



## Overview

### This unit is appropriate for you if your role involves:

- evaluating the internal assessment process
- monitoring and reviewing internal assessment audit systems
- carrying out related internal verification or moderation activities

### The activities you are likely to be involved in:

- ensuring health, safety and environmental protection procedures are applied within assessment arrangements
- applying and monitoring equal opportunities and access procedures throughout all assessment procedures
- monitoring the performance of assessors
- supporting assessors to develop their skills
- monitoring and supporting the people and organisations who provide administrative support to the assessment process
- monitoring and making recommendations on the resources needed to evaluate the assessment process
- ensuring an appropriate balance of candidates to assessors
- monitoring and reporting on the achievement rates of candidates
- monitoring the progress and satisfaction of candidates
- meeting the assessment requirements of awarding bodies and other external agencies

### What the unit covers:

- 1 carrying out and evaluating internal assessment and quality assurance systems
- 2 supporting assessors
- 3 monitoring the quality of assessors' performance
- 4 meeting external quality assurance requirements

## Scope

This unit covers the internal quality assurance system for assessment decisions. This system will meet the external requirements of the relevant awarding body, the accrediting bodies and internal procedures. These procedures may be ones that are already in place or ones that have been developed specifically to meet assessment requirements. This unit also involves monitoring assessors' decisions and the support they need, including sampling and standardisation arrangements. You will have to watch assessors at certain periods of the assessment process. You may not have to choose assessors as this may be the decision of others.

You will have to provide assessment information on particular sets of standards and give clear feedback on performance by using internal and external quality assurance processes. There must be evidence of having procedures in place for appeals and complaints within the local assessment centre, which meet external requirements.



## Element V 1.1. Carry out and evaluate internal assessment and quality assurance systems

### Performance Criteria

You must be able to do the following:

- a Put your organisation's requirements into practice for auditing internal assessments and those of the external awarding body.
- b Identify the outcomes needed by the agreed standards and their consequences for internal auditing.
- c Carry out appropriate administrative and recording arrangements to meet external audit requirements.
- d Identify and ensure the agreed criteria for choosing and supporting assessors are applied.
- e Carry out assessment standardisation arrangements.
- f Ensure a procedure for complaints and appeals is in place, which meets the requirements of the awarding body - and that it is followed when necessary.
- g Identify and use internal and external measures of performance to adjust internal systems.
- h Make recommendations to improve internal quality assurance arrangements and develop a plan to put these improvements into practice.

## Element V 1.2. Support assessors

### Performance Criteria

You must be able to do the following:

- a Ensure assessors have appropriate technical and vocational experience.
- b Ensure assessors are familiar with and can carry out the specific assessment and follow the recording and internal audit procedures.
- c Identify the development needs of assessors in line with:
  - ◆ principles of assessment
  - ◆ the needs of candidates
  - ◆ their technical expertise and competence
- d Give assessors the chance to develop their assessment experience and competence; and monitor their progress.
- e Ensure assessors have regular opportunities to standardise assessment decisions.
- f Monitor how assessors are capable of maintaining standards.



## Element V 1.3. Monitor the quality of assessors' performance

### Performance Criteria

You must be able to do the following:

- a Ensure that individual assessors are preparing for and planning assessments effectively.
- b Ensure that individual assessors have effective processes for making assessment decisions.
- c Ensure that individual assessors understand the necessary outcomes.
- d Ensure that individual assessors apply safe, fair, valid and reliable methods of assessing candidates' competence.
- e Check individual assessor's judgements to ensure they are consistent over time and with different candidates, including watching them carry out assessments.
- f Check a sufficient number of assessors to ensure consistency between assessors over time and with different candidates.
- g Check different assessment sites to ensure assessment decisions are consistent.
- h Ensure that assessors set up and maintain effective working relationships with candidates at all stages of the assessment process.
- i Ensure assessors apply relevant health, safety and environmental protection procedures, as well as equality and access criteria.
- j Monitor how often assessment reviews take place and how effective these are.
- k Monitor how often assessors give feedback to candidates and how effective this is.
- l Monitor how accurate and secure assessors' record-keeping is.
- m Give assessors accurate and helpful feedback on their assessment decisions.

## Element V 1.4. Meet external quality assurance requirements

### Performance Criteria

You must be able to do the following:

- a Identify how internal assessments will be checked externally and the information needed for this purpose.
- b Plan, collect and analyse information on internal assessment decisions.
- c Agree the timing and nature of external assessment audit arrangements.
- d Give supporting background information to external auditors about the assessment process.
- e Explain any issues raised by external auditors and give them supporting information as necessary.
- f Raise concerns and disagreements about external audit decisions in a clear and constructive way.
- g Refer any questions or concerns, which could not be dealt with internally, to the awarding body.
- h Give assessors feedback on external audit decisions.
- i Ensure that external auditing decisions are included in internal reviews of procedures.



## Knowledge requirements

You need the following knowledge to perform this Unit of Competence. You will show this through the outcome of your work activities and through evaluations of your systems and processes.

You need to be able to show that you have general knowledge and understanding of the following:

### The nature and role of internal quality assurance of assessments

- 1 how to monitor and review how candidate competence is assessed and recorded
- 2 how to ensure that individual assessors are consistent and accurate in their assessment judgements over time and with different candidates
- 3 how to ensure that assessment decisions between assessors are monitored so that assessment standards are applied consistently
- 4 how to set up effective systems for reviewing assessment decisions and the progress of candidates
- 5 how to create and apply complaints and appeals procedures in line with the requirements of awarding bodies
- 6 how to monitor equality and access to assessments and practices that do not discriminate
- 7 how to choose appropriate administrative arrangements to support internal assessment audits
- 8 how to give roles and responsibilities to the people involved in the internal audit process
- 9 how to set and apply clear and effective criteria for choosing assessors
- 10 how to choose and use appropriate internal assessment evaluation methods in line with your organisation's requirements and procedures
- 11 how to use assessment decisions as a way of evaluating internal audit arrangements

### Principles and concepts

- 12 how to use different ways of collecting evidence and how to choose appropriate and efficient methods of doing this
- 13 how to choose different ways of presenting evidence for assessment
- 14 how to ensure that candidates' past experience and achievements can be recognised during their assessment
- 15 how to ensure candidates' knowledge and performance is assessed
- 16 how to adapt assessment procedures to meet individual needs
- 17 how to identify the difficulties you may have in making safe, fair, valid and reliable judgements of evidence
- 18 how to identify the personal characteristics good assessors need and how to measure them
- 19 how to evaluate assessors' technical competence against the agreed standards and assessment procedures
- 20 how to identify assessment principles and make these clear to assessors
- 21 how to identify appropriate standardisation procedures which will help assessors make effective decisions
- 22 how to ensure that enough resources are available to meet the needs of assessors
- 23 how to ensure assessors keep up to date with assessment practices and procedures
- 24 how to give constructive feedback and support to assessors
- 25 how to identify the development needs of assessors and where they can find the support they need
- 26 how to identify and present concerns about external audit decisions in a constructive way
- 27 how to give effective feedback to candidates and assessors on the external audit decisions
- 28 how to use external audit information in a constructive way to improve internal systems
- 29 how to identify where and how changes to internal assessment audit arrangements can and should be made



### External factors influencing internal quality assurance

- 30 how to give candidates access to valid and reliable assessments in line with relevant legislation
- 31 how to identify and apply the requirements of examining and awarding bodies
- 32 how to ensure that internal systems meet the monitoring and inspection requirements of external agencies
- 33 how to identify and plan for issues of confidentiality and data protection during the assessment process
- 34 how to develop a sampling system which ensures that the audit process meets the needs of the awarding body
- 35 how to apply relevant health, safety and environmental protection and equal opportunities policies
- 36 how to plan for the requirements, order and timing of external auditing
- 37 how to choose and set up appropriate administrative arrangements to meet external auditing requirements
- 38 how to identify the extra information external auditors are likely to need and how best to provide it
- 39 how to identify and evaluate external factors that influence changes in your own area of competence
- 40 how to identify appropriate sources of support for your own development