Passport policy - Examiner Quality Assurance (EQA)

Introduction

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Introduction

The scope of EQA quality management includes all cases completed by staff in examining roles and includes all business as usual (BAU) policies.

Examiner Quality Consultants should carry out quality checks on all cases randomly selected from the system.

The Examining Quality Assurance process has been implemented in all regional offices and is a method of:

- Managing quality in the examining process and assuring that the Identity and Passport Service (IPS) examining policy is applied correctly and in full;
- Managing productivity in the examining process so that performance can be reported at individual, team, command, regional, and national level;
- Identifying skills that require further development, and ensuring that appropriate coaching or support is provided.

EQA introduces the role of Examining Quality Consultant (EQC) at Executive Officer (EO) grade. EQCs undertake the following tasks:

- Quality checks on cases randomly selected from the system;
- Coaching examiners - at the request of the examiner's team leader - on policy and procedure
- Examining complex cases – postal, partner, Counter, and online – that are beyond the remit of Level Two examiners;
- Final examination of no claim (i.e. 'fail') cases;
- Withdrawal of Facilities (only with regional manager approval).
- Undertake the Policy Networking Group Officer and deputy role within their regional office

In the EQA process, quality checking by the EQCs replaces Security Checks that were previously undertaken by examining team leaders, and complex cases which are taken into the EQC role. In this way, the process gives team leaders more time to manage their teams, to drive up the productivity and quality improvement that is the major benefit of introducing EQA, and to provide additional managerial support to examining staff.

All examining staff will be subject to these checks.

Process

Quality monitoring is triggered by the random selection of applications by the system in the postal, partner and counter.

The randomly selected applications are passed to an EQC for quality checking.

The EQC records the quality check results within the application case notes for future reference of the examiner (where required).

After any queries about the application have been resolved, the EQC makes the final examining decision and records the quality check results on the system Security Checking screen.

At the end of each week, the Examination Checklists will be updated by the paperless checking process. Examination Executive Officers (EOs) will retrieve those cases to view the EQC's remarks, and will conduct weekly one-to-one sessions with examiners who have made errors to agree follow up actions that will ensure the errors are not repeated.

Weekly EQA quality and productivity reports are produced so that the examining process can be monitored:

- Team Leaders can use the individual reports to monitor quality and productivity at individual examiner level;
- Command HEOs, Regional Production Managers and Regional Managers can use aggregated reports to monitor quality and productivity at their level of responsibility.

Where appropriate - and with the examiner's agreement - a Request for Coaching is sent to the EQC team, and an entry is placed in the examiner's Performance Development Plan (PDP).

Block Applications

Please see Regional Office Interview Process - Block Applications.

Changes to the EQA Process for Security Checking

Please see Regional Interview Office Process - Quality Checking for AbI blocks.

Policy Networking Group (PNG) representation

A feature of the EQA process is that the EQCs will play a leading role both within the local Policy Network Group (PNG) network and representing the region in the national PNG network. This will help keep EQCs up-to-date on emerging policy issues, and will ensure that coaching provided by EQCs always takes the latest version of policy and procedure into account.

Examining staff and EQCs should continue to utilise the PNG question and answer process via Policy Networking Group Officers where appropriate.

Any questions relating to this policy should be routed via your line manager to the regional Policy Networking Group Officer