



The Chartered Institution of  
Building Services Engineers  
Registered Charity No. 278104

# CIBSE End Point Assessment Internal Quality Assurance Policy

## Policy Statement

CIBSE is committed to ensuring a standardised approach to internal quality assurance (IQA). The internal quality assurance procedure must be open, fair and free from bias. The internal quality assurance process will monitor and maintain the quality, transparency and integrity of End Point Assessment (EPA) in line with its own internal high expectations and procedures as well as with the requirements of external regulatory bodies.

## Responsibilities

CIBSE's Director of Membership will have overall responsibility for the implementation and monitoring of this policy. The policy will be communicated to all staff and the relevant third parties who have responsibility to ensure the assessment remains at all times valid, reliable, comparable and minimises risk.

## Purpose

The purpose of this policy is to ensure that:

- 1. Our EPA documentation, including guidance materials, assessment tools and additional resources are designed appropriately to meet requirements of the apprenticeship standard and assessment plan:**
  - a. Documentation will be designed to be fit for purpose and current to the latest industry and regulatory requirements
  - b. Tools are subject to peer review and approval by CIBSE's Talent, Pipeline and Apprenticeship Panel and CIBSE's Education, Training and Membership Committee (ET&M)
  - c. EPA delivery will be at all times apprentice and employer centred, and key information on assessment requirements and schedules will be communicated
  - d. Each cohort will be monitored throughout the EPA and reviewed via surveying apprentices, employers and training providers and a bi-annual assessor debrief workshop
  - e. Assessment decisions and confidentiality of assessment materials are not influenced by conflicts of interest

- 2. CIBSE appointed EPA Assessors are suitably qualified and professionally recognised to support delivery:**
  - a. CIBSE EPA assessors are corporate members of CIBSE and professionally registered engineers with the Engineering Council, who committed to observe CIBSE's Code of Professional Conduct.
  - b. All prospective applicant CVs are reviewed for suitability for EPA and shortlisted candidates are invited to interview with CIBSE representatives.
  - c. CIBSE EPA Assessors receive ongoing support and development facilitated through regular feedback, refresher training and annual standardisation events
  - d. All CIBSE assessors will receive training on the relevant standards and regulatory requirements
  - e. All CIBSE assessors have access to CIBSE's EPA policies
  - f. All CIBSE assessors receive regular communications to ensure the dissemination of timely and up-to-date information which is key to quality and efficacy
  
- 3. Our delivery is effective and meets employer and apprentice expectations of the EPA process:**
  - a. Standardised documentation is used for all CIBSE EPA activities
  - b. Employer guidance on the apprenticeship and EPA is provided via documentation, inductions and periodic meetings
  - c. EPA Assessors' activity is monitored to ensure compliance, high quality delivery and supports standardisation
  - d. Feedback is provided to assessors to protect high quality delivery and support standardisation
  - e. CIBSE has a reasonable adjustments policy to ensure any apprentice needs are considered during the EPA
  - f. CIBSE periodically meet with employers to share best practice and gather feedback with a view to improving the overall EPA journey for future cohorts
  - g. We periodically survey apprentices, employers and training providers after completion of the EPA
  
- 4. Our EPA judgments are consistent and transparent so that the outcomes are fair, reliable and valid:**
  - a. All EPA Assessors attend annual refresher training and standardisation events
  - b. 100% of EPA applications and assessor recommendations are submitted to CIBSE's Membership and Registration (M&R) Panel for moderation
  - c. The M&R Panel review every apprentice's full application including their assessment work and completed assessor grading forms and are the arbiter of the final grade
  - d. At least 10% of EPA interviews will be observed to monitor assessor conduct and compliance with the assessment plan
  - e. A tiered approach will apply to observations: 15% of new assessor and 10% of competent assessor interviews will be observed
  - f. Structured feedback will be provided to the assessors in a timely manner to protect high quality delivery and support standardisation
  - g. Feedback is reviewed by CIBSE's M&R Panel to protect compliance and ensure processes remain reliable and robust
  - h. Instances of assessor misconduct, maladministration or malpractice identified will be immediately addressed with the assessor and further action may be taken under CIBSE's EPA Malpractice and Maladministration Policy

- i. Instances of persistent assessor misconduct, maladministration or malpractice may result in investigation by CIBSE's Professional Conduct Committee and suspension or termination of assessor duties.
- j. We conduct statistical analysis of final grade awards by cohort and by assessor as part of annual standardisation activity
- k. Feedback is obtained periodically from the apprentices, employers, training providers and assessors

## **5. Monitoring, review and evaluation for continuous improvement**

- a. CIBSE officers periodically meets with employers and training providers to discuss apprentice performance, feedback, best practice and explore process and documentation improvements.
- b. EPA and its associated activities are listed on CIBSE's Corporate Risk Register, reviewed monthly by CIBSE's Director of Membership and Head of Operations.
- c. The Corporate Risk Register is reported to CIBSE's Finance, Audit and Governance Committee quarterly.
- d. An EPA Risk Report is reviewed by CIBSE's Finance Audit and Governance Committee quarterly
- e. CIBSE staff are required to make recommendations for change and to ensure that candidates are being assessed in a fair and transparent way
- f. Assessors will be asked to report on areas of improvement that could be considered to ensure candidate assessment is fair as well as maintaining the required standards relating to the apprenticeship being assessed

## **Policies and procedures referenced in this document**

CIBSE's Code of Professional Conduct.

EPA Malpractice and Maladministration Policy

CIBSE EPA Moderation and Consistency Procedure

## **DOCUMENT ENDS**

This document was last reviewed in January 2024

