Record** • **3 x videos (totalling 5 minutes)**
9	**Level 3 Award in Canine Emergency First Aid (Version 1 – Candidates registered from 11.06.20 to 10.05.22)**		✔		✔		N/A	• **Workbooks depending on tutor risk rating** • **Tutor Feedback** • **GLHs / TQT** • **Candidate Identification confirmed (webportal)** • **Authentication** • **Candidate Feedback Form** • **All formal assessments (x 1)**

#	Qualification					Timing	Evidence
11	Level 3 Award in Dog Walking and Pet Sitting for Professionals (Version 1 – Candidates registered before 24.04.23)		✓		✓	N/A	• Workbooks depending on tutor risk rating • Tutor Feedback • GLHs / TQT • Candidate Identification confirmed (webportal) • Authentication • Candidate Feedback Form • All formal assessments (x 1)
20	Level 4 Higher Professional Diploma in Dog Grooming	✓		✓	✓	Before any formal summative assessments are completed	• Workbooks depending on tutor risk rating • Grooming diaries x 6 • Breeds Tally • Tutor Feedback • GLHs / TQT • Candidate Identification confirmed (webportal) • Authentication • Student Review (Formative and Summative) • Candidate Feedback Form • All formal assessments (x 5)

Document Control

Document Name: IQA Strategy – All qualifications

Document Number: P40

Date of Correction	Version Number	Correction Reason
	1	
13/01/2022	2	Annual policy review
16/02/2022	3	Grooming Diploma qualification review. Updated wording regarding frequency and type of EQA audits and EQA Tutor observations
17/02/2022	4	Added Level 2 Award in Canine Care, health and Behaviour
		Added Level 2 Award in Responsible Dog Ownership
02/03/2022	5	Added Level 3 Award in Canicross Coaching
25/04/22	6	Added Level 2 Award in Principles of Puppy Socialisation and Level 3 Award in An Introduction to Creative Grooming
		Added Version 2 for the Level 3 Diploma in Dog Grooming and Salon Management and Level 3 Award in Canine Emergency First Aid
08/07/2022	7	Fast track formative sampling added
08/08/2022	8	Change to error in a qualification name for the Level 3 Certificate in Dog Grooming and an Introduction to Styling
19/08/2022	9	Change to formative sampling – only required for fast track Version 2
21/09/2022	10	Adding candidate entry requirements for the Canine Nutrition Diploma / Clarification over requirements of number of diaries to sample for the Level 3 Diploma in Dog Grooming and Salon Management
4/10/2022	11	Update on the GLH/TQT in relation to the Fast Track
01/11/2022	12	Clarification of V2 and V1 requirements of the Level 3 Certificate in Dog Grooming and an Introduction to Styling, Level 3 Diploma in Dog Grooming and Salon Management and Level 3 Award in an Introduction to Dog Grooming. Removal of video evidence requirement for V2.
30/06/2023	13	Updated to remove V2 and other qualifications which now have the sampling strategy within the Qualification Handbook