



Overview

This unit is appropriate for you if your role involves:

- externally evaluating the internal assessment process
- carrying out other related external verification or moderation activities

The activities you are likely to be involved in:

- reviewing internal assessment auditing arrangements
- ensuring that internal assessment decisions are accurate
- ensuring that the requirements for assessment of external awarding bodies are applied
- checking the quality of internal audits and assessments
- monitoring how health, safety and environmental protection procedures are applied within assessment arrangements
- monitoring how equal opportunity and access procedures are applied throughout all assessment procedures
- advising and supporting the people responsible for internal assessment

What the unit covers:

- 1 monitoring the internal quality assurance process
- 2 checking the quality of assessments
- 3 providing information, advice and support on the internal quality assurance of assessment processes
- 4 evaluating the effectiveness of external quality assurance of the assessment process

Scope

This unit covers reviewing internal quality assurance arrangements externally, including systems and how effective they are, based on the requirements of the external awarding body. This includes checking how assessors are chosen and trained, and the standardisation of assessment decisions, including checking evidence from different assessors. You should take evidence from working with a number of different centres.

You must show evidence of having provided information on national standards, the awarding body procedures and changes to them, as well as giving feedback on assessment decisions and internal quality assurance procedures. You must also show evidence of having audited equal opportunities, access and safety arrangements within centres.



Element V 2.1. Monitor the internal quality assurance process

Performance Criteria

You must be able to do the following:

- a Monitor the organisation's arrangements for auditing internal assessments.
- b Plan and apply the monitoring procedures that the awarding body needs.
- c Monitor how effective the chosen assessment methods are against the required outcomes.
- d Monitor how accurate internal administration and records are.
- e Monitor the criteria used for choosing assessors.
- f Recommend how the organisation can comply with all relevant audit processes and procedures.
- g Review how the internal assessment audit system is evaluated to ensure the organisation can comply with all required processes and procedures.
- h Give the awarding body accurate reports on the internal assessment process and any changes that may be necessary.

Element V 2.2. Verify the quality of assessment

Performance Criteria

You must be able to do the following:

- a Check to ensure that assessors and internal verifiers/auditors have the technical and vocational experience necessary to assess the agreed standards.
- b Monitor the quality of induction and support procedures for assessors.
- c Check that assessors have applied relevant health, safety and environmental protection procedures, as well as equality and access criteria when carrying out assessments.
- d Check the decisions made by a number of assessors to be sure that each is applying the assessment requirements consistently over time, with different candidates and in different places if necessary.
- e Get evidence of how effective working relationships between assessors and candidates are, along with assessment reviews.
- f Review how accurate, prompt and secure each individual assessor's record-keeping is.
- g Check that assessors have been given accurate and helpful feedback on their assessment decisions and performance.
- h Identify concerns over assessor's decisions and review these with internal verifiers and auditors.
- i Make a record of the results of the audit, using agreed procedures and documents.
- j Agree and make a record of a course of action to put things right if assessment arrangements have not been satisfactory.
- k Follow the agreed complaints and appeals procedures required by the awarding body where improvement and other related issues have not been resolved.
- l Identify and highlight good practice and ensure you give positive feedback.
- m Give the awarding body full and accurate reports on the internal assessment process and any recommendations for changes to it.



Element V 2.3. Provide information, advice and support on the internal quality assurance of assessment processes

Performance Criteria

You must be able to do the following:

- a Make early and regular contact with internal verifiers/auditors at all stages when developing assessment systems and procedures.
- b Identify concerns over the internal audit processes and review these with internal verifiers/auditors.
- c Ensure that effective administrative arrangements are developed to support the internal audit and assessment process.
- d Agree how internal assessments will be externally audited and the information needed for this purpose.
- e Give information and advice on the timing and nature of external audit arrangements.
- f Give the centre details of the people to be interviewed or involved in the audit process.
- g Identify and explain any issues in understanding the criteria and requirements of the awarding or accrediting body.
- h Raise concerns about internal audit procedures and assessment decisions in a clear and constructive way.
- i Give constructive and helpful feedback on external audit decisions.
- j Identify opportunities to improve internal audits and assessments, and give advice and support to put these improvements into practice.
- k Carry out appropriate complaints and appeals procedures if you are not able to resolve disagreements or concerns.

Element V 2.4. Evaluate the effectiveness of external quality assurance of the assessment process

Performance Criteria

You must be able to do the following:

- a Identify and use internal assessment audit information to evaluate the systems and procedures of awarding bodies.
- b Contribute to the awarding body standardisation arrangements.
- c Evaluate how effective the process of candidate assessment is as part of the internal quality assurance process, and report back to the awarding body and internal auditors.
- d Review recording and administrative arrangements against information needed by the awarding body.
- e Contribute to the awarding body's reviews of external auditing arrangements.



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 external quality assurance of assessment

- 1 how to monitor and review individual candidate's assessments
- 2 how to monitor procedures for ensuring that individual assessors are consistent and accurate in their assessment judgements over time and with different candidates
- 3 how to monitor internal assessor standardisation procedures
- 4 how to monitor recording procedures
- 5 how to monitor the progress of, and support arrangements for, candidates
- 6 how to identify who to go to for advice and help if you have difficulties in accessing information within the organisation

Principles and concepts

- 7 how to use different ways of collecting evidence and how to monitor methods chosen
- 8 how to ensure that candidates' past experience and achievements are recognised during their assessment
- 9 how to monitor the assessment evidence to check accuracy and consistency but not to change assessment decisions
- 10 how to ensure that candidates' knowledge and performance is assessed
- 11 how to review arrangements for adapting assessment procedures to meet individual needs
- 12 how to get involved if there are problems in making safe, fair, valid and reliable judgements of evidence
- 13 how to plan sampling activities to help the monitoring and review of the internal audit process
- 14 how to monitor access to valid and reliable assessment for all candidates against the agreed standards
- 15 how to review administrative arrangements to support internal assessment audits
- 16 how to ensure that clear and effective selection criteria have been applied for choosing assessors
- 17 how to evaluate the technical and vocational experience of assessors against the agreed standards and assessment procedures
- 18 how to ensure that assessors understand the assessment principles they are using
- 19 how to monitor assessors' consistency and accuracy over time and with different candidates
- 20 how to evaluate the quality of feedback given to assessors
- 21 how to support the planning and order of the internal assessment process
- 22 how to identify and present concerns about internal audit decisions in a constructive way
- 23 how to give effective feedback to internal auditors and assessors on the external audit decisions



External factors influencing the external quality assurance process

- 24 how to monitor procedures for equal access to fair assessment in line with relevant legislation
- 25 how to identify and apply the requirements of examining and awarding bodies
- 26 how to set out and explain the requirements of external assessment auditing and the information needed to do this
- 27 how to check that arrangements for confidentiality and data protection are adequate during the assessment process
- 28 how to identify and apply appropriate complaints and appeals procedures in the correct order
- 29 who needs to be involved in the external audit process and the reasons for their involvement
- 30 how to give information to the awarding body
- 31 how to ensure that internal systems meet the monitoring and inspection requirements of external agencies
- 32 how to follow agreed complaints and appeals procedures if somebody disagrees with an assessment judgement
- 33 how to identify who to go to for advice and help if you have difficulties in agreeing on the meaning of standards, assessment specifications or assessment practices
- 34 how to identify and evaluate external factors that influence changes in your own area of competence
- 35 how to identify appropriate sources of support for your own development