

# Terms and Conditions of Appointment



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SQA is committed to using plain English. We will try to make our publications as easy and straightforward to understand as we can, and will try to avoid all unnecessary jargon. If there is any language in this document that you feel is hard to understand, or could be improved, please write to Editor, Editorial Team, at the Glasgow address above or e-mail: **editor@sqa.org.uk**.

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# 1 Information for all appointees

## 1.1 Basis of the relationship between you and SQA

This document, together with the letter of appointment, sets out the terms on which you will provide services to SQA as an appointee. These Terms and Conditions are subject to change from year to year and you should ensure that you read and fully understand these prior to accepting the appointment. Specific details on the duties to be undertaken can be found in section 2 of this document.

In accepting the appointment, you undertake to be bound by these terms and conditions.

As an appointee, you are not an employee, director, or officer of SQA, and nothing in these Terms and Conditions is intended to create any such relationship. You must not hold yourself out as an employee, director, or officer of SQA, and may not enter into any contract or commit any funds of SQA without the prior written permission of SQA.

## 1.2 Code of Conduct

The Code of Conduct sets out the standard of conduct that is expected of you as an SQA appointee.

The code of conduct does not affect your legal rights and responsibilities; its purpose is to provide clear and helpful advice to you.

You must familiarise yourself with the contents of the Code of Conduct below, and comply with the standards it describes at all times. Any breach of the Code of Conduct may result in the termination of your contract.

### 1 Selflessness

Any decisions should be made solely in SQA's best interest. It follows that you should not take decisions which result in any financial or other benefit to yourself, your family, or your friends.

### 2 Honesty

You have a duty to ensure the proper use of equipment, materials and resources. In addition, you must immediately declare any private interests and/or conflicts which might affect your contract with SQA.

### 3 Integrity

You should not place yourself under any financial or other obligation to an individual or an organisation which might influence you in your contract with SQA.

## **4 Objectivity**

Any decisions which you make in the course of your contract with SQA, must be based solely on merit.

## **5 Accountability**

You are accountable to SQA for fulfilling your contract. SQA, in turn, is accountable to the Scottish Government.

## **6 Openness**

You should be as open as possible in all the decisions and actions that you take within the terms of your contract. You should be in a position to be able to justify all decisions that you make and you should not restrict information unless this is clearly required by SQA policy.

## **7 Leadership and management**

If you are a senior appointee or team leader, you should promote and support good leadership and manage your team in a fair and transparent manner.

## **8 Confidentiality**

It is an express condition of your contract with SQA that you are responsible for maintaining security over all aspects of your work and for ensuring that assets, resources and information entrusted to you by SQA are properly protected.

## **9 Professionalism**

You may have contact with SQA centres and centre staff in your role as an appointee. You should deal with them fairly, efficiently, consistently, courteously, and promptly, offering the highest standards of professional conduct and service at all times.

### **1.3 Attending SQA meetings**

When attending SQA events or representing SQA as an appointee, you are expected to undertake these duties in a professional manner.

You must not bring anyone (eg children/dependants) with you to events or when visiting centres. If you have any difficulty in complying with this requirement please contact the Appointee Services Team at [markers@sqa.org.uk](mailto:markers@sqa.org.uk) for further advice.

### **1.4 Eligibility to undertake appointee duties**

If you are currently employed but are receiving either statutory sick pay or maternity pay you must have written consent from your main employer before undertaking duties for SQA.

If you are not currently employed and are receiving any benefits you must ensure that you can undertake the duties of the appointment prior to accepting the offer.

HM Revenue and Customs or the Department for Work and Pensions may request details of all fee earners.

It is your responsibility to ensure that you are eligible to undertake work in the UK. If you are unsure whether you are eligible you should contact SQA immediately. Failure to declare that you are not eligible to work in the UK will result in immediate termination of appointment.

## **1.5 Tax and National Insurance**

### **Tax legislation from April 2015**

All appointees will be taxed on a Pay As You Earn (PAYE) basis with effect from 6 April 2015.

Appointees who will be undertaking duties for the first time in tax year starting 6 April 2015 will be asked to complete a 'starter declaration' as part of the appointment process. We will then operate the appropriate individual tax codes from the starter declaration and apply any codes notified by HMRC thereafter.

Appointees who undertook duties in tax year starting 6 April 2014 are not required to complete a 'starter declaration'. HMRC will update SQA directly with any change to an appointee's tax status.

If you have any query in relation to the tax code we are currently operating on payments made to you or in relation to how standard taxation is operated, you will need to contact HMRC directly to discuss the details. Individual tax circumstances can vary and HMRC may not have the latest information on your personal circumstances and therefore may need you to provide further information in relation to your own circumstances to assess if your coding is correct. Due to data protection HMRC will only discuss personal tax details with the person concerned and SQA cannot therefore contact HMRC on your behalf.

SQA can only alter the tax coding and any tax deductions/refunds on instruction from HMRC.

HMRC details are as follows:-

Web – [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

Tel – 0300 200 3300

The current P60 substitute will become a payment advice only and appointees will receive an annual P60 each year by 31 May.

### **National Insurance**

National Insurance is covered by the terms of the Social Security (Categorisation of Earners) Regulations 1978 (SI 1978/1689). SQA does not operate Class I National Insurance on fees.

## **1.6 Auto enrolment**

Auto Enrolment is a duty on all UK employers to automatically enrol all workers who meet age and earnings criteria into a pension scheme that meets specific



requirements and to make a minimum level of contribution to that Scheme. The definition of worker under the new legislation **includes** individuals who have a contract with SQA as a fee earner, for example, appointees.

The pension scheme which has been chosen by SQA for fee earners is the National Employment Savings Trust (NEST).

Further information on the new legislation including FAQs can be found on the website (<http://www.sqa.org.uk/sqa/63746.html>)

## 1.7 Expenses

Travelling, subsistence and other expenses incurred in connection with SQA business will be reimbursed, as detailed below. All claims for expenses must be submitted on the appropriate claim form, copies of which will be provided.

You should make every effort to ensure that arrangements:

- ◆ are efficient and cost effective to SQA
- ◆ use public transport wherever practical and cost effective
- ◆ support Government initiatives to reduce the environmental impact of travel

For more information on SQA's environmental conservation objectives relating to travel, see section 1.12.

## Conditions and rates

### Travelling expenses

#### Public transport

You should use public transport wherever possible. Although we will pay for standard class travel by public transport, please use reduced rate travel where available. Air and rail travel must be booked for you by SQA with the exception of low cost rail travel (please see below). All tickets or itemised receipts for transport must be included with your claim for expenses. Please contact Event Planning on 0345 213 6830 for further information.

#### Rail and ferry travel

Low cost rail tickets and ferry bookings, ie less than £50.00 (return), must be purchased locally and claimed back using the expenses claim form.

Rail or ferry travel costing £50.00 (return) or more must be booked via SQA using a travel and accommodation request form (TARE). This form is available on SQA's website at [www.sqa.org.uk](http://www.sqa.org.uk).

#### Fast ticket machines

All rail tickets booked by SQA will be e-tickets unless there is no Fast Ticket Machine available at the departure station. You will be required to insert your

personal credit or debit card to retrieve your ticket. Your card will not be charged as this is for identification purposes only.

### **Private car or motor cycle**

A mileage allowance can be claimed as follows:

<b>Private motor car</b> (regardless of engine size):	32p
<b>Private motor cycle</b> (regardless of engine capacity):	16p

An additional rate per passenger of 2p per mile can be claimed.

We will normally calculate the mileage allowance for attendance at meetings using the shortest distance between the place of departure and the place of the meeting or procedures. If you have not travelled by the shortest route, please provide details on the reverse of the claim form. Travel claims in respect of journeys of a distance greater than that from your usual address will not be met unless SQA's approval is obtained in advance.

When you are travelling by car or carrying passengers on SQA business, you do so entirely at your own risk, and are advised to check that your own car insurance covers such travel. No claim will be accepted by SQA in respect of any liability arising directly or indirectly from such use.

### **Car hire**

All car hire must be booked by SQA. Please provide detailed information when submitting your TARE form to assist in processing your request. If you have any queries regarding car hire please contact Event Planning on 0345 213 6830.

### **Taxis**

Taxis should only be used if there is no suitable public or private transport. You must include receipts for taxis with your claim for expenses. Taxis should not be taken for journeys within safe walking distance.

A shuttle pick up service operates between Dalkeith and Waverley station. Pick up times are 0845 and 0930 Monday to Friday. Please call Dalkeith reception on 0345 213 6885 to book a seat or cancel a reservation. All bookings must be made by 3pm on the day before pick up.

Transport from Dalkeith to Waverley station leaves daily at 1500, 1600 and 1700 hours subject to demand and must be pre-booked at least one hour prior to departure. Transport can also be provided – subject to demand - at 1800 and 2000 hours, and must be pre-booked with the receptionist at Lowden.

### **Overnight accommodation**

All overnight accommodation must be booked by SQA as we have a procurement arrangement in place which is designed to achieve cost efficiencies through negotiated government rates.

Overnight accommodation will only be permitted if your journey would exceed two hours in each direction. The only exception to this will be for meetings lasting

two or more consecutive days. Please note that requests for overnight accommodation the night before a meeting will not automatically be approved. Please provide us with detailed information when submitting your TARE form to assist in processing your request.

If you have any queries regarding overnight accommodation please contact Event Planning on 0345 213 6830.

### **Subsistence expenses**

Actual expenses incurred for meals and snacks during necessary absences from home on SQA business will be reimbursed. The limits are set out below and will be reimbursed only on production of itemised receipts for all purchases. No allowances are paid. Claims sent without appropriate receipts will not be met.

#### **Subsistence limits**

<b>For an absence of:</b>	<b>Up to:</b>
More than 4 hours but not more than 8 hours	£4.15
More than 8 hours but not more than 12 hours	£8.95
More than 12 hours but less than 24 hours	£10.40
Where an overnight stay is required	An evening meal of up to £20.00

For absences of more than 24 hours, the total maximum payable will comprise the 24 hour amount plus the appropriate amount for the balance of time in excess of 24 hours.

Please note that claims for non-food items such as **newspapers** or **alcohol** will not be reimbursed.

#### **Catering provided free of charge by SQA**

Where catering is provided for you, reductions will be made from the limits to reflect this. As a guide, if lunch is provided free of charge a reduction of £4.15 will be made to the limits. If evening snacks are provided by SQA, £2.00 will be deducted from any subsistence claim. If you choose to purchase your own food and drink as an alternative to the catering provided by SQA, you will not be reimbursed.

#### **Receipts**

Claims must be supported by **itemised** receipts (not credit card slips) for all purchases. Evening meals will be reimbursed up to a maximum of £20 only where itemised receipts are submitted.

#### **Incidental expenses**

Expenses for postage and telephone calls will be reimbursed where necessarily incurred. Expenses other than these will be reimbursed only if you have obtained written authorisation in advance from SQA. A copy of this authorisation should be submitted with your claim.

**Please note that claims for childminding costs, kennel costs etc will not be reimbursed. If you have any queries regarding what you can claim, please contact Event Planning on 0345 213 6830.**

### **Special requirements**

If special arrangements are required for your travel, overnight stays and/or dietary requirements, please contact Event Planning on 0345 213 6830 to discuss your requirements.

### **Submitting claims**

Please submit your claims for expenses within four weeks of incurring them. Claims received after the end of the tax year, for work conducted during the previous tax year, may not be reimbursed if they are received after this four week period.

We reserve the right to amend expenses if SQA policy is not followed.

Expenses will be paid direct to your bank or building society account by means of Bank Automated Clearing Services (BACS). Claims completed, authorised and approved by the 15<sup>th</sup> of the month will be guaranteed payment on the 15<sup>th</sup> of the following month.

## **1.8 Fees**

### **Session fees**

Fees are paid for duties undertaken in the evenings, weekends and during public holidays at the rate of £24.95 per hour worked. No payment will be made for activities undertaken in employer's time when release compensation is paid.

### **Other fees**

A number of appointee roles attract a responsibility fee which is specific to each role. Details of individual fees will be included in your letter of appointment.

### **Payment timescales**

Fees will be paid direct to your bank or building society account by means of Bank Automated Clearing Services (BACS). Fees completed, authorised and approved by the 15<sup>th</sup> of the month will be guaranteed payment on 15<sup>th</sup> of the following month.

## **1.9 Duration of the appointment**

The duration of your appointment is specified in your letter of appointment. Subject to the termination provisions in section 3.5, the appointment will continue for the period specified in the letter. There is no commitment on the part of SQA to renew the appointment at the end of the appointment period.

Some appointee roles may require SQA activities during holiday periods from your main employer.

## **1.10 Release from an employer for SQA duties**

### **Markers**

If you are a serving teacher or lecturer, and the date of a Markers' meeting falls on a normal working day, you are required, before you reply to your invitation, to obtain leave of absence from your Head of Centre to attend.

Where attendance at markers' meetings falls in an appointee's own time, a fee of £24.95 per full hour worked can be claimed up to a maximum of 6 hours.

### **Other appointees (including Central Markers)**

For serving teachers or lecturers, you will be required to seek formal release from your employer as part of the invitation process. If your release is not agreed you will be unable to act as an appointee.

Where attendance at an SQA event falls in an appointee's own time, a fee of £24.95 per full hour worked can be claimed up to a maximum of 6 hours.

As part of our appointment process we now notify Heads of Centre of all appointments undertaken by their staff.

## **1.11 Key Performance Measures**

Key Performance Measure for each appointment type can be found in section two of this document. This sets out the tasks expected of you and the Performance Measures required. You will be notified of your performance outcome following the conclusion of your contract period or on completion of key activities throughout your contract. Non achievement of any of the stated Key Performance Measures may result in termination of your current contract and may impact on any future contract.

## **1.12 Disclosure Scotland**

SQA will undertake a Protection of Vulnerable Groups (PVG) check on anyone not registered with the General Teaching Council or not currently registered to the PVG scheme. If you are already registered you will be asked to provide a copy of your most recent scheme record.

SQA will ensure, under the Disclosure Scotland Code of Practice, that all information will be treated confidentially, sensitively and fairly. As this information would be categorised as 'sensitive personal data' under the Data Protection Act 1998, it is necessary that we process the information fairly, and that we obtain your written consent to carry out a Protection of Vulnerable Groups check. Full details of our policies and procedures regarding these checks can be found at: [www.sqa.org.uk/sqa/34084.html](http://www.sqa.org.uk/sqa/34084.html)

If SQA wishes to carry out a PVG check, you will be issued with a PVG application form when you receive your formal invitation. The completed form should be returned to SQA together with photocopies of two forms of identification. One should be a birth certificate, passport or driving licence. The second should be a utility bill. SQA will administer the process, pay the appropriate fee, and submit the forms to Disclosure Scotland. Copies of the Disclosure Certificate will then be issued to both you and SQA.

You must notify SQA immediately of any circumstances that arise which would change the outcome of the original Protection of Vulnerable Groups check.

Where the Disclosure Scotland certificate reveals that an individual is unsuitable to work with young people, the offer of appointment will be withdrawn.

## **1.13 Working safely with young people and vulnerable groups**

This guidance is intended to provide some general practical advice for appointees who may in the course of their duties come into contact with young people and or people who are classed as being in vulnerable groups. It is your responsibility as an adult to ensure that young people and people in vulnerable groups are protected from harm.

It is therefore your responsibility to:

- ◆ behave in an appropriate manner at all times
- ◆ follow SQA reporting procedures in any circumstances where there is suspicion, disclosure or allegation of abuse
- ◆ recognise the position of trust in which you have been placed

The Code of Behaviour provides positive advice to ensure that:

- ◆ the welfare of young people and people in vulnerable groups is safeguarded at all times
- ◆ appointees avoid compromising situations or opportunities which could lead to misunderstandings or allegations

### **Code of behaviour**

You must:

- ◆ treat everyone with dignity and respect
- ◆ set an example you would wish others to follow
- ◆ treat people equally
- ◆ show no favouritism
- ◆ remember that someone else might misinterpret your actions, no matter how well intended

- ◆ take any allegations or concerns of abuse seriously and refer immediately (see reporting procedure below)

If you have face to face contact with candidates you must ensure that you:

- ◆ create an appropriate atmosphere and give all candidates as much encouragement as possible
- ◆ keep a professional and physical distance
- ◆ avoid doing or saying anything that might make a candidate feel uncomfortable
- ◆ listen carefully to the candidate
- ◆ end your assessment period with the candidate on a friendly note

## **Reporting procedure**

If a candidate says anything which causes you concern, advise the candidate that you cannot discuss such matters. Refer the matter to the Head of Centre immediately and submit a report to Pearl Hogg, SQA's Child Protection Co-ordinator.

If a candidate writes anything on a script which causes you concern about their welfare you should telephone Pearl Hogg, SQA's Child Protection Officer (0345 213 6748) as early as possible for further instruction.

As an appointee you must refer. You must not investigate.

Additional guidance will be provided for appointees who undertake face-to-face assessment of candidates as part of their role specific training programme.

## **1.14 Environmental impact**

As a major purchaser of goods and services, SQA recognises that it has an important part to play in environmental conservation through the use of products that do not damage the environment. To achieve this we will, as far as is reasonably practicable, meet the following objectives which are consistent with the priorities of the Scottish Government and Sustainable Scotland:

- ◆ minimise waste by reduction, reuse, repair and recycling methods
- ◆ conserve water and other resources
- ◆ purchase products and services with regard to their environmental impact
- ◆ manage energy efficiently and use renewable energy where possible
- ◆ reduce the need to travel between sites and on business
- ◆ encourage the use of public transport, cycling and shared vehicles for commuting and all necessary business travel
- ◆ make environmental information openly available to employees and visitors

## 1.15 Health and safety

When you are undertaking your appointee duties you may spend time working from home, visiting centres, travelling or staying away overnight. You therefore need to make sure you are familiar with the most up-to-date health and safety advice relating to your particular duties. You can find information and guidance at: [www.hse.gov.uk/office/index.htm](http://www.hse.gov.uk/office/index.htm) and [www.suzylamplugh.org](http://www.suzylamplugh.org).

The health and safety of visitors to centres lies directly with the centre. If you experience any health and safety related issues whilst undertaking appointee duties in a centre please report these immediately to the person responsible for health and safety within the centre.

## 1.16 Equal opportunities statement

The Equality Act 2010 gives SQA, as both an employer and business, clarity about our responsibilities. It sets a clear expectation that public services must treat everyone with dignity and respect.

SQA is committed to equality of opportunity that goes beyond our statutory obligations under the Act and to a culture that respects difference. We do this through:

- ◆ Monitoring, reviewing and reporting on our equality objectives internally and externally
- ◆ Considering the equality impact of all we do – new and revised policies, procedures, systems, processes and projects
- ◆ Gathering and analysing equality data and feedback from stakeholders to ensure we target resources effectively
- ◆ Equality training to enable us all to meet our equality commitment

Equality of opportunity is a part of everything we do, including recruiting and supporting you as an Appointee. SQA expects Appointees to practise our Values – Trusted, Progressive and Enabling - and treat others with dignity and respect.

Further information can be found on SQA's equality webpages at: [www.sqa.org.uk/sqa/25340.html](http://www.sqa.org.uk/sqa/25340.html)



## 2 Role Profiles

### **Audio/Visual Presenter**

This role is responsible for providing a clear spoken version of a supplied script at a recording session for use in the assessment of National Qualifications, in accordance with SQA policy and procedures.

These activities will be under the direction of the Principal Assessor and staff from SQA's Qualifications and Operations business directorates as appropriate.

### **Outline of duties**

- ◆ Attend preparation meeting prior to the recording session.
- ◆ Read script clearly and without pronounced regional accent.

### **Key Performance Measures**

- ◆ Complete preparation meeting activities prior to the recording session.
- ◆ Record supplied script within guidance and timescale provided.
- ◆ Positive engagement with all members of the team.

## **Braille/Adapted Question Paper Modifier**

A Question Paper Modifier undertakes the review and modification of the content of an SQA examination question paper to ensure it is accessible for blind/visually impaired candidates, in accordance with SQA policy and instructions.

The content of question papers may need to be modified to reduce visual complexity and layout and, where necessary, reduce visual content, while still meeting the same assessment objectives as the original question paper.

These activities will be under the direction of staff from SQA's Qualifications and Operations business directorates as appropriate.

### **Outline of duties**

- ◆ Attend preparation meeting.
- ◆ Review content of question paper and modify as necessary.
- ◆ Return modified question paper with appropriate documentation completed within agreed timescales.
- ◆ Attend annual review meeting if required.

### **Key Performance Measures**

- ◆ Participate in preparation meeting.
- ◆ Quality assure modified materials for external assessment in accordance with SQA policy and instruction.
- ◆ Submit modified materials within agreed timescales.
- ◆ Engage positively with SQA staff and other appointees.
- ◆ Participate in annual review meeting as required.
- ◆ Submit CPD record within agreed timescales where appropriate.

## **Cartographer**

A Cartographer creates and draws maps and provides artwork for external assessments, in accordance with SQA policy and instructions.

These activities will be under the direction of the Principal Assessor and staff from SQA's Qualification Development and Operations business directorates as appropriate.

### **Outline of duties**

- ◆ Create and draw maps for external assessments.
- ◆ Interpret map and geographical data in order to create rescaled/simplified maps and diagrams.
- ◆ Provide artwork for external assessments.

### **Key Performance Measures**

- ◆ Create and draw maps and provide artwork as per instructions.
- ◆ Quality assure materials for external assessment in accordance with SQA policy and instruction.
- ◆ Complete duties within agreed timescales as per events calendar.
- ◆ Positive engagement with all members of SQA staff.

## **Depute Lead Verifier**

The prime role of the Depute Lead Verifier is to support the Senior/Principal Verifiers and contribute to the standardisation of quality assurance activity for their qualification sector to ensure that good practice is shared and standards are maintained across our qualification programmes.

The Depute Lead verifier will report to the Lead Verifier and will work closely with other Depute Lead Verifiers, Senior/Principal Verifiers and SQA staff from across the organisation who contribute to the quality assurance of internal assessment.

### **Outline of duties**

- ◆ Lead, support and mentor allocated teams to ensure the success of the standardisation and quality assurance activity for their qualification sector
- ◆ Contribute to the initial and on-going training and development of the appointees within the team and qualification remit
- ◆ Lead quality assurance events and provide on-going support for appointees to ensure the sharing of good practice in standardisation and qualification verification. Support could include mentoring, observation and group led activities as required
- ◆ Participate in both generic and subject specific quality assurance training events as required
- ◆ Contribute towards the development and review of resources/processes to support consistency in the external verification of qualifications nationally
- ◆ Provide advice re processes, procedures, recording and feedback approaches and documentation to support and improve the quality assurance activity.
- ◆ Undertake monitoring activities to ensure that quality assurance in qualification sector is effective and consistent
- ◆ Undertake any additional related duties as required.

### **Key Performance Measures**

- ◆ Train, develop and support members of the teams to meet SQA requirements
- ◆ Deliver training/events within the remit in accordance with policy and instructions by specified dates.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values

## **Endorsement Auditor**

An Endorsement Auditor undertakes to carry out the external audit process and make recommendations on their readiness to merit an SQA Endorsement in accordance with SQA policy and instructions. The prime role is to participate in the audit of SQA endorsed qualifications/assessed training programmes and resources to ensure that standards are maintained. These activities will be under the direction of the Customised Awards and Endorsement Manager and staff from SQA's Specialised Awards and Service directorate as appropriate.

### **Outline of duties**

- ◆ Assess the completed applications of organisations applying to SQA for Endorsement from a Management and Quality systems perspective.
- ◆ Seek clarification of/additions to evidence provided by the organisations in their application.
- ◆ Participate in the preparation of external audit visits and support organisations as required.
- ◆ Carry out endorsement auditor visits and/or participate in postal endorsement audit as required.
- ◆ Complete reporting documentation as required by SQA in accordance with timescales.
- ◆ Assist Customised Awards and Endorsement staff with policy and specific audit enquiries from organisations, and SQA officers.
- ◆ Deliver and participate in Endorsement and Audit training events.
- ◆ Complete audit CPD and submit to SQA as required.
- ◆ Additionally, Endorsement Auditors may be asked to undertake the following activities. These activities will attract additional payment.
  - Participate in SQA organised events where Endorsement Auditor input is required.
  - Participate in prior audit of organisations' internally devised instruments of assessment as required.
  - Contribute to the Understanding Standards activities.

### **Key Performance Measures**

- ◆ Complete Endorsement Auditor training where appropriate.
- ◆ Complete organisation visits within conditions and timescales for SQA.
- ◆ Complete assessment of organisations' applications within conditions and timescales for SQA.
- ◆ Complete Endorsement Auditor reports as per SQA quality standard and within agreed timescale.
- ◆ Positive engagement with organisations' staff and SQA centre's personnel.
- ◆ Submit audit CPD record within agreed timescales where appropriate.

## **External Verifier**

An External Verifier is responsible for external verification and qualification approval activities under the conditions, timescales and arrangements set by SQA.

The prime role is to participate in verification of qualifications in the subject area(s) concerned to ensure that standards are maintained.

These activities will be under the direction of the Senior External Verifier and staff from SQA's Internal Assessment Delivery and Quality Assurance and Qualification Development directorates as appropriate.

## **Outline of duties**

- ◆ Participate in central verification events, carry out external verification visits and/or participate in postal verification visits as required.
- ◆ Participate in prior verification of centres' internally devised instruments of assessment.
- ◆ Participate in approval, post approval and development visits to centres.
- ◆ Assist Internal Assessment Delivery and Quality Assurance staff with policy and subject specific enquiries from centres, and SQA officers.
- ◆ Deliver and participate in external verifier training events.
- ◆ Complete CPD and submit to SQA as required.
- ◆ Additionally, External Verifiers may be asked to undertake the following activities. These activities will attract additional payments.
  - Act as a Vetter for internal assessment materials in the subject area concerned.
  - Participate in SQA organised events where External Verifier input is required.
  - Contribute to the Understanding Standards activities.

## **Key Performance Measures**

- ◆ Complete External Verifier training.
- ◆ Complete scheduled centre allocation of visits within conditions and timescales for SQA.
- ◆ Complete scheduled central events within conditions and timescales for SQA where as appropriate.
- ◆ Complete External Verifier reports as per SQA quality standard and within agreed timescale.
- ◆ Positive engagement with all members of the team, SQA centre's personnel and with all members of SQA staff.
- ◆ Submit CPD record within agreed timescales where appropriate.

## **Foreign Language Scrutineer**

A Foreign Language Scrutineer checks and advises on the accuracy and authenticity of language (other than English) in finalised external assessments.

These activities will be under the direction of staff from SQA's Operations business directorate.

### **Outline of duties**

- ◆ Carefully check the text of the external assessment and relevant related material to ensure the authenticity and accuracy of the language used.
- ◆ Ensure no omissions or spelling errors have occurred, and where the language is Gàidhlig ensure SQA's orthographic conventions are applied.
- ◆ Prepare and submit a report in accordance with SQA timescales, commenting on issues and where errors are detected suggesting corrections or alternative renderings.

### **Key Performance Measures**

- ◆ Quality assure materials for external assessment in accordance with SQA policy and instruction.
- ◆ Complete duties as per events calendar.
- ◆ Submit a Modern Language Scrutineer report on completion of the process, providing constructive feedback and suggestions for amendments on the external assessment where appropriate.
- ◆ Positive engagement with all members of SQA staff.

## **Item Bank Leader**

An Item Bank Leader is responsible for the management of the Item Bank to ensure sufficient items/questions are available to produce question papers, monitor the production and checking of items/questions, and the supporting marking instructions under the direction of the Principal Assessor. In addition the Item Bank Leader must also participate in the selection of items/questions to produce the required question paper(s). All tasks must be undertaken within the conditions, timeframes and arrangements set by SQA.

The prime role is to work with the Principal Assessor and other SQA appointees to ensure consistent application of national standards and subject specific integrity of decision-making in relation to course assessment arrangements.

These activities will be under the direction of the Principal Assessor and staff from SQA's Qualifications Development and Operations business directorates as appropriate. There may be a requirement to undertake duties during weekends and holiday periods in your own time.

## **Outline of duties**

- ◆ Lead, direct and undertake, where appropriate, the development of Item Specifications for the specified subject in accordance with SQA guidelines
- ◆ Lead, direct, support and undertake the production and quality assurance of course assessment items/questions for the specified subject in accordance with SQA policy and specifications
- ◆ Provide the Principal Assessor with updates on the production of items/questions highlighting areas of slippage
- ◆ Monitor the Item Bank and advise the Principal Assessor where additional items/questions are required
- ◆ Chair/oversee checking meetings, if required, and provide support to Checkers during this process
- ◆ Support and assist the Principal Assessor with the finalising of the course assessment in accordance with SQA policy and specifications
- ◆ Attend the QP Review meeting and support Reviewers during this process
- ◆ Record and report performance of Item Writers and Item Checkers against Key Performance Measures
- ◆ Lead all activities assigned by the Principal Assessor to ensure they are concluded within agreed time frames and that resources are used effectively and efficiently to achieve best value
- ◆ Participate in the marking programme and any appropriate post examination procedures in accordance with SQA policy and instructions
- ◆ Deputise for the Principal Assessor if required on item bank matters
- ◆ Item Bank Leaders may be asked to undertake additional activities. These activities will attract additional payment and could include the following:
  - ◆ undertake bespoke in-service training
  - ◆ participate in workshops/seminars/networking events
  - ◆ contribute to Understanding Standards activities



- ◆ Support SQA with continuous improvement developments

## **Key Performance Measures**

- ◆ Ensure production and checking of item(s)/questions and course assessments by specified dates
- ◆ Report on team members' Key Performance Measures for item/question production by specified dates
- ◆ Produce questions or items that are fit for purpose and is in accordance with SQA policy and instructions
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values

## **Item Checker**

An Item Checker is responsible for reviewing questions, items or tasks and appropriate supporting marking instructions for Course assessments under the direction of the Principal Assessor and/or Item Bank Leader which must be undertaken within the conditions, timeframes and arrangements set by SQA.

The primary role is to work with Item Writers and Item Bank Leaders/Principal Assessors to check the consistent application of national standards and subject specific integrity of decision-making in relation to questions, items and tasks which will form part of Course assessments.

These activities will be under the direction of the Principal Assessor, Item Bank Leader and staff from SQA's Qualifications Development and Operations business directorates as appropriate. There may be a requirement to undertake duties during weekends and holiday periods.

### **Outline of duties**

- ◆ Review new question(s)/item(s)/task(s) and marking instructions providing comment on their suitability in terms of validity, reliability, accuracy, degree of difficulty, content, mark allocation, layout, spelling and grammar to ensure they meet the requirements of the item specification.
- ◆ Ensure that new question(s)/item(s)/task(s) are free of bias and stereotyping on the basis of factors such as race, religion, disability, sex, social background, sexual orientation and age.
- ◆ Ensure activities are concluded by specified dates and assist in ensuring resources are used effectively and efficiently.
- ◆ Support SQA with continuous improvement developments.
- ◆ Item Checkers may be asked to undertake additional activities. These activities will attract additional payment and could include the following:
  - ◆ carry out in-service training as appropriate
  - ◆ participate in workshops/seminars/networking events
  - ◆ contribute to understanding standards activities

### **Key Performance Measures**

- ◆ Complete review of question(s)/item(s)/task(s) and marking instructions to ensure accordance with the item specification and SQA policy and instructions by specified dates.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

## **Item Writer**

An Item Writer is responsible for creating questions, items or tasks and appropriate supporting marking instructions for Course assessments under the direction of the Principal Assessor and/or Item Bank Leader which must be undertaken within the conditions, timeframes and arrangements set by SQA.

The primary role is to work with the Principal Assessor and other SQA appointees to ensure consistent application of national standards and subject specific integrity of decision-making in relation to Course assessment arrangements.

These activities will be under the direction of the Principal Assessor and staff from SQA's Qualifications Development and Operations business directorates as appropriate. There may be a requirement to undertake duties during weekends and holiday periods.

### **Outline of duties**

- ◆ Produce new question(s)/item(s)/task(s) and marking instructions in accordance with the item specification and guidance from the Item Bank Leader and/or Principal Assessor. New question(s)/item(s)/tasks(s) and marking instructions must be of a suitable standard in terms of validity, reliability, accuracy, content, degree of difficulty, spelling and grammar.
- ◆ Identify sources and copyright requirements for submission along with question(s)/item(s)/task(s) and marking instructions by specified dates.
- ◆ Ensure activities are concluded by specified dates and assist in ensuring resources are used effectively and efficiently.
- ◆ Support SQA with continuous improvement developments.
- ◆ Item Writers may be asked to undertake additional activities. These activities will attract additional payment and could include the following:
  - ◆ carry out in-service training as appropriate
  - ◆ participate in workshops/seminars/networking events
  - ◆ contribute to understanding standards activities

### **Key Performance Measures**

- ◆ Produce new question(s)/item(s)/task(s) and marking instructions in accordance with the item specification and SQA policy and instructions by specified dates.
- ◆ Identify sources and copyright requirements for submission along with question(s)/item(s)/task(s) and marking instructions by specified dates.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

## **Lead Verifier**

The Lead Verifier is responsible for standardisation of all HN/VQ external verification activities under the conditions, timescales and arrangements set by SQA and must be a contracted Senior External Verifier.

The prime role is to ensure standardisation of external verification across all HN/VQ qualifications in all subject areas and across Quality Assurance processes to ensure that standards are maintained across our external verification programme.

These activities will be under the direction of staff from SQA's HN and VQ Delivery business area.

## **Outline of duties**

- ◆ Plan a standardisation programme to ensure standardisation of external verification across all subject areas where external verification takes place.
- ◆ Objectively review the standardisation programme on an ongoing basis.
- ◆ Make recommendations for improvement to processes associated with standardisation of all external verification activities within the remit.
- ◆ Provide constructive monthly feedback to the Quality Manager on the standardisation programme using the relevant report format.
- ◆ Support and make recommendations to SEVs/EVs as appropriate on standardisation.
- ◆ Lead and implement SEV/EV events to ensure compliance with standardisation of verification across all subject areas.
- ◆ Plan a standardisation programme to ensure standardisation of systems verification across all centres.
- ◆ Participate in Subject Verifier training events as required.
- ◆ Complete CPD as an SEV and submit evidence to SQA as required.

## **Key Performance Measures**

- ◆ Deliver an agreed standardisation programme across all SVQ/HN subject SEVs and Verification Groups.
- ◆ Complete scheduled standardisation briefings to SEVs/EVs.
- ◆ Complete scheduled programme of standardisation activity within Verification Groups and formally report back to Quality Manager.
- ◆ Positive engagement with all SQA staff and SEVs/EVs through leadership and management of people.
- ◆ Complete constructive Lead Verifier reports within conditions and timescales for SQA.
- ◆ Satisfactorily fulfil the KPMs of the Senior External Verifier role.

## **Marker**

A Marker marks candidates' work in line with detailed marking instructions and in accordance with SQA policy and procedures.

The prime role is to ensure consistent application of national standards when marking candidate submission(s).

These activities will be under the direction of the Principal Assessor, Senior Team Leader and/or Team Leader and staff from SQA's Qualification Development and Operations business directorates as appropriate

## **Outline of duties**

- ◆ Attend appropriate standardisation meeting(s) as required
- ◆ Mark to national standards in accordance with specified procedures and timescales
- ◆ Complete marking duties in line with General Marking Instructions
- ◆ Submit a Marker report
- ◆ Support SQA with continuous improvement developments

## **Key Performance Measures**

- ◆ Mark in line with detailed marking instructions.
- ◆ Submit marks, return marked candidates submissions where appropriate and complete administrative tasks by specified dates and in accordance with SQA policy and instructions.
- ◆ Submit a marker report on completion of marking allocation, providing feedback on examination performance.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

## Principal Assessor

A Principal Assessor is responsible for ensuring all duties and tasks associated with external assessment activities are undertaken within the conditions, timescales and arrangements set by SQA.

The prime role is to lead, support and work (as appropriate to subject and level) with teams of SQA appointees to ensure consistent application of standards and to ensure the subject specific integrity of their teams' decision-making in relation to the external assessment arrangements of courses.

These activities will be under the direction of staff from the SQA's Qualification Development and Operations business directorates as appropriate. There may be a requirement to undertake duties during weekends and holiday periods in own time.

### Outline of duties

- ◆ Lead, direct and support the setting of external assessment items for a specified course in accordance with SQA policy and specifications.
- ◆ Participate in the process of vetting and finalising external assessment in accordance with SQA policy and specifications.
- ◆ Carry out marking programme and post-examination quality assurance procedures in accordance with SQA instructions\*.
- ◆ Provide leadership and support to the examination team.
- ◆ Undertake marking of scripts.
- ◆ Remark scripts where required.
- ◆ Prepare an annual External Assessment Report in accordance with SQA specifications.
- ◆ Ensure all activities are concluded within agreed time frames and that resources are used effectively and efficiently to achieve best value.
- ◆ Support SQA with continuous improvement developments, eg e-enablement, ensuring that appointees both understand and embrace change.
- ◆ Undertake the performance management activity of the examination team.
- ◆ Additionally, Principal Assessors may be asked to undertake the following activities. These activities will attract additional payment.
  - Prepare performance reports for centres.
  - Undertake bespoke in-service training.
  - Participate in workshops/seminars/networking events.
  - Contribute to Understanding Standards activities.

\* Note: Post-examination procedures will run between the months of April and July each year. Post Results Services will run between the months of August and October each year.

## **Key Performance Measures**

- ◆ Complete all pre-examination procedures, as per events calendar.
- ◆ Quality assure all materials for pre-examination procedures in accordance with SQA policy and instructions.
- ◆ Complete all post-examination procedures, as per events calendar.
- ◆ Quality assure all materials for post-examination procedures in accordance with SQA policy and instructions.
- ◆ Complete all reports providing feedback on exam performance for SQA within agreed timescale.
- ◆ Positive engagement with all members of the examination teams through leadership and management of people.
- ◆ Positive engagement with all members of SQA staff.
- ◆ Satisfactorily fulfil the KPMs of the Marker role.
- ◆ Satisfactorily fulfil the KPMs of the Examiner role.

## **Principal Verifier**

A Principal Verifier is responsible for communicating and maintaining national standards for the qualifications within their remit. Additionally, the Principal Verifier must ensure that all tasks associated with the quality assurance of internally assessed Units and components of Course assessments within their remit are carried out within the conditions, timescales and arrangements set by SQA.

The primary role is to manage team members, in the delivery of external quality assurance for qualifications in the subject area(s) concerned, to ensure that standards are maintained.

These activities will be under the direction of staff from SQA's Internal Assessment Delivery and Qualification Development directorates as appropriate.

### **Outline of duties**

- ◆ Lead, direct, and support the quality assurance processes in accordance with SQA policy and specification.
- ◆ Provide leadership and support to the team involved in external quality assurance processes.
- ◆ Contribute to the development and delivery of qualification specific training for the team.
- ◆ Chair external quality assurance events where applicable, ensuring all procedures are conducted in line with SQA requirements.
- ◆ Monitor, support and quality assure the work of the team.
- ◆ Liaise with the Principal Assessors on the setting and monitoring of Course assessments where the course assessments contain an internally verified course assessment component.
- ◆ Support the Principal Assessors in preparing for grade boundary meetings by providing intelligence on internally assessed components of Course assessments, where applicable.
- ◆ Assist SQA in the review of overall performance in relation to internal assessments.
- ◆ Prepare an annual report and if applicable, assist in the preparation of external report.
- ◆ Assist Internal Assessment Delivery staff with policy and subject specific enquiries from centres, team members and SQA officers.
- ◆ Participate in centre complaint investigations if required.
- ◆ Ensure all activities are concluded within agreed time frames and that resources are used effectively and efficiently to achieve best value.
- ◆ Undertake performance management activity of the team where appropriate against Key Performance Measures.
- ◆ Additionally, Principal Verifiers may be asked to undertake the following activities. These activities will attract additional payment:
  - Undertake follow up activity to resolve issues identified at quality assurance events or visits when required.



- Participate in SQA organised events where Principal Verifier input is required
- Contribute to Understanding Standards activities.

## **Key Performance Measures**

- ◆ Ensure SQA verification activity is carried out within the conditions and timescales set by SQA.
- ◆ Train, develop and support members of the team to meet SQA verification activity requirements.
- ◆ Monitor team performance to meet SQA verification activity requirements.
- ◆ Ensure accuracy and consistency of decisions made by members of the team.
- ◆ Ensure reports generated by members of the team meet quality standard.
- ◆ Positive engagement with all members of the team through leadership and management of people.
- ◆ Positive engagement with all members of SQA staff.
- ◆ Complete Principal Verifier reports within conditions and timescales for SQA.

## **Question Paper Reviewer**

A Question Paper Reviewer (QPR) is responsible for reviewing the Question Paper and supporting marking instructions under the direction of the Principal Assessor and/or Item Bank Leader. This work must be undertaken within the conditions, timescales and arrangements set by SQA.

The primary role is to review and prepare feedback on question papers and marking instructions to ensure subject specific integrity and the consistent application of national standards. This role will involve communicating and discussing this feedback during the Question Paper Review meeting.

These activities will be under the direction of the Principal Assessor, Item Bank Leader and staff from SQA's Qualifications Development and Operational directorates as appropriate. There may be a requirement to undertake duties during weekends and holiday periods in your own time.

### **Outline of duties**

- ◆ Review and prepare feedback on the course assessment/question paper and marking instructions in advance of the QP Review Meeting using the checklist provided.
- ◆ Provide feedback on balance and cohesiveness of the question paper.
- ◆ Confirm that the question paper can be completed within the allocated time and that the text and layout of the Question Paper, Marking Instructions and any other related materials meet SQA requirements.
- ◆ Attend the Question Paper Review meeting and communicate feedback on the question paper and marking instructions.
- ◆ Support SQA with continuous improvement developments.

### **Key Performance Measures**

- ◆ Quality Assure the question paper, meeting timelines and in accordance with SQA policy and instruction.
- ◆ Provide constructive feedback and suggestions for amendments to the question paper and marking instructions where appropriate.
- ◆ Attend the QP Review meeting.
- ◆ Positive engagement with members of the team and with members of SQA staff.

## **Question Paper Validator**

A Question Paper Validator (QPV) is responsible for carrying out a final check to ensure the course assessment is of the correct standard and fit for purpose. This work must be undertaken independently within the conditions, timescales and arrangements set by SQA.

These activities will be under the direction of the Principal Assessor, Item Bank Leader and staff from SQA's Qualifications Development and Operational directorates as appropriate. There may be a requirement to undertake duties during weekends and holiday periods in your own time.

### **Outline of duties**

- ◆ Verify that the question paper is of the correct standard and is fit for purpose using the QPV Checklist provided.
- ◆ Confirm that question paper can be completed within the allocated time
- ◆ Verify that the text and layout of the Question Paper and any other related materials meet SQA requirements.
- ◆ Prepare and submit feedback using the checklist provided in accordance with SQA timescales.

### **Key Performance Measures**

- ◆ Quality Assure the Question Paper, meeting timelines and in accordance with SQA policy and instruction.
- ◆ Prepare and submit a QPV Checklist on completion of the process, providing constructive feedback and suggestions for amendments to the Question Paper where appropriate.
- ◆ Positive engagement with members of the team and SQA staff.

## Senior External Verifier

A Senior External Verifier is responsible for ensuring that all tasks associated with the verification and approval of qualifications are carried out within the conditions, timescales and arrangements set by SQA.

The prime role is to prepare for and manage the team of External Verifiers in the delivery of verification procedures for qualifications in the subject area(s) concerned to ensure that standards are maintained.

These activities will be under the direction of staff from SQA's Internal Assessment Delivery and Quality Assurance and Qualification Development directorates as appropriate.

### Outline of duties

- ◆ Lead, direct, and support the external verification processes in accordance with SQA policy and specification.
- ◆ Provide leadership and support to a team of External Verifiers.
- ◆ Conduct external verification visits and accompany new External Verifiers on visits when authorised.
- ◆ Conduct prior verification of centres' internally devised instruments of assessment.
- ◆ Conduct approval, post approval and development visits to centres.
- ◆ Monitor External Verifier decisions at central verification when required.
- ◆ Lead verification group meetings.
- ◆ Prepare an annual internal assessment report and if applicable, assist in the preparation of course reports.
- ◆ Assist Internal Assessment Delivery and Quality Assurance staff with policy and subject specific enquiries from centres, external verifiers and SQA officers.
- ◆ Lead, deliver and or participate in external verifier training events.
- ◆ Participate in Results Services and centre complaint investigations.
- ◆ Ensure all activities are concluded within agreed time frames and that resources are used effectively and efficiently to achieve best value.
- ◆ Undertake performance management activity of the external verification team.
- ◆ Additionally, Senior External Verifiers may be asked to undertake the following activities. These activities will attract additional payment.
  - Act as a Vetter for internal assessment materials in the qualifications area concerned.
  - Participate in SQA organised events where Senior External Verifier input is required.
  - Assist Principal Assessor in preparing for grade boundary meetings where required.
  - Contribute to the Understanding Standards activities.

## **Key Performance Measures**

- ◆ Train, develop and support members of the EV team to meet SQA requirements.
- ◆ Monitor performance of members of the EV team to meet SQA requirements.
- ◆ Ensure consistency of decisions made by members of the EV team.
- ◆ Ensure reports generated by members of the EV team meet quality standard.
- ◆ Positive engagement with all members of the team through leadership and management of people.
- ◆ Positive engagement with all members of SQA staff.
- ◆ Complete Senior Verifier reports within conditions and timescales for SQA.
- ◆ Satisfactorily fulfil the KPMs of the External Verifier role.

## **Senior Marker – External Assessment**

A Senior Marker is responsible for supporting the Principal Assessor in maintaining national standards for the qualifications within their remit. All tasks associated with the quality assurance of externally assessed components of Course assessments must be carried out within the conditions, timescales and arrangements set by SQA.

The primary role is to support the Principal Assessor to ensure that national standards are being consistently applied and maintained.

These activities will be under the direction of the Principal Assessor and staff from SQA's Qualification Development and Operations directorates as appropriate. There may be a requirement to undertake duties during weekends and holiday periods in your own time.

A Senior Marker appointment will only be made when there is no Team Leader appointment for that qualification.

### **Outline of duties**

- ◆ Support the quality assurance processes in accordance with SQA policy and specification.
- ◆ Support activities assigned by the Principal Assessor and ensure they are concluded within agreed time frames and that resources are used effectively and efficiently to achieve best value.

### **Key Performance Measures**

- ◆ Quality Assure all materials for procedures in accordance with SQA policy and instructions by specified dates.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

## **Senior Team Leader – External Assessment**

A Senior Team Leader is responsible for supporting the Principal Assessor in maintaining national standards for the qualifications within their remit. All tasks associated with the quality assurance of externally assessed components of Course assessments must be carried out within the conditions, timescales and arrangements set by SQA.

The primary role is to support the Principal Assessor and manage the Team Leaders to ensure that national standards are being consistently applied and maintained.

These activities will be under the direction of the Principal Assessor and staff from SQA's Qualification Development and Operations directorates as appropriate. There may be a requirement to undertake duties during weekends and holiday periods in your own time.

### **Outline of duties**

- ◆ Support the quality assurance processes (marking programme and post-examination quality assurance procedures) in accordance with SQA policy and specification.
- ◆ Be available to monitor, manage and provide support to Team Leaders as they complete quality assurance (Practice and Qualification) scripts and throughout the marking period as they provide support to their marking teams.
- ◆ Support post examination quality assurance procedures, carrying out activities assigned by the Principal Assessor to ensure they are concluded within agreed time frames and that resources are used effectively and efficiently to achieve best value
- ◆ Undertake the role of a marker and the marking of any unmarked scripts or scripts requiring to be remarked when required.
- ◆ Deputise for the Principal Assessor as required and support quality assurance activities ensuring that all procedures are conducted in line with SQA requirements.
- ◆ Undertake the performance management activity of the Team Leaders/Markers against Key Performance Measures.
- ◆ Senior Team Leaders may be asked to undertake additional activities. These activities could include the following:
  - ◆ prepare performance reports for centres
  - ◆ undertake in-service training
  - ◆ participate in workshops/seminars/networking events
  - ◆ contribute to Understanding Standards programmes

## **Key Performance Measures**

- ◆ Monitor, manage and provide support to Team Leaders throughout the marking period.
- ◆ Fulfill the KPMs of the Marker role.
- ◆ Report on team members' Key Performance Measures for all tasks by specified dates.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.



## **Senior Team Leader – Internal Assessment**

A Senior Team Leader is responsible for supporting the Principal Verifier in maintaining national standards for the qualifications within their remit by ensuring that all tasks associated with the quality assurance of internally assessed Units and components of Course assessments are carried out within the conditions, timescales and arrangements set by SQA.

The primary role is to support the Principal Verifier and manage the Team Leaders, in the delivery of external quality assurance for qualifications in the subject area(s) concerned, to ensure that national standards are being consistently applied and maintained.

These activities will be under the direction of the Principal Verifier and staff from SQA's Operations and Qualification Development directorates as appropriate.

### **Outline of duties**

- ◆ Support the quality assurance processes in accordance with SQA policy and specification.
- ◆ Deputise for the Principal Verifier as required and support quality assurance activities ensuring that all procedures are conducted in line with SQA requirements.
- ◆ Provide leadership and support to Team Leaders involved in external quality assurance events as required.
- ◆ Monitor, support and quality assure the work of the Team Leaders.
- ◆ Assist SQA in the review of national consistency in relation to internal assessments.
- ◆ Assist Assessment & Data Services staff with subject specific enquiries from centres, team members and SQA officers as required.
- ◆ Undertake the performance management of activity of the Team Leaders against Key Performance Measures.
- ◆ Support SQA with continuous improvement developments
- ◆ Senior Team Leaders may be asked to undertake additional activities. These activities could include the following:
  - undertake follow up quality assurance activity to resolve outstanding issues
  - undertake in-service training
  - participate in workshops/seminars/networking events
  - undertake quality assurance visits as required \*

## **Key Performance Measures**

- ◆ Ensure SQA verification activity is carried out within the conditions and timescales set by SQA.
- ◆ Train, develop and support members of the team to meet SQA verification activity requirements.
- ◆ Monitor team performance to meet SQA verification activity requirements.
- ◆ Ensure accuracy and consistency of decisions made by members of the team.
- ◆ Ensure reports generated by members of the team meet quality standard.
- ◆ Positive engagement with all members of the team through leadership and management of people.
- ◆ Positive engagement with all members of SQA staff.
- ◆ Positive engagement with all members of SQA Centre staff.\*

\* Note: This KPM will apply to Senior Team Leaders whose subject area requires visits to be undertaken either in addition to or instead of a quality assurance event.

## **Signed Transcription Reviewer**

A Signed Transcription Reviewer undertakes reviews of centres' translations/transcriptions of candidates' signed responses to external assessments, in accordance with SQA policy and instructions.

These activities will be under the direction of staff from SQA's Operations business directorate as appropriate.

### **Outline of duties**

- ◆ Attend preparation meetings.
- ◆ Review tapes and transcriptions/scripts.
- ◆ Return tapes/scripts with comments within agreed timescales.
- ◆ Attend annual review meeting.

### **Key Performance Measures**

- ◆ Complete preparation activities.
- ◆ Apply agreed national standards in accordance with specified procedures with regard to review process.
- ◆ Submit review within agreed timescales.
- ◆ Complete review meeting.

## **Subject Working Group (SWG) Member**

A Subject Working Group (SWG) works with an SQA Qualifications Development Consultant, taking advice from a Qualifications Design Team, to contribute to the development of a portfolio of qualifications and associated products, in accordance with SQA policy and instructions. The SWG member will have knowledge of the aims, values, purposes, principles and essential skills of Curriculum for Excellence.

The prime role of the SWG member is to participate in the writing process for products in connection with new national qualifications being developed to support Curriculum for Excellence (CfE). To ensure products are developed to agreed technical requirements, quality standards and timescales, there will be a requirement for the SWG member to be actively involved in a number of meetings (averaging around 4-5 per year); these meetings could be face-to-face, on-line, video or telephone conference. In addition, SWG members will be required to work collaboratively using web-enabled software.

All activities will be managed by an SQA Qualifications Development Manager.

### **Outline of duties**

- ◆ Participate in the writing process for new National Qualification products to agreed timescale.
- ◆ Liaise with other related SWGs to share knowledge and good practice.
- ◆ Circulate draft qualification product specifications for comment.
- ◆ Participate in the quality assurance and editing process.
- ◆ Assist with the actions from any resulting conditions and recommendations following review by QDT.
- ◆ Develop documentation to support the embedding and signposting of essential skills.
- ◆ Develop approaches to the delivery and assessment of the new National Qualifications.
- ◆ Advise Qualifications Development Consultant of proposed changes to structure and content.

### **Key Performance Measures**

- ◆ Develop products to agreed quality standards in accordance with SQA's policy and instructions.
- ◆ Complete work to agreed timescales as detailed in the project plan.
- ◆ Approval of products.
- ◆ Positive engagement with all members of the Subject Working Group, Qualifications Design Teams and SQA Officers.

## **Team Leader – External Assessment**

A Team Leader is responsible for supporting the Principal Assessor in maintaining national standards for the qualifications within their remit. All tasks associated with the quality assurance of externally assessed components of Course assessments must be carried out within the conditions, timescales and arrangements set by SQA.

The primary role is to support the Principal Assessor/Senior Team Leader to ensure that national standards are being consistently applied and maintained.

These activities will be under the direction of the Principal Assessor and staff from SQA's Qualification Development and Operations directorates as appropriate. There may be a requirement to undertake duties during weekends and holiday periods in your own time.

### **Outline of duties**

- ◆ Support the quality assurance processes (marking programme and post-examination quality assurance procedures) in accordance with SQA policy and specification.
- ◆ Be available to monitor, manage and provide support to Markers as they complete quality assurance (Practice and Qualification) scripts and throughout the marking period.
- ◆ Support post examination quality assurance procedures, carrying out activities assigned by the Principal Assessor to ensure they are concluded within agreed time frames and that resources are used effectively and efficiently to achieve best value
- ◆ Assist in the performance management activity of markers against Key Performance Measures.
- ◆ Undertake the role of a marker and the marking of any unmarked scripts or scripts requiring to be remarked when required.
- ◆ Team Leaders may be asked to undertake additional activities. These activities could include the following:
  - ◆ Prepare performance reports for centres
  - ◆ undertake in-service training
  - ◆ participate in workshops/seminars/networking events
  - ◆ contribute to Understanding Standards programmes

### **Key Performance Measures**

- ◆ Quality Assure all materials for post examination procedures in accordance with SQA policy and instructions by specified dates.
- ◆ Monitor, manage and provide support to Team Leaders throughout the marking period.
- ◆ Fulfill the KPMs of the Marker role.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

- ◆ Report on team members' Key Performance Measures for all tasks by specified dates

## **Team Leader – Internal Assessment**

A Team Leader is responsible for supporting the Principal Verifier in maintaining national standards for the qualifications within their remit by ensuring that all tasks associated with the quality assurance of internally assessed Units and components of Course assessments are carried out within the conditions, timescales and arrangements set by SQA.

The primary role is to support and quality assure the work of their team members, in the delivery of external quality assurance for qualifications in the subject area(s) concerned, to ensure that national standards are being consistently applied and maintained.

These activities will be under the direction of the Principal Verifier and staff from SQA's Operations and Qualification Development directorates as appropriate.

### **Outline of duties**

- ◆ Support the quality assurance processes in accordance with SQA policy and specification.
- ◆ Provide leadership and support to a team of subject specialists involved in external quality assurance activities as required.
- ◆ Monitor, support and quality assure the work of the team.
- ◆ Quality assure reports for centres produced by the team.
- ◆ Support the Principal Verifier at external quality assurance events where required, ensuring all procedures are conducted in line with SQA requirements.
- ◆ Assist SQA in the review of national consistency in relation to internal assessments.
- ◆ Assist Assessment & Data Services staff with subject specific enquiries from centres, team members and SQA officers as required.
- ◆ Support SQA with continuous improvement developments.
- ◆ Team Leaders may be asked to undertake additional activities. These activities could include the following:
  - undertake follow up quality assurance activity to resolve outstanding issues
  - undertake in-service training
  - participate in workshops/seminars/networking events
  - undertake quality assurance visits as required \*

## **Key Performance Measures**

- ◆ Ensure SQA verification activity is carried out within the conditions and timescales set by SQA.
- ◆ Support and monitor performance of Nominees assigned at verification events to meet SQA verification activity requirements.
- ◆ Ensure accuracy and consistency of decisions made by Nominees.
- ◆ Ensure reports meet the required standard, within conditions and timescales set by SQA.
- ◆ Positive engagement with all members of the team through leadership of people and with members of SQA staff.
- ◆ Positive engagement with SQA's centre staff. \*

\* Note: This KPM will apply to Team Leaders whose subject area requires visits to be undertaken either in addition to or instead of a quality assurance event.



## **Translator (Gaelic)**

A Translator translates assessment materials into the specified language, in accordance with SQA policy and instructions.

These activities will be under the direction of staff from SQA's Qualifications and Operations business directorates as appropriate.

### **Outline of duties**

- ◆ Translate materials into the specified language.
- ◆ Proof check typeset materials to ensure accuracy of transcription.

### **Key Performance Measures for Translators**

- ◆ Complete duties within agreed timescales as per events calendar.
- ◆ Quality assure translation materials for external assessment in accordance with SQA policy and instruction.
- ◆ Positive engagement with all members of SQA staff.

## **Visiting Assessor**

A Visiting Assessor visits centres to assess candidate performance against national standards, in accordance with SQA policy and instructions.

The prime role is to ensure consistent application of standards when assessing candidate performance.

These activities will be under the direction of the Principal Assessor and staff from SQA's Qualification Development and Operations business directorates as appropriate.

### **Outline of duties**

- ◆ Attend appropriate standardisation event/s as required.
- ◆ Assess the performance of candidates against national standards.
- ◆ Record and submit results to SQA.
- ◆ Submit a visiting assessor report.
- ◆ Support SQA continuous improvement developments.

### **Key Performance Measures**

- ◆ Attend training meeting and complete standardisation as required.
- ◆ Assess candidate performance in line with detailed assessment criteria, applying agreed national standards in accordance with specified procedures.
- ◆ Submit assessment results within set timescales.
- ◆ Submit a visiting assessor report on completion of visit allocation, providing feedback on assessment performance.
- ◆ Engage positively with SQA centre staff and SQA staff.

# 3. Standard terms and Conditions

## 3.1 Data Protection

During your appointment to SQA you may obtain information concerning SQA, its candidates, employees, assessments, systems, and other information which is confidential including candidate materials or scripts ('confidential information'). SQA requires you to maintain the highest levels of discretion in dealing with confidential information

Full details of SQA's data protection policy can be found at [www.sqa.org.uk/markerinformation](http://www.sqa.org.uk/markerinformation).

You are required to read this policy prior to accepting your appointment. By accepting your appointment you are therefore bound by the terms of this policy and the terms and conditions of appointment.

SQA's online systems provide access to sensitive and personal information covered by the Data Protection Act. You must access and use this information only for SQA business purposes as defined by your contract of appointment. Improper use of personal information is an offence under the Data Protection Act.

Use of these systems implies responsibility to preserve the confidentiality, integrity and availability of the resources accessed.

The use of social media is now part of everyday life. As an appointee you must remember that if you use social media, you must avoid sharing any information about your role(s) as an appointee, any details of centres or candidates or make any remarks that could cause reputational damage to SQA. Improper use of personal information gained as a result of your appointment is an offence under the Data Protection Act. If you have any queries regarding the use of social media please contact **markers@sqa.org.uk**.

Where you believe any activity, or potential activity, is not in accordance with the data protection policy you should discuss the matter with Jacqui Faulds, Head of Appointee Management (0345 213 5375).

## 3.2 Notification of Commercial Activity

As an appointee you are not permitted to work in any capacity, other than for SQA, on the:

- production of examination questions (eg for use in sample question papers or text books)
- production and/or delivery of events associated with assessment standards(eg training/in-service events)

for the subject and level in which you are working for SQA.

You must advise SQA in writing, on appointment and at any time during your appointment, of your involvement in **any type** of activity and/or any other interests whatsoever that may be of relevance to the work and operation of SQA.

If you are involved in any activities which you consider may constitute a conflict of interest, please provide details on the Conflict of Interest form available at [www.sqa.org.uk/markerinformation](http://www.sqa.org.uk/markerinformation) and email it to [markers@sqa.co.uk](mailto:markers@sqa.co.uk). We will then let you know if a conflict of interest exists and appropriate action required.

### **3.3 Intellectual Property Rights**

'Intellectual Property Rights' means patents, trademarks, design rights (whether suitable for registration or not), applications for these or for copyright and any other similar rights, in any part of the world (including but not limited to the United Kingdom).

By accepting your appointment, you agree that any and all Intellectual Property Rights in any reports, materials, documents or works that you produce or create (including future updates) shall hereby be irrevocably assigned to and vest in SQA as soon as the reports, materials, documents or works come into existence. You agree that you shall do and execute, or arrange and procure for the doing and executing of, any act and/or document reasonably requested by SQA to implement and give full effect to the terms of this assignment.

You also warrant that you own any Intellectual Property Rights in any material produced for the purposes of this appointment with the exception of any third party Intellectual Property Rights identified to SQA in advance.

Where, for illustrative and/or resource purposes, appointees consider they have no reasonable alternative but to use a third party Intellectual Property Rights such as copyright material (eg quotations or items from other sources) in external assessments, detailed particulars of such material (eg title, author, publisher, date of publication, and ISBN or URL if taken from a website) should be recorded. SQA will in due course need the information in order that the use of such material can be cleared to allow the publication and sale of SQA's bound volumes of past external assessments, loose-leaf copies of individual past external assessments and for publishing past question papers on SQA's website.

All SQA publications, including past external assessments, are subject to SQA's copyright, and may not be reproduced, in whole or in part, without the prior permission of SQA.

### **3.4 Appointee personal data**

SQA holds records of your personal and appointment details on a database. As part of our appointment process we now notify Heads of Centre of all appointments undertaken by their staff. The details we will release are:

- ◆ your name
- ◆ place of employment
- ◆ the year of your appointment
- ◆ the appointment(s) you hold

SQA is registered with the Information Commissioner. Details of the entry (registration number Z5781759) can be viewed on the Information Commissioner's website: [www.ico.gov.uk](http://www.ico.gov.uk).

Accepting your appointment will constitute your express permission for SQA to hold your data in accordance with the Data Protection Act 1998.

Please be aware that we have a requirement to release appointment details for senior appointees if requested via a Freedom of Information request.

### **3.5 Termination of contract**

SQA has a fair, consistent and transparent policy for termination of appointee contracts. This policy and associated procedures applies to all appointee types and applies to the following situations:

- ◆ termination by SQA
- ◆ termination by the appointee
- ◆ termination of fixed term contracts

SQA will determine when termination of contract is required and reserves the right to terminate the appointment of an appointee at any time without further obligation of payment.

All formal communication with an appointee who has their contract terminated by SQA will be documented.

### **Suspension**

SQA may suspend an appointee at any time. SQA will notify the appointee in writing of the suspension, and the suspension will take place immediately. The reason for the suspension may be provided at SQA's discretion, but SQA is under no duty to do so. SQA will notify the appointee if they are to recommence duties, and the commencement date. SQA reserves the right at any time during the suspension to terminate the appointment.

### **Termination by SQA**

SQA reserves the right to terminate an appointment at any time. Some examples of the circumstances in which SQA may terminate a contract are listed below (but are not limited to):

- ◆ any material breach of the provisions of the Terms and Conditions of contract, the code of conduct, or your letter of appointment
- ◆ any release of confidential material via any communication medium
- ◆ any release or loss of confidential material
- ◆ unsatisfactory performance of services, of which SQA will be sole arbiter
- ◆ conduct is such as to cause doubt about integrity and/or honesty of the appointee

- ◆ the appointee in any way brings into disrepute the name, reputation, and interests of SQA, its employees, board, other people associated with SQA, or its offices, products or services
- ◆ failure to notify SQA of any criminal convictions or legal proceedings
- ◆ failure to notify SQA that the appointee is the subject of an investigation which may affect the position as an appointee
- ◆ inability to provide contract services due to ill health or injury or for any other reason
- ◆ a corporate decision by SQA alters contract requirements
- ◆ a reduction in the number of entries renders services surplus to requirements

An appointee contract may be terminated without notice if, after investigation, it is deemed that the appointee has committed an offence of the following type:

- ◆ theft, fraud, deliberate falsification of SQA documents, records, reports, accounts, expense claims
- ◆ assault or attempted assault on another person
- ◆ deliberate and serious damage to SQA property
- ◆ sexual, racial or other forms of harassment and bullying
- ◆ gross negligence
- ◆ gross insubordination or refusal to carry out duties or reasonable instructions
- ◆ deliberate disclosure of confidential information
- ◆ deliberate breach of SQA's confidence relating to SQA's affairs
- ◆ serious breach of SQA's rules, policies, code of conduct or procedures
- ◆ use of SQA's assets, services or confidential information for personal ends
- ◆ conviction of a criminal charge which, in the opinion of SQA makes the appointee unsuitable to carry out his/her duties

All decisions are final and not subject to appeal.

## **Procedure for termination by SQA**

Identified performance related issues will be managed within the business areas as appropriate. In situations where further action is required the following procedure will be followed.

SQA's Head of Appointee Management will be notified by a business area that an appointee's performance is unacceptable.

The decision to terminate the contract will be made following investigation by the appropriate SQA staff. The Head of Appointee Management will manage all investigations.

If required, all SQA material must be returned to SQA before final payment of outstanding fees and expenses. All fees and expenses will be paid to the date of termination of contract by SQA.

## **Procedure for termination by the appointee and at termination of fixed term contracts**

An appointee may terminate their contract at any stage without penalty.

Fees and expenses for work successfully completed to the date of termination will be paid.

## **Procedure for termination of fixed term contract**

All appointees should note that on completion of a fixed term contract all contractual obligations with SQA cease and there is no guarantee that further contracts will be issued.

### **3.6 Crime, suspension and disciplinary actions**

On appointment, all appointees must declare to SQA if they have any outstanding criminal charges or convictions of a violent, sexual or dishonest nature. In addition, all appointees must declare any criminal charges of a violent, sexual or dishonest nature made against them during their appointment at the time of such a charge.

All appointees must immediately declare to SQA if they are currently, or become, suspended by any employer and the reasons for such suspension. SQA reserves the right to invoke the termination and suspension provisions outlined in section 3.5.

Failure to disclose such a suspension will be regarded by SQA as a material breach of the conditions of appointment and may lead to termination of appointment.

All appointees must immediately declare to SQA if they are currently under disciplinary action by any employer, or if disciplinary action is taken against them and the reasons for such disciplinary action. SQA reserves the right to invoke the suspension and termination provisions outlined in section. Failure to inform SQA of any disciplinary action will be regarded by SQA as a material breach of the conditions of appointment and may lead to termination of appointment.

### **3.7 Improper activity**

Where you believe you are being required to act in a way which:

- ◆ is illegal, improper, or unethical
- ◆ may involve possible maladministration
- ◆ is otherwise inconsistent with these Terms and Conditions

you should discuss the matter with Jacqui Faulds, Head of Appointee Management (0845 213 5375).

Similarly, where you observe inappropriate activity or behaviour in the course of your duties, you should discuss the matter with Jacqui Faulds, Head of Appointee Management (0845 213 5375).