



# **Internal Quality and Over All Quality Assurance Policy**

Full Name:	Domain Institute of Professional Studies
Category	Student & Staff
Owner	Quality Assurance Department
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## **Welcome to Domino Institute of Professional Studies**

As a leading provider of professional education in Pakistan, we are pleased to welcome you to our academic community. This internal quality and overall quality assurance policy reflects our institutional commitment to delivering high-quality education, safeguarding student welfare, and maintaining the professional standards that are the hallmark of the Domino Institute. DIPS is a nationally recognized academic institution, committed to enhancing educational accessibility through the implementation of contemporary pedagogical practices. In alignment with global educational trends and the increasing demand for flexible learning pathways, DIPS has developed a comprehensive and scalable distance learning model to complement its traditional on-campus delivery. This policy establishes a structured framework for ensuring the consistent delivery of high standards in distance education. It reaffirms the Institute's dedication to academic excellence, comprehensive student support, regulatory compliance, and the ongoing enhancement of its technological infrastructure. All provisions within this policy are aligned with the requirements set forth by OTHM, Ofqual standards, and the broader expectations of Pakistan's higher education sector.



## **1. Policy Statement**

Domain Institute of Professional Studies (DIPS) is committed to maintaining high academic and professional standards, ensuring that learners achieve reliable, valid, and fair assessment outcomes. This policy outlines our internal quality assurance (IQA) framework as a key mechanism to uphold the integrity of qualifications and ensure compliance with OTHM and Ofqual regulations.

## **2. Objectives**

- To ensure consistency, accuracy, and fairness in all assessments.
- To meet all OTHM and Ofqual quality expectations.
- To support continuous improvement through systematic monitoring and feedback.
- To establish transparent and auditable internal verification procedures.
- To promote standardized assessment practice across assessors and departments.



### **3. Scope**

This policy applies to:

- All OTHM qualifications delivered at DIPS (Level 3 to Level 7).
- All staff are involved in teaching, assessment, internal verification, and administration.
- All learning environments (physical, online, blended).
- All assessment types (written, oral, digital, project-based, RPL).

### **4. Regulatory Compliance**

DIPS operates in full alignment with:

- OTHM Centre Handbook (latest version)
- OTHM Assessment and Verification Policy
- Ofqual General Conditions of Recognition
- UK GDPR (for learner data protection)
- Pakistani higher education and institutional governance practices

### **5. Internal Quality Assurance Framework**

Our IQA framework is designed to:

- Plan, monitor, and evaluate the quality of teaching, learning, and assessment.
- Verify the accuracy and fairness of assessor decisions.
- Support assessors with constructive feedback and CPD.
- Detect and mitigate risks of malpractice or inconsistency.



- Engage external verifiers (EVs) and respond to their recommendations.

## 6. IQA Process Overview

<b>Stage</b>	<b>Description</b>
Planning	IQA creates a Sampling Plan identifying units, learners, and assessors to be verified
Standardisation	Monthly meetings held to ensure consistent assessment interpretation
Verification	IQA checks a sample of assessments using the IQA Verification Form
Feedback	Written/verbal feedback is provided to assessors with actions
Action & Follow-up	Issues are tracked to resolution using the IQA Action Log
Review	All IQA activities are reviewed and reported to the Quality Lead/Head of Centre quarterly

## 7. Roles and Responsibilities

<b>Role</b>	<b>Responsibility</b>
Head of Centre	Strategic oversight and resourcing for QA
Quality Lead / IQA	Implements IQA strategy, sampling, verifier liaison
Assessors	Deliver assessments, apply OTHM criteria, receive IQA feedback
Academic Director	Reviews QA reports, ensures corrective actions are taken
Learners	Participate in honest assessments and provide feedback



## **8. Key Quality Assurance Activities**

### **A. Assessment Planning**

- Mapping outcomes to OTHM qualification specifications.
- Preparing contextualised assignment briefs (aligned with OTHM formats).
- Submitting all briefs to IQA for approval before release.

### **B. Sampling Strategy**

- Based on risk-based sampling and OTHM guidance.
- Must cover:
  - All assessors
  - All units
  - New staff or high-risk learners
  - Pass, fail, and borderline grades

### **C. Standardisation Meetings**

- Held monthly (or before assessments commence)
- Attendees: Assessors, IQAs, Quality Lead
- Minutes documented and stored (see Appendix B)

### **D. Feedback Mechanism**

- Each assessor receives IQA feedback using the IQA Feedback Form (Appendix A)
- Any issues are documented in the Corrective Action Log (Appendix C)



## **9. Malpractice and Risk Mitigation**

- Assessors are trained to identify and report plagiarism/misconduct.
- IQA reviews all Turnitin or plagiarism-check reports.
- Appeals and complaints handled per the Assessment Appeals Policy.
- Any suspected IQA manipulation or unfair practices are reported to the Head of Centre and to OTHM if needed.

## **10. Continuous Improvement**

- Annual review of the IQA policy and its implementation effectiveness.
- Surveys for staff and learners on quality teaching and assessment.
- External Verifier (EV) reports are reviewed and responded to formally.





## Appendices

### Appendix A – Internal Verification (IQA) Feedback Form

<b>Field</b>	<b>Entry</b>
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Assessor Name	_____
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Learner ID / Name	_____
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Qualification / Unit	_____
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Assessment Reviewed	_____
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Was the  
assessment  
decision  
accurate?  Yes  No

Feedback to Assessor	_____
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Action Required  None  Reassessment  Training  Other

IQA Name & Signature	_____
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Date	_____
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## **Appendix B – Standardisation Meeting Minutes Template**

Date: \_\_\_\_\_

Attendees: \_\_\_\_\_

Qualification(s): \_\_\_\_\_

Item	Notes
Agenda	<ul style="list-style-type: none"><li>- Assessment decisions</li><li>- Updates from EV</li><li>- Policy or process changes</li></ul>
Key Discussions	_____
Agreements Made	_____
Actions Assigned	_____
Next Meeting Date	_____

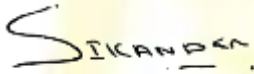


## Appendix C – Corrective Action Log Example

Date	Issue Identified	Responsible Person	Corrective Action	Deadline	Status
01/05/2025	Sampling not sufficient	Assessor A	Submit revised plan	05/05/2025	■ Completed

### Contact Domino Institute

For academic, technical, or support-related inquiries, contact us at:

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