

Chris McAllister Limited

Assessor and Verifier Qualifications (NVQ, SVQ and similar competence-based systems)

Workbook Unit V1

Conduct internal quality assurance of the assessment process



PORTABLE DOCUMENT FORMAT (.pdf) version

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CANDIDATE'S CERTIFICATION CLAIM FORM ASSESSOR/VERIFIER QUALIFICATIONS

Candidate Name

Scottish Candidate Number.....

Units achieved:

V1 Assessor signature Date

Elements Independently Assessed

V1.1

V1.2

V1.3

V1.4

Independent Assessor comments:

Independent Assessor signature

Candidate signature

Date

Internal Verifier signature

Date

External Verifier signature

Date

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**CANDIDATE PERSONAL DETAILS FORM
(and Data Protection Waiver)**

Your name as you would like it to appear on your certificate:

Candidate Name

Candidate Number

Date of Birth

Mobile Tel. No

Contact Address

Postcode

Other contact Tel. No.

Your signature below indicates that you agree to Chris McAllister using this above information to keep in touch with you during this programme, and to share it if necessary with Awarding Bodies who may require it. In the case of Scottish qualifications you are also agreeing that your certificate may be sent direct to Chris McAllister who is permitted to open it to check the details before forwarding it on to yourself or your company. **It is a matter of your personal discretion whether or not you supply this information:**

IMPORTANT - Please sign

I agree to the above information being used as indicated above.

Signed Candidate Date.....

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Schedule of documentation. Please discuss with your Advisor how you will compile each of the 20 documents listed. For full details of the required documents, please see pages 20-22. The numbers on the left of this table are the key to compiling your evidence documentation for this Unit.

1	Candidate's CV	
2	Candidate's certificates	
3	The organisation's commitment to quality etc.	
4	Documentation supporting the above	
5	Examples of QA documentation	
6	Complaints and appeals procedures.	
7	Candidate's CPD arrangements and planning	
8	Health and Safety Policy	
9	Equal Opportunities Policy and Monitoring	
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Unit V1 Conduct internal quality assurance of the assessment process

1. Introduction

Unit V1 *Conduct internal quality assurance of the assessment process* is the NVQ/SVQ Unit which qualifies you as an “Internal Verifier” and since January 2003 has replaced the older Internal Verifier Unit D34. If you already hold D34, you do NOT need to re-qualify as an Internal Verifier by gaining the new V1 Unit. However, as D34 is no longer available you will need to gain the new Unit V1.

The Unit consists of four Elements:

- V1.1 Operate and evaluate internal assessment and quality assurance systems
- V1.2 Support assessors
- V1.3 Monitor the quality of assessor performance
- V1.4 Meet external quality assurance requirements

The full detail of the Standards for this Unit are shown on Page 10 and following. The Unit is the appropriate qualification for Internal Verifiers and those persons who are required to quality assure assessment processes for N/SVQs and similar qualifications by managing a team of assessors, quality-assuring their work and liaising with the Certification (Awarding) Body. The new Unit represents a considerable technical advance on its predecessor D34 and existing Internal Verifiers who qualified by means of D34 would be well advised to study the new Unit and to note any improvements. There is, however, nothing in the new V1 Unit, which was not previously recognized as standard good practice in internal verification.

The Agreed Common Evidence for each Element of Unit V1 is also shown on Page 10 and following. This was devised in order to ensure:

- Persons would not be allowed to practise as Internal Verifiers until they had been qualified and accredited to do so.
- It would not be possible, as in the past, to quality assure assessments while still ‘working towards’ the V1 qualification. The concept of ‘working towards’ no longer applies to Assessors and Verifiers.
- The main requirement for the V1 qualification is clear proof that one is responsible for, and managing the quality-assurance process at a Registered Centre, or is at least responsible for a group of two or more Assessors at such a Centre.
- The requirement that two or more Assessors should report to an Internal Verifier makes it impossible to set up a Centre as in the past; where two persons acquired D32, D33 and D34 and then proceeded to quality-assure one another.
- The main vehicle for assessment evidence in the case of trainee Internal Verifiers would be written documentation.
- Most of this written documentation should already be in existence in a Centre already set up and operating in accordance with the NVQ Code of Practice.
- Analogue or digitally recorded Professional Discussion would not be ruled out, but written records of these discussions may need to be provided. With the increasing use of digital recording and copying techniques this requirement now for written transcripts seems to have lapsed

- Evidence requirements would specify some twenty or so written documents, most of which should already be in existence in a Centre already set up and operating in accordance with the NVQ Code of Practice.

2. The new Unit: Is it for you?

The main obstacle to your gaining the Unit V1 will be the requirement that you are already operating in the quality-assurance role and responsible for at least two Assessors. Implicit in the evidence requirements is that you must be working in an organisation that already has a sophisticated quality assurance regime in place. If this regime does not already exist, you will have difficulty building it from scratch unless you already have access to qualified Assessors and Verifiers. If you are not sure whether you will be able to meet the evidence requirements, you should discuss the problem with Chris McAllister.

Your starting point. You should already have been trained to assess. That is, you will have both of the old Assessor Units D32 and D33, or the new Unit A1. If you only have A2, you may need to consider A1 also. Gaining these Units need not take long. The Workbook for Unit A1 contains most of the background information on N/SVQs that you will need. You will be able to download the A1 Workbook from the Website <http://www.chrismca.com/A1.pdf>

Next When you have mastered the understanding of N/SVQs to enable you to move on to Unit V1, you carry out the following simple task. Obtain a good quality A4 ring binder which you can use as your portfolio (4 rings are better than 2) , and as your documentation accumulates, you store it in this file. We recommend the use of plastic sleeves, divider cards etc., which will make it easy for you (and for your Assessor) to navigate round the file.

On Page 5 we suggest compiling your evidence in the form of 20 documents (or groupings of documents) numbered 1-20. Thus, if you number the divider cards mentioned above from 1-20 and label them as on Page 5 you will have gone a long way towards presenting your evidence in an easily-navigable format.

Then. We will assess you on the basis of your documentation when it is complete. The method of assessment we use for this Unit is a combination of existing documentation (which should already be available in your Centre) and Professional Discussion. This Professional Discussion takes place between yourself and your V1 Assessor.

3 The Bottom Line

See our website for current fees and prices for Unit V1. Go to:

www.chrismca.com/Fees.pdf

See also: www.chrismca.com/termsofbusiness.pdf

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4. The role of the Internal Verifier

Before we consider the small print of what you have to do to achieve Unit V1, we consider it important to reassure you that the role of the Internal Verifier is a good deal simpler than it might appear from a study of the Standards or the Agreed Common Evidence.

What is required of an Internal Verifier is as defined by the standards for V1. Internal verifiers are employed by organizations that in most cases have to look to their commercial interests by keeping costs under control. Set up simple and effective systems for handling the administration of N/SVQs and after that the systems ought to be able to run themselves. If you find the costs or the workload spiraling, it is worth asking yourself; what are we doing wrong? Remember that most of these standards and detailed arrangements are being insisted upon by the UK government that does not have to pay your wages bill! It is worth cultivating a kind of healthy cynicism.

The minimum required of an internal verifier should be as follows:

- Keeping candidate records in a suitable form, manual or electronic
- Keeping records of the assessment team, including CVs and copies of certificates.
- Checking that the assessors know and understand what is required of them, if necessary by being present at some of the assessments.
- Holding meetings with assessors to resolve assessment issues, including standardisation.
- Minutes of these meetings should be retained.
- Records of feedback to assessors should be maintained.
- Sampling assessor judgments in a suitable proportion of instances, across all aspects of the assessment process.
- Preparing as required for external verification or auditing.
- Communicating the outcomes of external verification or auditing processes to your team and to your management.
- Ensuring that there are effective complaints, appeals and equal opportunities policies, procedures and monitoring.
- Asking yourself frequently “How can we do this better?” and implement any agreed improvements.

5 Introductory Assessment.

Considering **The Role of the Internal Verifier**, above, ask yourself what your involvement is in each of these activities:

Assessor Notes

Keeping candidate records in a suitable form, manual or electronic	
Keeping records of the assessment team, including CVs and copies of certificates.	
Checking that the assessors know and understand what is required of them, if necessary by being present at some of the assessments.	
Holding meetings with assessors to resolve assessment issues, including standardisation.	
Minutes of these meetings should be retained.	
Records of feedback to assessors should be maintained.	
Sampling assessor judgments in a suitable proportion of instances, across all aspects of the assessment process.	
Preparing as required for external verification or auditing.	
Communicating the outcomes of external verification or auditing processes to your team and to your management.	
Ensuring that there are effective complaints, appeals and equal opportunities policies, procedures and monitoring.	
Asking yourself frequently “How can we do this better?” and implement any agreed improvements.	

7 Unit V1: Conduct internal quality assurance of the assessment process

Element VI.I: Operate and evaluate internal assessment and quality assurance systems

(a) Implement the organisation's requirements for the auditing of internal assessments and those of the external awarding body	3	
(b) Identify the outcomes required by the agreed standards and their implications for internal auditing	3	
(c) Operate appropriate administrative and recording arrangements in order to meet external audit requirements	5	
(d) Identify and ensure the application of agreed criteria for the selection and support of assessors	12	
(e) Operate assessment standardisation arrangements	14, 17	
(f) Ensure that there is a procedure for complaints and appeals which meets awarding body requirements, and that it is followed when required	6	
(g) Identify and make use of internal and external measures of performance to make adjustments to internal systems	14, 3, 10, 20	
(h) Make recommendations for improved internal quality assurance arrangements and develop an implementation plan	3	

How evidence for Element V1.1 must be documented

A written record of a written or spoken explanation, supported by detailed policies and documentation, of the organisation's procedures for:

- Quality assuring assessment decisions made in relation to one or more national awards (*Reference 9.3*)
- Identifying and applying relevant performance measures in relation to one or more national awards (*Reference 9.3*)
- Recording assessment decisions in a way that meets external awarding body requirements (*Reference 9.4*)
- Conducting internal standardisation of assessment in a way that meets both internal quality assurance procedures and external awarding body requirements (*Reference 9.3*)
- Dealing with complaints and appeals in a way that meets both internal quality assurance procedures and external awarding body requirements. (*Reference 9.5*)
- Evaluating the effectiveness of internal quality assurance arrangements (*Reference 9.3*)
- Keeping up to date with assessment, verification and quality assurance requirements. (*Reference 9.6*)
- Disseminating information on assessment and feedback from external verification (*Reference 9.3*)
- Monitoring health and safety and equal opportunities policies and practice (*Reference 9.7, 9.8*)

Total: 1 record

A record of a written statement that the detailed systems documentation and evidence are acceptable to external awarding bodies (via centre approval or external verifier reports)

Total: 1 record (*Reference 9.9*)

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Element VI.2: Support assessors

Performance criteria <i>You must be able to:</i>	Doc.	Comments
a) Ensure assessors have appropriate technical and vocational experience relevant to the outcomes to be assessed in terms of the breadth, currency and relevance of their competence	12, 13	
b) Ensure assessors are familiar with and can operate the specific assessment, recording and internal audit procedures to be followed	13	
c) Identify the development needs of assessors in relation to assessment principles, learner support and technical expertise and competence	15, 16	
d) Provide opportunities for assessors to develop their assessment experience and competence and monitor their progress	17	
e) Ensure regular opportunities to standardise assessment decisions between assessors	14	
f) Monitor assessors' capacity to maintain standards	17	

How evidence for Element V1.2 must be documented

a) A list of assessors (which could include candidate assessors) used by the centre for the same qualification with an explanation of the criteria used to ensure their vocational experience in relation to the standards to be assessed. *(Reference 9.10)*

Total: 1 list with an explanation of criteria

b) The assessment information and support materials provided to assessors in relation to the same qualification and an explanation of how assessors are supported in their use. *(Reference 9.11)*

Total: 1 set of documents

c) The induction programme used within the centre to ensure that assessors can operate the specific assessment and recording requirements for at least one national award *(Reference 9.12)*

Total: 1 induction pack

d) A record of assessor standardisation meetings and activities for at least 2 assessors which covers the same qualification over the complete assessment period up to and including final assessment of candidates which indicate how assessors are consistent and operate to a common standard. *(Reference 9.13)*

Total: 1 record

e) A record of a professional discussion on how the standardisation arrangements ensure consistency between assessors over time and across candidates. *(Reference 9.3)*

Total: 1 record

f) Personal development plans for at least 2 assessors which identifies their training and development needs in relation to the conduct of assessments *(Reference 6.14, (Reference 9.15)*

Total: 2 plans

g) Actions taken by the internal verifier to address the identified needs of assessors In conjunction with others (such as programme co-ordinators) as appropriate *(Reference 9.16)*

Total: 1 action list

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Element VI.3: Monitor the quality of assessor performance

Performance criteria *You must be able to:* *Doc.* *Comments*

a) Ensure that individual assessors are preparing for, and making effective use of, assessment planning	5	
b) Ensure that individual assessors have effective processes for making assessment decisions	3, 17	
c) Ensure that individual assessors make a correct interpretation of the required outcomes	17	
d) Ensure that individual assessors apply safe, fair, valid and reliable methods of assessing candidate competence	17	
e) Sample individual assessor judgements to ensure their consistency over time and with different candidates, including observation of some assessment activity	17	
f) Sample a sufficient number of assessors to ensure consistency between assessors over time and with different candidates where appropriate	3, 17	
g) Sample different assessment sites to ensure the consistency of assessment decisions where necessary	17, 19	
h) Ensure that assessors establish and maintain effective working relationships with candidates at all stages of the assessment process	3, 17	
i) Ensure assessors apply relevant health, safety and environmental protection procedures, as well as equality and access criteria when assessing	3, 19	
j) Monitor the frequency and effectiveness of assessor/candidate assessment reviews	3, 17	
k) Monitor the frequency and effectiveness of assessor feedback to candidates	3, 17	
l) Monitor the accuracy, promptness and security of assessor record-keeping	3, 17	
m) Provide assessors with accurate and helpful feedback on their assessment decisions	17	

How evidence for Element V1.3 must be documented

a) Observation of at least 2 assessors on 2 occasions each conducting the assessment process with differing candidates, including providing feedback to candidates with a written record of the process (*Reference 9.17, Reference 9.18*)

Total: 2 observations

b) One observation by the external verifier of the internal verifier monitoring the performance of one assessor. It would be acceptable for this observation to be conducted by qualified second internal verifier instead of the external verifier provided this was supported by a written report (*Reference 9.19*)

Total: 1 observation

c) A sampling framework applied to at least 2 assessors which details:

- i. Checks to ensure that assessors have all the necessary information and materials needed to make assessment decisions
- ii. When and how the assessor will be monitored making assessment decisions, including interim sampling arrangements and how feedback will be given to the assessor on performance
- iii. How the full range of agreed assessment methods will be sampled and recorded
- iv. How sampling arrangements will be varied to reflect the numbers and experience of different assessors
- v. How sampling arrangements will take account of candidate experience of the process
- vi. How the assessor/candidate relationship will be monitored
- vii. How equality and access procedures are being followed by assessors
- viii. The accuracy, completeness and promptness of assessor record keeping
- ix. How and when assessors will be provided with timely feedback on their performance and any actions they need to take to improve performance
- x. This sampling framework must be supported by appropriate reports from at least one external verifier for a national award which verifies that assessor support arrangements are satisfactory. (*Reference 9.20, Reference 9.21*)

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Element VI.4: Meet external quality assurance requirements

Performance criteria *You must be able to:*

Doc.

Comments

a) Identify how internal assessments will be externally quality assured and the information required for this purpose	14	
b) Plan, gather and collate information on internal assessment decisions	20, 10	
c) Agree the timing and nature of external assessment audit arrangements	20, 10	
d) Provide supporting background and information to external auditors about the assessment process	20, 3	
e) Clarify any issues raised by external auditors and provide supplementary information as required	20, 10	
f) Raise concerns and disagreements about external audit decisions in a clear and constructive manner where appropriate	3	
g) Refer any queries or concerns which could not be rectified internally to the awarding body	3	
h) Provide assessors with feedback on external audit decisions	14. 3	
i) Ensure that external auditing decisions are included in internal reviews of procedures	14. 3	

<p>How evidence for Element V1.4 must be documented</p> <p>a) A portfolio of the documentation and materials presented for one external verification involving the signing off of candidate achievement which contains:</p>	<p>20</p>	
<p>i. An explanation of their involvement with external verification visits</p>	<p>3</p>	
<p>ii. Confirmation of the timing and nature of external verification visits</p>	<p>20, 3, 10</p>	
<p>iii. Complete assessment records and supporting evidence as required by the awarding body</p>	<p>20</p>	
<p>iv. External reports indicating the outcome of the external quality assurance process and the procedures followed to address quality issues from such reports</p>	<p>10</p>	
<p>v. Records of internal feedback on the quality assurance process and any reviews of procedures (<i>Reference 9.13</i>)</p>	<p>14</p>	
<p>This will be supported by documentary evidence from the external verifier confirming the sufficiency of the materials provided</p>	<p>10</p>	
<p>b) A portfolio of evidence relating to the relationship with the Awarding Body which provides details of the internal verification strategy in relation to a particular national award (<i>Reference 9.18</i>)</p>	<p>20, 3</p>	

Knowledge requirements for Element V1.4

- a) A written record of a professional discussion during which the internal verifier reviews: **Evidence Item 3**
- i. Procedures for ensuring that valid and reliable assessment methods are being used by assessors for one national set of standards which cover both knowledge and performance requirements
 - ii. Alternative methods of ensuring the accuracy and consistency of assessor judgments and why the particular methods used within the centre are effective
 - 6
 - iii. Arrangements for setting up and monitoring sampling frames and internal audit of the assessment process
 - iv. The complaints and appeals procedures required by awarding bodies and how they can be/have been applied
 - v. How access and equality issues have been addressed in relation to assessment processes
 - vi. How to apply rigorous assessor selection and monitoring procedures and support for assessors
 - vii. External developments in assessment and national standards and their implications for the internal assessment process
 - viii. How to use feedback on the assessment process to improve internal quality assurance arrangements (*Reference 6.3*)

8. Knowledge requirements for all of Unit V1

The following knowledge is required to perform the above functions. It will be demonstrated through the outcomes of work activities and through evaluations of systems and processes. It has been brought together in one place and consists of underpinning principles, relevant legislation and procedures and processes.

Detailed assessment procedures are provided which will ensure that all aspects of the knowledge and understanding are rigorously assessed using valid methods which reflect the work environment.

You need to know, understand and demonstrate the application of the following generic knowledge and understanding:

The nature and role of internal quality assurance of assessment

- 1 ways of monitoring and reviewing how candidate competence is assessed and recorded
- 2 how to ensure that individual assessors are consistent and accurate in their

- assessment judgements overtime and between candidates
- 3 ways of ensuring that assessment decisions between assessors are monitored for the consistent application of the assessment criteria
 - 4 how to establish effective systems for the review of assessment decisions and candidate progress
 - 5 how to create and apply complaints and appeals procedures in line with awarding body requirements
 - 6 ways of monitoring equality and access to assessment and non-discriminatory practice
 - 7 how to select appropriate administrative arrangements to support internal assessment audits
 - 8 how to assign roles and responsibilities to individuals involved in the internal audit process
 - 9 how to set and apply clear and effective selection criteria for those who will assess candidates
 - 10 how to select and use appropriate internal assessment evaluation methods against organisational requirements and procedures
 - 11 how to use assessment decisions as a key indicator of overall internal audit arrangements
 - 12 different ways of collecting evidence and how to select appropriate and efficient methods
 - 13 how to select different methods of presenting evidence for assessment
 - 14 how to ensure that candidates' previous experience and achievements can be recognised during their assessment.
 - 15 how to ensure the assessment of knowledge and performance.
 - 16 ways of adapting assessment procedures to meet individual needs
 - 17 types of difficulty which may occur in making safe, fair, valid and reliable judgements of evidence
 - 18 how to identify the personal characteristics required of good assessors and how to measure them
 - 19 how to evaluate the breadth, currency and relevance of technical competence against the agreed standards and assessment procedures
 - 20 how to identify and make clear assessment principles to assessors
 - 21 how to identify appropriate standardisation procedures which will help assessors make effective decisions
 - 22 how to ensure that sufficient resources are made available by the organisation to meet the needs of assessors
 - 23 how to give constructive feedback to assessors
 - 24 how to ensure assessors remain up to date with assessment practices and procedures
 - 25 how to give constructive feedback and support to assessors
 - 26 how to identify the development needs of assessors and where such support can be found.
 - 27 how to identify and present concerns about external audit decisions in a constructive manner
 - 28 how to provide effective feedback to candidates and assessors on the external audit decisions
 - 29 how to make constructive use of external audit information to improve internal systems
 - 30 how to identify where and how changes to internal assessment audit arrangements can and should be made
 - 31 how to provide access to valid and reliable assessment for all candidates in line with

- relevant legislation
- 32 how to identify and apply the requirements of examining and awarding bodies
- 33 how to ensure that internal systems meet the monitoring and inspection requirements of external agencies
- 34 how to identify and plan for issues of confidentiality and data protection during the assessment process
- 35 how to develop a sampling system which ensures that the audit process meets the needs of the awarding body
- 36 how to apply relevant health, safety and environmental protection and equal opportunities policies
- 37 how to plan for the requirements, sequence and timing of external auditing
- 38 how to select and set up appropriate administrative arrangements to meet external auditing requirements
- 39 how to identify the likely additional information required by external auditors and how best to provide it
- 40 how to identify and evaluate external factors influencing changes in own area of competence.
- 41 how to identify appropriate sources of support for own development.

9. How evidence for Unit V1 must be documented

Written documentary evidence is the key to achieving this qualification. This section lists the main documents required,

1. Your CV (Curriculum Vitae) and/or job description. (*References 9.1*)

2. Copies of your certificates, especially D32, D33, A1, etc. . (*References 9.2*)

3. Details of your organisation's commitment to quality assurance in the case of N/SVQs etc. All this will be ascertained by means of a recorded Professional Discussion which will be transcribed as part of this item of evidence. In the Professional Discussion you should describe your organisation's policies on the internal standardisation of assessment in a way that meets both internal quality assurance procedures and external awarding body requirements, how your organization evaluates the effectiveness of internal quality assurance arrangements and how your organization disseminates information on assessment and feedback from external verification. (*References 9.3, V1.1a: I, ii .iv, vi, viii, V1.2f, Knowledge V1.4a*)

4. Please collect any supporting documentation which can corroborate the above discussions. Examples, your organisation's publicity documentation, a mission statement or similar, endorsed by senior management, a policy document on internal verification (quality assurance) and how it operates within your organization, etc.

5. Examples of documentation on which assessment decisions are recorded in a way that meets external awarding body requirements. Copies of Awarding Body documentation are ideal, e.g. assessment plans, assessment reports, written feedback, assessment records which have been through quality assurance, etc. Blank documents will suffice, but copies of actual candidate records are much better, especially if they have been signed by qualified signatories, i.e. Assessor, IV, EV. (*References 9.4, V1.1 a: iii*)

6. Complaints and appeals procedures. How complaints and appeals are dealt with in a way that meets both internal quality assurance procedures and external awarding body requirements. Your organization probably has a published policy on appeals etc. .
(References 9.5, V1.1a:v)

7. Continuing Professional Development for yourself. The methods you yourself use to keep up to date with assessment, verification and quality assurance requirements. You should describe your own arrangements for Continuing Professional Development and your involvement in this, including documents from any appraisal or Personal Development Review processes in which you engage. Indicate how you have kept/are keeping/intend to keep up to date with both assessment, verification and trade/professional/technical issues.
(References 9.6, V1.1a; vii)

8. Health and Safety Policy. Information on your organisation's arrangements for health and safety and how these operate. Your organisation should have suitable printed documentation which is published/distributed to all stakeholders. (References 9.7, V1.1a; ix)

9. Equal Opportunities Policy and Monitoring. Information on your organisation's policies for equal opportunities and practice and how this is monitored. You may have suitable printed documentation to which you could refer. (References 9.8, V1.1a; ix)

10. Statement from External Verifier. A written statement from an External Verifier stating that your organisation's detailed systems documentation and evidence are acceptable to external awarding bodies. This could be a via a centre approval visit report or external verifier visit report. (Reference 9.9, V1.1b)

11. List of your Assessors. A list of the assessors for whom you are responsible. e.g. in the form of an organisation chart or similar.

12. Assessor Selection Requirements. How your organization satisfies itself regarding the adequacy of the Assessors' vocational experience in relation to the standards to be assessed. List the criteria you use and explain why these criteria are sufficient and relevant. **See also Evidence Item 3 above** (Reference 9.10, V1.2a)

13. Assessor Pack and Assessor Induction Pack. Examples of the assessment information and support materials provided to assessors in relation to the same qualification and an explanation of how assessors are supported in their use. Although assessors may be trained and fully qualified, new assessors will need inducting in order that they can understand and apply the assessment routines, methods, practices, paperwork, standardisation issues, etc. which apply in your Centre. Evidence could be in any suitable form and could be collected via a questioning session (transcribed - **See Evidence Item 3**) or Centre documentation such as the following;

How Assessors are inducted into centre assessment recording systems and processes, the standards for relevant Units, assessment strategy, minutes of past standardisation meetings, explanation of candidate portfolios, SVQ text support, CD Roms, CPD recording format, etc. The terms Assessor Induction pack should be interpreted broadly.

This item also relates to **Evidence Item 16 Assessor Development Actions by**

Candidate.

14. Quality Assurance meetings. A record of assessor standardisation meetings and activities for at least 2 assessors which covers the same qualification over the complete assessment period up to and including final assessment of candidates which indicate how assessors are consistent and operate to a common standard. If the official records (e.g. minutes of meetings) do not go into sufficient detail, you will need to add this. Standardisation is a different process from giving feedback individually to assessors. This is where assessors discuss, collaborate, share experiences and ideas about units/ elements/evidence etc and agree (standardise). Many centres either create space for standardisation on their team meeting agenda or some have distinct assessor/internal verifier standardisation meetings. *(Reference 9.12, V1.2d)*

15. Assessor Development Action Plans (2) Personal development plans for two assessors which identifies their training and development needs in relation to the conduct of assessments *(Reference 9.13, V1.2f)*

16. Assessor Development Actions by yourself. List of actions taken by you or by the internal verifier (if not yourself) to address the identified needs of assessors in conjunction with others (such as programme co-ordinators) as appropriate *(Reference 9.14, V1.2g)*

17. Assessor Observation Records (2) Your report on an observation of two assessors on each conducting the assessment process with differing candidates, including providing feedback to candidates with a written record of the process *(Reference 9.15, V1.3a)*

18. Assessor Observation Record as reported by an External Verifier, A report of an observation by the external verifier of the internal verifier monitoring the performance of one assessor. It would be acceptable for this observation to be conducted by qualified second internal verifier instead of the external verifier provided this was supported by a written report. Use the suggested document on page 24 *(Reference 9.16, V1.3b)*

19. Assessor Sampling Reports (2) Details of a sampling framework applied to at least 2 assessors. See the list of detailed requirements on Page 14 or use the suggested Sampling Framework document on Page 25. *(Reference 9.17, V1.3c)*

20. Documents connected with External Verifier and Dealings with your Awarding Body. A portfolio of the documentation and materials presented for one external verification involving the signing off of candidate achievement (e.g. External Verifier report) *(Reference 9.18, V1.4a)* Also required is a portfolio of evidence relating to the relationship with the Awarding Body which provides details of the internal verification strategy in relation to a particular national award. *(Reference 9.19, V1.4b)*

Assessor Observation Report

Time and Date of observation.....

Location.....

Trainee Internal verifier (Name).....

Assessor being observed.....

Did the Assessor:

Plan the assessment with the candidate(s) Yes/No

Use a variety of methods of assessment? Yes/No

Make justifiable decisions on competence? Yes/No

Provide constructive feedback? Yes/No

OBSERVER COMMENTS AND FEEDBACK TO ASSESSOR

Observer name and status

.....

Signed.....Date.....

Chris McAllister Limited

Observation of Trainee Internal Verifier

Trainee Internal Verifier

Assessor being observed

Candidate being assessed

Date, time and place

Unit

Was the assessment *Formative* or *Summative* (please underline)

Did the Trainee Internal Verifier:

Remain unobtrusive while observing the assessment? Yes/No

Ask to examine candidate's supporting documentation? Yes/No

Provide detailed feedback to the Assessor following the assessment? Yes/No

What form did this feedback take? Verbal Only? Written Record?

Was relevant quality assurance documentation completed? Yes/No

Were any issues from the assessment referred for discussion to the next QA meeting? Yes/No

Other comments (if any) by EV or experienced Internal Verifier indicating good practice or otherwise *(please continue on a separate sheet if necessary)*

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Signature of IV or EV Date

Name of IV or EV Status EV or Experienced IV?
(Please underline)

ASSESSMENT SAMPLING FRAME

Assessor

Internal Verifier Date

Assessment details : Candidate

Unit or Element Programme

Why and how arrangements were agreed for monitoring this Assessor

Assessor experience:

Newly-trained

Some experience

Considerable experience.....

Candidate cohort:

Practical tradespersons

Literate candidates

Special needs.....

Type of assessment:

Formative.....

Summative.....

Readiness to carry out assessment; Dis the Assessor have all the necessary information and materials to hand Yes/No. (if NO, please comment)

Agreed assessment methods

:

.... Observation

.... Simulation

.... First person reports

.... Third party reports

.... APL

..... Other portfolio documents

Access and equality issues and procedures

Assessor record keeping:

Complete? Yes/No

Prompt? Yes/No

Accurate? Yes/No

Notes for feedback to Assessor

Signed..... IV

Date.....