



Guidance on Qualifications Verification in Centres in China for Verifiers 2015–18

Valid from 1 August 2015

Publication date: March 2016
Publication code: FA7098

Published by the Scottish Qualifications Authority
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Introduction

Qualification verification is the process by which SQA ensures that centres are assessing their candidates in line with national standards and that assessment decisions comply with SQA's Quality Assurance Criteria. Qualification Verifiers are experienced subject experts who are appointed by SQA to undertake qualification verification on SQA's behalf.

This guidance has been developed for Qualification Verifiers on the process of qualification verification to quality assure Higher National (HN) qualifications delivered in centres in China.

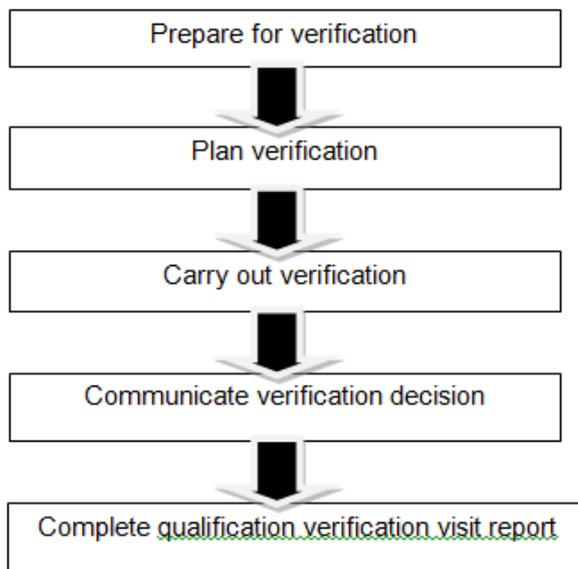
This document and its associated appendix are also available to all SQA centres in China.

Structure of this document

This document has two distinct parts. Part A covers qualification verification processes and practice. Part B covers SQA's Quality Assurance Criteria (for China) and associated guidance.

Part A: This section of the guidance has been arranged in five main sections, mirroring the stages of the verification process.

The qualification verification process has five main stages:



Part B provides specific guidance on each quality assurance criterion for qualifications verification in China, including:

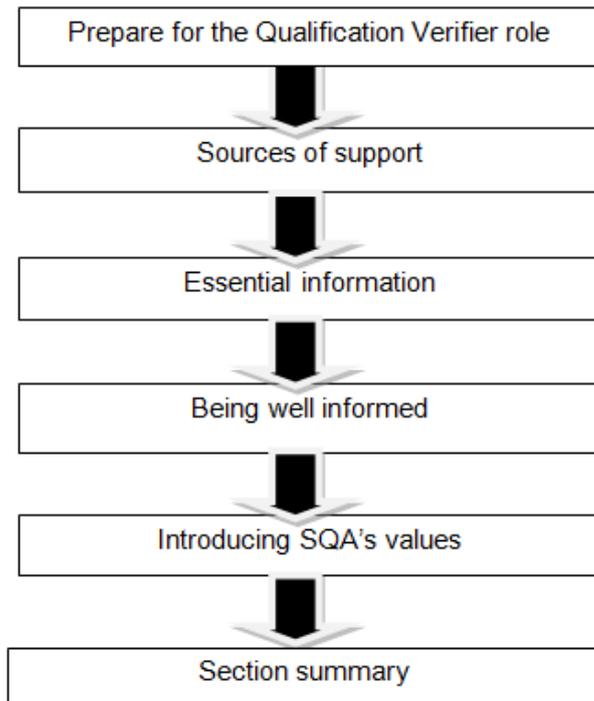
- ◆ the rationale for inclusion of the quality assurance criterion in qualification verification

- ◆ specific SQA requirements relating to the criterion
- ◆ guidance on evidence requirements
- ◆ additional sources of information and guidance available from SQA

Part A: Qualification verification processes and practice

Prepare for verification

This first section focuses on:



Preparation for the Qualification Verifier role

Your verification responsibilities commence when you accept the role of Qualification Verifier with SQA. You will, of course, be given appropriate support to evolve in this role.

As part of your responsibilities you are required to have an in-depth understanding of all documentation, duties, tasks and procedures associated with the verification area for which you have responsibility. As a new Qualification Verifier, this understanding will come from a combination of:

- ◆ induction training
- ◆ field support (eg accompanied visits)
- ◆ SQA's quality assurance appointee web pages
- ◆ self-research/study
- ◆ ongoing SQA staff support
- ◆ Senior External Verifier and/or experienced Qualification Verifier colleague support

Qualification Verifier role

All Qualification Verifiers have a duty to understand the requirements of their role. You can find an outline of these on SQA's [Qualification Verifier web page](#).

At the start of each verification session, you will be asked to declare any potential conflict of interest. You can do this by letting SQA know of any approved centre you have a connection with — which could be on a professional or personal level. If the connection ended more than three years ago, a declaration is not required. The requirement to make a declaration is also an ongoing one, and it is your responsibility to inform SQA whenever you feel a potential conflict of interest arises. You can do this by e-mailing china.verification@sqa.org.uk. This allows SQA to allocate any centres that you have identified to another Qualification Verifier.

You are also required to maintain an up-to-date understanding of qualification verification and how it relates to the subjects you verify. SQA's policy and procedures on maintaining CPD and recording it (this is a contractual requirement) can be found on the appointee management website.

Systems verification

Systems verification is the process by which SQA ensures that centres are managing their systems and resources to meet SQA's Quality Assurance Criteria. This is a separate process to qualification verification, carried out by Systems Verifiers, which focuses on policies, procedures and processes in centres. Qualification verification looks at the implementation of centre policies and procedures in the context of the subjects being verified. To access the full Quality Assurance Criteria referenced to each QA process please visit the QA pages of SQA's website.

Sources of support

As a Qualification Verifier, you are required to maintain a comprehensive working knowledge of all verification procedures and associated documentation. This guidance document will provide you with a firm foundation of knowledge, but at times you may need to access more information. [SQA's quality assurance web pages](#) and [QA appointee web pages](#) are gateways for you to access all the other information you should require.

The main sources of support you will require in your role

Source of support	Nature of support
China Verification E-mail: china.verification@sqa.org.uk	Verification scheduling, timetabling and logistics. Issuing reports and receiving, logging, tracking and forwarding to QVs evidence to address required action points. Dealing with quality assurance queries relating to verification activity.
SQA's QA appointee web pages for qualification verification Contact details: E-mail: china.verification@sqa.org.uk	Template forms, information about qualification verification policies and procedures Specific contact telephone numbers will be issued to Qualification Verifiers prior to departure.
Senior External Verifier (SEV)/colleague, SQA specific web pages or Qualifications Development Team	Information and advice about your subject area(s) relating to the standards/Units/evidence you are verifying and the quality monitoring of Visit Reports.
Senior Without Portfolio (SWP)	SWPs support and monitor an allocated number of Qualification Verifiers in relation to QA activities, but not in relation to the verifier's subject area.
Mentors	Mentors are appointed by SQA to provide support and carry out accompanied visits for those Qualification Verifiers who may temporarily not have access to an SEV or SWP.
Quality Enhancement Managers Contact details: Tel: 0345 213 5189 E-mail: asv@sqa.org.uk	For information relating to the systems requirements for approved centres.
Appointee Management Contact details: E-mail: am@sqa.org.uk	For information on verifier qualifications, CPD requirements and courses that can help you develop your knowledge and skills as a Qualification Verifier.

Essential information

You need to prepare for qualification verification visits to help ensure they run as smoothly as possible.

New Qualification Verifiers will take part in a three-phase induction with SQA. This comprises undertaking pre-induction modules relating to assessment and internal verification; attending a face-to-face induction workshop mainly relating to External Verifier practice; and finally, taking part in a more individually-focused EV induction managed by your Senior External Verifier/Senior Without Portfolio.

The list below covers what we consider to be the essential sources of information that you should be in possession of before conducting visits (although there will be some variations in emphasis between verification groups). This information will be covered in one or more phases of your induction.

Sources of essential information

- ◆ SQA's Quality Assurance Criteria: requirements and guidance (Part B of this document).
- ◆ The information and templates on QA appointee websites.
- ◆ Roles and responsibilities of assessors and internal verifiers.
- ◆ The Unit/standards and Evidence Requirements you will be verifying (some of these materials may sit on SQA's China secure site).
- ◆ Documents describing conditions for assessment —Arrangements documents/ Group Award Strategy documents (HN).
- ◆ SQA-devised support materials (such as Assessor Guides/Candidate Support Packs, Assessment Support Packs and other exemplification materials).
- ◆ Minutes and standardisation log of past QV group standardisation meetings.
- ◆ Discussion forum recorded messages set up by subject group area on SQA's [QA appointee web pages](#).
- ◆ National standards in assessment, internal verification and external verification.
- ◆ SQA's appeals process.
- ◆ Requirements for information management, data protection and confidentiality.
- ◆ The requirements of the assessment environment including health and safety obligations.
- ◆ [Guide to Assessment](#)
- ◆ [Internal Verification: A Guide for Centres offering SQA Qualifications](#)

Being well-informed

The information listed in the previous section will support you in your verification duties, but you need to understand and apply it. Centres should be confident that the information and advice they are being given is accurate, up-to-date and consistent across all centres, and that they will be treated fairly and consistently by each Qualification Verifier they deal with.

From the verifiers' perspective, well-informed Qualification Verifiers tend to be more confident because they feel:

- ◆ assured that the advice and support they are giving is correct and up-to-date
- ◆ secure in the knowledge that their decisions and feedback are based on known SQA policy and procedures

It is important, and of benefit to you, to keep up-to-date with ongoing developments in SQA's quality assurance. These may be communicated in the form of SQA website updates, the [QA appointee web pages](#), e-mails or periodic updates.

Introducing SQA's values

The role of the Qualification Verifier demands a high level of skill, knowledge and consistency, along with a willingness on your part to perform to the best of your ability.

Why do we need values?

SQA's three corporate values define the way SQA staff work with each other, their customers, partners, stakeholders and the wider public, in delivering services for Scotland's learners.

SQA's values are:

- ◆ Trusted
- ◆ Progressive
- ◆ Enabling

Knowing what the corporate values are will help you understand how SQA wishes to engage with you in your role, and how SQA would like you to engage with colleagues and centre staff when carrying out your role.

Trusted

You use open and honest communication with SQA staff, colleague Qualification Verifiers and centre staff. You follow the agreed procedures laid down by SQA staff to ensure a standardised approach to verification is maintained.

Progressive

You view new and unfamiliar approaches to assessment with an open mind, whilst ensuring quality is maintained. You believe that creativity should be seen not as a threat to quality assurance, but an opportunity for improving on existing practice.

Enabling

You understand that by working in partnership with SQA centres you will achieve common goals of excellence and consistency in assessment. You maintain a professional approach at all times, regardless of the challenges you might face in carrying out your work.

This section in summary

There is a shared responsibility between you as a Qualification Verifier and SQA to ensure you are prepared to undertake your role.

SQA will train you and then keep you up-to-date with qualification verification policies and procedures via information on web pages and periodic e-mailed updates and through providing opportunities for discussion through standardisation meetings and/or discussion forums.

You have a responsibility to prepare yourself as a Qualification Verifier to carry out your role. This is an ongoing responsibility, as verification procedures continue to evolve and there are always aspects of your professional practice that require development. Good CPD planning can assist you with this process. Templates and guidance can be found on the QA appointee web pages.

It is your responsibility to operate in line with SQA's values.

1 Planning verification

Centres will have qualifications verification within the first year after gaining approval to offer a qualification, if they have registered candidates studying on the HND. Thereafter, the visits will be scheduled according to the level of need established from the previous visit.

The SQA verification planning team will contact the SQA Co-ordinator in each centres and provide a list of all the Units the centre is approved to offer. The centre will be asked to provide information relating to the HND Units they are offering that year and their preferred time period for visiting verification to take place.

The HN Units to be verified will be selected by the SQA verification planning team.

Once Unit selections have been confirmed, the Quality Assurance (QA) Logistics team will use the information provided to complete a timetable of activity for each centre.

The QA Logistics team will confirm with the centre's SQA Co-ordinator:

- ◆ the assessment location to be visited
- ◆ final unit selections
- ◆ the mode of qualification verification activity (see below)
- ◆ schedules of activity
- ◆ the QV's details

The QA Logistics team will liaise with Qualification Verifiers to determine their availability and acceptance to undertake Qualification Verification activity for China centres.

The team will work with you to determine your requirements for travel and complete the appropriate documentation to allow you to undertake the activity, dependent on the mode of verification activity requested.

You will be allocated centres and qualifications for qualifications verification visits and specific Units to verify by the QA Logistics team.

You will also be informed of the mode of verification for each centre:

- ◆ Visiting or
- ◆ Remote or
- ◆ Central

SQA may determine the appropriate mode of verification activity to be undertaken at a centre is remote (postal) verification, instead of carrying out a visit. The term

'remote verification' means verifying a centre's compliance in relation to SQA's Quality Criteria from a distance.

SQA will advise you if remote verification should be carried out. Where this is the case, SQA will communicate with you:

- ◆ allocating the exact units/qualifications to be verified
- ◆ requesting that you carry out the remote verification within a specified timescale
- ◆ informing you how you will receive the evidence

As this is remote verification, the centre will not be expected to provide the same level of evidence as would be expected during visiting verification. As a minimum requirement, each centre will be asked to provide evidence in relation to the criteria for Remote and Central Verification in Appendix 1

Central verification

Central verification is currently used for verification of Graded Units of Higher National Qualifications. It may, however, also be used to verify other Higher National Units.

Central verification activity is planned in the same way as visiting verification activity, by the SQA Verification Planning team, and is co-ordinated by the Quality Assurance Logistics team.

The QA Logistics team will provide centres with:

- ◆ a list of the HN Units that have been selected for verification
- ◆ evidence submission deadlines
- ◆ the details of what evidence must be submitted
- ◆ central verification quality assurance criteria
- ◆ a blank Verification Sample Form (to be printed and completed by the centre for each Unit selected for verification)

Where central verification has been confirmed as the mode of verification activity, centres will not be expected to provide the same level of evidence as would be expected during visiting verification. As a minimum requirement, centres will be asked to provide evidence in relation to the criteria mapped to Remote and Central Verification in Appendix 1.

The QA Logistics team will liaise with centres regarding timelines for the verification activity. Once confirmed, the QA Logistics team will produce a final schedule of activity for each centre, which cannot be amended.

Approach to sampling and visit planning

1. Qualification Verification allocations from SQA

SQA will develop a timetable and a plan of all verification activity for centres in China. The timetable and visit plan will be sent to Qualification Verifiers, and centres will be sent the timetable for sign off before any travel arrangements are made.

2. Visit plans, travel and accommodation

The QA Logistics team work with Qualification Verifiers to confirm a final visit plan and timetable prior to any travel or accommodation being booked. The QA Logistics team will ensure that all appropriate documentation is completed in time for travel commencing. Please refer to SQA's appointee travel and accommodation policy for further information.

3. Information on sampling

The general purpose of qualification verification sampling is to confirm that centres are interpreting standards correctly and that they have in place internal verification and assessment systems that allow valid, reliable and fair assessment decisions to be made.

As qualification verification is based on the management of quality assurance risk, the sampling of an appropriate range of assessment and verification decisions is an important part of ensuring quality.

Visiting verification samples

You will verify assessment evidence for 12 candidates when carrying out visiting verification. Centres should submit all assessment relating to the unit selected where available.

You should decide on the specific sampling approach for each centre across the Units allocated to you by SQA based on a range of factors, including:

- ◆ the needs of the centre
- ◆ candidate numbers on each qualification and Unit
- ◆ sampling and interviewing all assessors and internal verifiers over time
- ◆ prioritising new assessors and internal verifiers
- ◆ verifying all assessment methods and assessment instruments
- ◆ prioritising new and revised qualifications and Units
- ◆ looking at qualifications and Units where issues have previously been identified

Remote and central verification samples

For remote (postal) and central verification, each centre will be asked to select a sample of 12 candidates for each Unit.

Candidate evidence retention for sampling purposes

SQA's candidate evidence retention requirement provides Qualification Verifiers with an opportunity to sample a centre's past completed assessment evidence where there is no or limited availability of current ongoing assessment evidence.

SQA requires centres to retain all candidate evidence for the Group Award/Units until at least three weeks after the official completion date (the completion date provided to SQA). However, if the first contact for the session is made by the Qualification Verifier before three weeks after the completion date, all candidate evidence must be retained until after the verification visit has taken place.

2 Carry out verification

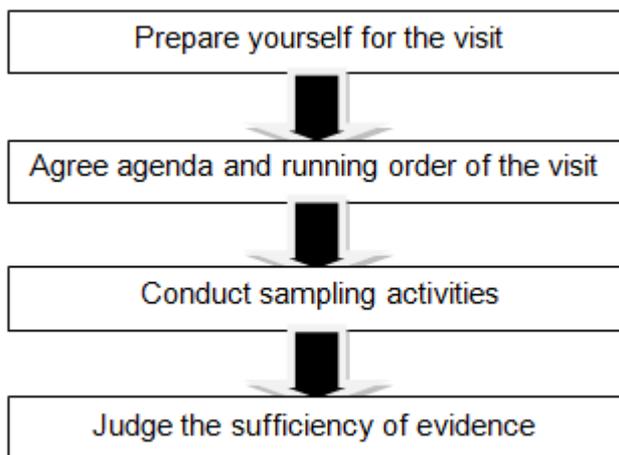
Carry out remote verification

Unlike visiting verification, which usually takes place on one day, the stages of remote verification can happen over several days, or you may look at all evidence at one time. Access to evidence will have been decided with SQA and communicated to you.

Carry out visiting verification

The stages of verification

The flowchart on the next page outlines the stages associated with conducting the verification activities you planned for, and communicated to, the centre.



Prepare yourself for the visit (practical checklist)

When preparing to visit a centre, it is important to consider other domestic-type arrangements such as checking:

- ◆ you have appropriate forms — eg previous reports, Summary of Agreed Actions forms
- ◆ you have contact numbers with you just in case you are delayed
- ◆ you have your SQA Identification Badge with you
- ◆ enough money for lunch and breaks (centres are not duty bound to provide lunch/refreshments)
- ◆ you are appropriately dressed for business — when working abroad it is important to observe local customs/traditions (eg dress codes)

Agreeing the agenda and running order of the visit

At the beginning of a visit it is important to ascertain and agree the agenda for the day. This scene-setting opportunity also gives the centre an opportunity to

discuss any issues they might have prior to the verification visit getting under way. This enables you (and the centre) to plan time effectively. This should cover:

- ◆ access to documents — procedures and records of implementation
- ◆ the sampling of assessment evidence — accessibility and location (rooms where the QVs can work privately)
- ◆ decisions of assessors and verifiers (to be sampled alongside evidence)
- ◆ availability of assessors, internal verifiers and candidates for interview
- ◆ domestic arrangements — location of fire exits and toilets, lunch arrangements (working lunches only), how to contact the SQA Co-ordinator
- ◆ who will be available at the end of the visit for feedback

Once the agenda been agreed it is best to discuss the running order of the visit. The running order of a visit can't be prescribed as it depends on a number of factors.

There can be benefits in conducting your sampling activities in the following order:

Procedures sampling, such as those relating to assessment and internal verification before reviewing evidence, enables you to consider how procedures are being implemented (this should be evident when subsequently sampling practice).

Evidence sampling prior to meeting staff and candidates can help put subsequent discussions into context.

Decisions of assessors and verifiers (logically sampled alongside evidence).

Discussions with assessors, verifiers and candidates can be contextualised based on information gained from the documentation you have already sampled.

Agreeing the running order allows the centre to resource the visit the best way they can in terms of making available staff, candidates, rooms for viewing evidence, etc.

Conducting sampling activities

Sampling of incomplete Unit evidence

SQA's guidance states:

There should be enough evidence available to enable you to make an informed decision and for centres to gain enough valuable feedback on the assessment of the standards/Outcomes.

This means that centres do not have to have completed Units, although some completed Units are desirable as part of the sampling mix. The evidence does, however, have to be in sufficient quantity across the Awards/Units being verified and include at least some assessment decisions to warrant a visit from a Qualification Verifier. The unit should be a minimum of 50% complete at least before being verified to enable you to make an informed judgement. In many cases, it is most appropriate to sample completed Units — for example, where the assessment is an end of Unit examination.

Verifying evidence not yet internally verified

It is not essential to sample internal verification decisions on completed Units on each visit to a centre. However, it is important that where verification decisions on completed Units are available that those decisions are sampled.

Where verification on completed Units is not available, evidence of planned and/or ongoing verification must be sampled. These verification activities are included in the three phases of verification described below.

Three phases of internal verification

SQA promotes a three-phase model of internal verification, which means that there are a number of opportunities to sample different aspects of the verification process on each visit. Those phases are:

- ◆ before assessment
- ◆ during assessment
- ◆ after assessment

Before assessment — this includes checking/agreeing the interpretation of assessment materials and requirements and agreeing how assessment should proceed.

Centres should refer to the secure site for centres in China
<http://cn.sqa.org.uk/login.html> for SQA assessment exemplars.

Even if an assessment exemplar is provided by SQA, the centre should check that it is still valid and that their assessors and internal verifiers agree on how to use it.

This must happen for new awards, and the centre should also review assessments before a new qualification block/semester runs.

During assessment — this can be further categorised into ongoing and final verification.

Ongoing verification informs the internal verifier as to the quality of assessment being carried out and helps identify where additional support for assessors may be required. This phase is especially important where new Units are being offered and/or where assessors are assessing Units for the first time.

Final verification is related to checking the quality of final assessment decisions on completed Outcomes/Units.

After assessment — this encompasses the review and evaluation of the overall assessment process with a view to continuous improvement in relation to Awards/Units. This will normally involve the review of previous assessment and verification decisions, processes and practices. Reviews will normally take account of views from verifiers (internal and external), candidates and employers.

Conducting interviews with assessors/verifiers/candidates

Interviews with assessors and verifiers gives you a valuable insight into how assessment and verification takes place and allows you an opportunity to find out information that can't readily be found from looking at records of evidence and assessment. Interviews also allow you to raise any queries you have with assessors/verifiers in relation to evidence that has been sampled.

Example areas for discussion with assessors/verifiers:

- ◆ internal verification
- ◆ how assessors are supported, eg support from internal verifiers
- ◆ how standardisation is achieved
- ◆ maintaining up-to-date subject knowledge through continuing professional development
- ◆ candidate induction
- ◆ ensuring access to assessment
- ◆ how the review process works

Interviewing candidates, individually or in groups, is valuable from the point of view of ascertaining the support they receive and how procedures are applied from their perspective.

Example areas for discussion with candidates:

- ◆ how often they have contact with their assessor
- ◆ induction to the HND Group Award and Units

- ◆ support and guidance provided to them
- ◆ communication by assessors of their progress and achievement
- ◆ feedback by assessors to candidates on their assessments (written)

Electronically recorded evidence

Candidate evidence that has been recorded electronically (computer files, e-mail etc) must be subject to the same levels of security and access as hard-copy evidence. This helps ensure, but does not guarantee, that the evidence submitted remains the candidate's own work.

In all circumstances, where electronic evidence is being used, centres must ensure the evidence submitted by candidates:

- ◆ is received securely by the appropriate designated centre staff
- ◆ cannot be altered by others — candidates must be able to protect/lock their evidence before they submit it
- ◆ is stored securely in a restricted access file throughout assessment and until the completion of the assessment and quality assurance processes

Assessors and verifiers must be able to record that they have confirmed assessment/verification decisions.

If centres can demonstrate the above requirements in their electronic system, you should not also require them to print off hard copies of assessment/verification records.

Judging evidence in relation to each SQA quality assurance criterion

Once you have conducted all planned verification activities, you will be in a position to make a judgement in relation to each criterion. Your judgements will result in you providing feedback (covered in next section) in relation to four main categories:

- ◆ the identification of good practice
- ◆ making recommendations
- ◆ agreeing action points
- ◆ judging the sufficiency of evidence

In Part B of this guide, each criterion listed has a Support Information section. Under this heading you will find 'Example of Evidence'. The evidence in this box may not exactly match the names given to the evidence provided by the centre. In this situation, it is important that you keep an open mind in terms of what is possible, and bear in mind that different names are often used for things that perform the same function, eg Personal Development Plans/Personal Action Plans/Appraisal Forms/Performance Reviews.

Identifying good practice

It is important that when you carry out sampling and other verification activities you identify good practice where it exists. Centres like to be recognised for the procedures and/or practices they have adopted that more than meet standard requirements (this is what makes it good practice.)

Good practice goes beyond normal and expected practice and effort.

It is important that where good practice exists, it is commented on and included in your report. It is likely that almost all centres will at least have some good practice that can be identified.

If the same good practice exists as picked up on during previous visits it is still acceptable to comment on the same — as good practice is still being maintained.

Making recommendations

Unlike agreed action points (see the next subsection), a recommendation is a suggestion that is given to help enhance a centre's performance in relation to one or more quality assurance criteria where the centre already shows compliance. Centres do not need to act upon recommendations.

Agreeing action points

Action points do need to be acted upon and are given when a Qualification Verifier has judged there to be: 1) insufficient evidence; or 2) little or no evidence.

Green — sufficient evidence — this means that the centre has provided evidence that fully meets the criterion (no action points required).

Amber — insufficient evidence — this means the centre can provide some evidence in support of the criterion (required action point(s) will be set).

Red: little or no evidence — this means that evidence provided by the centre falls well short of meeting the criterion (Required action point(s) will be set).

Judging the sufficiency of evidence

Deciding on the sufficiency of evidence for qualification verification can be likened to making an assessment decision. Once you have enough evidence you can declare that the standard has been met. The same principle applies to SQA's Quality Assurance Criteria: you are looking for evidence to show that the centre meets each criterion.

A 'green' outcome means that the centre has provided evidence that fully complies with the criterion in question. In terms of amber and red outcomes, the Qualification Verifier has to decide, on a per criterion basis, whether the sum total of available, relevant evidence is insufficient, very little, or non-existent.

Green
Fully compliant

Amber

↑ Not quite enough evidence
↓ More than just a little evidence

Red

↑ Little evidence
↓ No evidence

The criteria have different impact levels, which are shown against every criterion in Part B.

Having made a decision in relation to each criterion, you must explain your decision, along with the rationale for making it, to the centre. You will also tell the centre the confidence statement for each of the three categories of qualification verification quality assurance criteria, based on the evidence available. This will be one of the following statements:

- ◆ High level of confidence
- ◆ Broad confidence
- ◆ Reasonable confidence
- ◆ Minimal confidence
- ◆ No confidence

SQA reserves the right to change the rating for a criterion if the decision of the Qualification Verifier is overturned through the standardisation process.

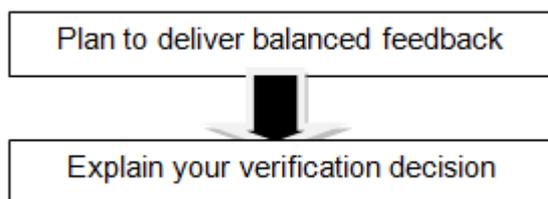
3 Communicate the verification decision

This section includes:

- ◆ planning to deliver balanced feedback
- ◆ explaining your verification decision

The stages of communicating the verification decision

The following flowchart outlines the stages associated with planning your feedback and then communicating your verification decision to centre staff.



Planning to deliver balanced feedback

Once you have completed all of your sampling/verification activities you will be in a position to communicate your verification decisions on each criterion and the overall outcome for each category to centre staff.

It is important that feedback is given in a place where it cannot be overheard by those not directly involved in the visit. Confidentiality must be a prime consideration.

It is important that the feedback given to centre staff covers positive comments relating to the criteria you felt were met as well as comments relating to good practice, recommendations and agreed action points (where applicable). In other words, your feedback should be balanced.

Where you have given agreed action points it is important that the actions don't become the only focus of the feedback session. Where the centre has provided sufficient evidence (which should be common for most criteria and for the majority of visits) their efforts in providing sufficient evidence should be recognised. It is just as important that they know why the evidence you have sampled has been deemed 'green' as it is in relation to those you have deemed 'amber' or 'red'.

It is recommended that some time is taken between making your decision and delivering feedback. Well-structured and balanced feedback is more likely to be better understood, have more of an impact and be more likely to be received in the vein that it is meant if it has been thought through and can be justified.

No specific guidance can be given on the time that should be given to the provision of feedback, however, there is generally a recognition that time spent on this phase is time well spent if the efforts of all concerned are to be given the appropriate level of importance and value.

It is also important to remember that centres value the knowledge and expertise of Qualification Verifiers, so please take the time to provide centres with feedback and support.

There is an investment in time and effort by:

- ◆ each centre in reaching the point of providing you with all of the assessment and verification records/materials for your visit
- ◆ you in terms of organising the visit, planning it, conducting it, and writing up reports
- ◆ SQA in terms of managing and quality controlling the external quality assurance process

The investments by all concerned culminate in the outcome of the verification visit therefore, the communication of the visit outcome, carried in the detail and quality of the feedback you provide, is of vital importance to SQA and its centres for each visit carried out.

Explaining your verification decision

It is imperative that before you make a final decision relating to a criterion in terms of sufficiency of evidence, you have in your possession all the information relating to that criterion. If a decision of 'insufficient evidence' or 'no evidence/very little evidence' is being made, it will be assumed that you have already considered all possible sources of evidence and, where possible, have talked with those concerned to check all avenues have been covered.

Having made a decision in relation to each criterion and category, you should explain your decision, along with the rationale for making it, to relevant centre staff.

The following stages can be applied when delivering feedback:

- Identify** — all evidence sources, to ensure your sample all available evidence
- Explore** — your thoughts, concerns, ideas with those concerned (this gives centre a chance provide additional information/evidence or confirm its totality)
- Decide** — make an informed decision

Centre staff should be encouraged to ask questions to clarify any points during this period of communication.

In some instances, centres may challenge your verification decision. This only happens on rare occasions but, if it does, it is important that you can justify your decision, giving the centre a clear rationale for the decision you have made.

Appeals

If a centre disagrees with SQA's decision on the outcome of qualification verification, required actions and/or sanctions placed as a result, it can appeal. You should advise the representatives of the centre about this at the feedback session. Full details of the appeals procedure are available in [The Appeals Process: Information for centres](#).

Agreeing clear action points

When centres are given action points they must be written based on the SMART objectives principle. This means that action points must be:

Specific — Centres should be clear in terms of the action they need to take to close-off the action point.

Measurable — How will SQA or the centre know that the action point has been met and what will be the measure of success?

Achievable — The centre must have sufficient time in which to achieve the agreed action. Please factor in the time it takes for SQA to receive, process and edit the report and send it to the centre.

Relevant — The action must directly relate to the criterion.

Time bound — Agree a specific date for the action to be completed by.

Where your verification decisions result in the centre being given a required action in relation to a specific criterion, the required action should be communicated verbally and in writing for each criterion using the Summary of Agreed Actions Form. This should be signed by the SQA Co-ordinator or centre representative and yourself before the end of the visit. If there are a number of 'ambers', and certainly if there are any 'reds', you should ask for the SQA Co-ordinator to be present at the feedback session and they should also sign the Summary of Agreed Actions Form.

A copy of the Summary of Agreed Actions Form should be given to the SQA Co-ordinator/representative and a copy held by the Qualification Verifier.

Where there is an outcome of 'Minimal confidence' or 'No confidence' against any category of criteria, you should inform the Quality Assurance Logistics Team on the same day, if feasible, by e-mail to: china.verification@sqa.org.uk or telephone: 0345 213 5928.

Also, any instances of suspected malpractice or plagiarism **must** be reported to the Quality Assurance Logistics team on the same day.

The communication of the verification decision normally constitutes the last part of the overall verification visit.

It is understood that the duration of a visit will vary depending on a number of factors. However, on average, SQA recommends that a single centre visit should take no fewer than approximately three hours but not last longer than six hours.

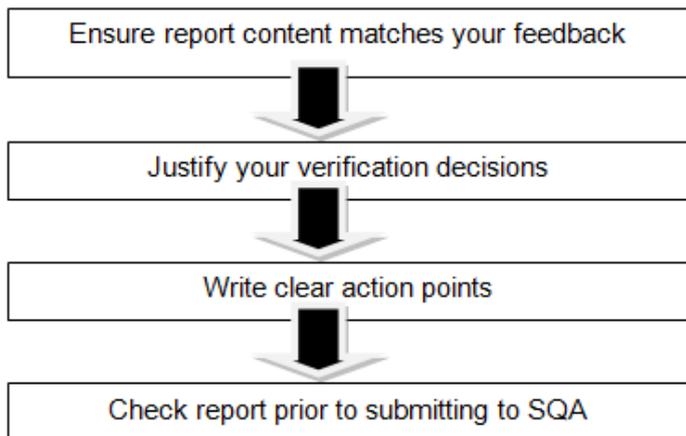
4 Complete the qualification verification report

This section includes:

- ◆ ensuring report content matches your feedback
- ◆ justifying your verification decisions
- ◆ writing clear action points
- ◆ checking your report prior to submitting to SQA
- ◆ what to do after submitting your report to SQA

The stages of completing your qualification verification report

The following flowchart outlines the stages associated with writing up your report and checking it prior to submitting it to SQA.



This last section covers general guidance on completing the qualification verification Visit Report. It does not go into detail as to how each section of the report should be completed as this is available as a demonstration on SQA's QA appointee web pages.

Please note: China Qualification Verification reports are not recorded on Quality Assurance Management System (QAMS). All QV activity in China is recorded on macro-enabled Excel reports. These will have been emailed to you directly, but the master Excel reports for Remote, Central and Visiting Verification can be found on SQA's appointee website.

The report content should match your feedback

Your report should not hold any surprises. If you have fed back that the centre is making accurate assessment decisions, it will expect to see this in your report. Agreed action points should never be altered or extended post-visit after feedback has been given and agreed.

Recording decisions that you can justify

As the focus on qualification verification is based on establishing sufficiency of evidence in relation to each criterion, you are looking for evidence of what the centre is actually doing to show they comply.

If, for example, in Criterion 3.2 (*Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award*), the centre provides you with evidence in the form of a policy and procedure for dealing with candidates' development needs, this in itself is not evidence (although is good supporting evidence). In this situation you are looking for evidence of what actually happens in practice terms, ie recorded evidence of candidates' needs having been met. This same principle applies to all criteria.

In summary, the comments section of your report relating to each criterion should include the sources of evidence you have found in justifying your verification decision.

Writing clear action points

Where a number of action points have been identified it is beneficial to establish a single date by which all actions have to be achieved. Where a single date is not feasible, eg because a particular action point requires more urgent attention than the rest, it is acceptable to allocate separate dates.

Centres might have to be reminded at this point that they should submit completed evidence for each action point to china.verification@sqa.org.uk rather than to the Qualification Verifier. This ensures that actions can be tracked by SQA.

The box at the end of the QV report titled Feedback to ASV should be used for reporting to SQA on any issues of concern that do not fall under the qualification verification criteria, eg entries not reflecting actual live candidates, the content of internal verification procedures not meeting SQA requirements (although implemented as written), safety or access concerns at assessment sites. These issues may be escalated within SQA, or referred to systems verification.

Checking your report before submitting it to SQA

Naming staff and candidates in reports

It is permissible to name centre staff, eg assessors, internal verifiers and SQA Co-ordinators in visit plans and qualification verification reports. For data protection reasons it is not permissible to mention the names of candidates. However, you can identify candidates by their SCN.

Reports should be written professionally

Reports should be written in clear and concise language avoiding the overuse of technical jargon. You should refrain from naming individuals in your reports, either to criticise or praise.

Before submitting your report to SQA, check it for:

- ◆ overall cohesiveness and clarity
- ◆ accuracy, spelling and grammar

The following SQA publications can assist you with report writing:

[Writing for SQA — Part A](#)

[Writing for SQA — Part B](#)

Carrying out a final check and submitting your report to SQA

It is advisable to write your report as soon as possible after the visit, when the details are still fresh in your mind. SQA guidelines state you must complete and submit your report within five working days of the visit taking place.

Guidance on how to complete the Visit Report can be found on SQA's [QA appointee web pages](#).

You can use the following points to check if your report is completed satisfactorily:

1. Comments justify the criteria compliance level, ie Red, Amber, Green.
2. Comments relating to a criterion accurately match that criterion.
3. Comments do not conflict with any other comments in the report or any of SQA's requirements.
4. Report content is accurate in relation to the qualifications being verified.
5. Good practice is about more than routine practice, and therefore comment is not expected per criterion.
6. A recommendation is not a required action (centres do not have to act upon a recommendation, but required actions must be addressed). If an action is required, this would constitute an Amber or Red.
7. Action points are SMART. When agreeing completion dates, realistic timescales are factored in.
8. If re-assessment is required for HN Unit(s), time may firstly be needed to develop another assessment instrument.
9. Appropriate SQA codes are used for the Awards/Units being verified.
10. The report has been checked for spelling, grammar, punctuation and 'flow' — it makes sense, and it reads well.

The qualification verification report must be an accurate reflection of the feedback given during the verification activity.

After submitting your report to SQA

All qualification verification Visit Reports are authorised by your Senior Verifier prior to being sent to the centre. The Senior Verifier may require you to make changes to your report, in which case you will receive an e-mail notifying you of the required changes.

Once the Senior Verifier has approved your report, they will submit it to the Quality Assurance Logistics Team, who will determine the level of sanction, if applicable, and send it to the centre as a pdf file.

Evidence review

If your report included agreed action points, an evidence report will be generated detailing the actions and deadlines for the centre to send the evidence.

SQA will contact the centre 10 working days before the agreed action date to remind them that they have outstanding actions. Where evidence is not received by the agreed action date, SQA will determine the next steps in relation to evidence review and action dates.

On receipt of the evidence associated with the agreed action points from the centre, SQA will forward on the evidence to you for your review and signpost you to the location of your original qualification verification Visit Report for you to update. Service level agreements for evidence review are the same as for completing the Visit Report. Your evidence review will also be subject to Senior Verifier sign-off.

Guidance on how to complete the evidence review report can be found on the [QA appointee web pages](#).

Electronic housekeeping

Qualification Verifiers have a duty of care in the way they use and dispose of information provided to undertake qualification verification visits. This includes qualification reports and candidate lists. Once visits are complete and the report has been submitted and signed off (with any action points cleared, where appropriate), Qualification Verifiers should remove any personal or sensitive data relating to the visit from personal computers or data sticks.

Part B: SQA's Quality Assurance Criteria: requirements and guidance

About this resource

The resource is designed to provide support for those working with SQA's Quality Assurance Criteria and who have a direct or indirect role in quality assuring SQA systems.

Features

The resource is designed to:

- ◆ promote transparency and consistency in the interpretation of criterion requirements
- ◆ allow access to essential information quickly — it is deliberately not too wordy, but provides hyperlinks for further reading where more information is sought
- ◆ allow information to be accessed on a per criterion basis — the resource mirrors the categories of the qualification verification Visit Report
- ◆ provide SQA requirements and guidance relating to each criterion — making a clear distinction as to what is a requirement and what is purely guidance

The diagram on the next page explains the layout and format of the resource.

Example of criterion with explanation of layout

Some criteria include mandatory sector/ awarding body requirements

One box per criterion, each criterion appearing at the top of each box

Criterion 2.4	There must be evidence of initial and ongoing reviews of the assessment environment(s), assessment procedures, equipment, learning and assessment materials.
Awarding body requirements	Initial reviews must take place before the assessment of a qualification(s) begins to ensure all of the appropriate resources are in place. Ongoing reviews of resources are required thereafter to ensure resources continue to meet qualification requirements.
Impact rating	High
Rationale for criterion inclusion	Reviews are firstly important in ensuring resources appropriately meet qualification requirements. At a higher level, reviews can aid quality improvement.
Support information	
Guidance on evidencing the criterion	Centres will differ in terms of how and when they carry out ongoing reviews. This may happen every time a new cohort of candidates commences a specific programme. For roll-on/off programmes, where individual candidate entry and certification is continuous, the reviews need to happen eg annually. It is the Qualification Verifier's role to look at the review. Systems Verifiers will look at the mechanisms for managing reviews under (2.3).
Examples of evidence	Evidence of initial and ongoing reviews, planned/scheduled reviews.
Additional sources of information	Review is mentioned in the first and second 'three phases of internal verification' in Part A of the guidance. Internal Verification Toolkit on the QA page of SQA's website.

Gives a reason for criterion inclusion

A support section is included to offer guidance. Wherever possible, links to SQA publications are included

Qualification verification criteria (China)

Category 2: Resource Management The centre procedures for managing resources must be documented, implemented and monitored to meet SQA requirements.	
Criterion 2.1	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.
Specific requirements	<p>Assessors and internal verifiers must have the required up-to-date occupational experience and/or subject understanding. In some cases, specific qualifications will be required.</p> <p>Assessors and internal verifiers must undertake relevant continuing professional development activities and keep records of this.</p>
Impact rating	High
Why is this included?	To ensure the validity and integrity of the qualifications offered by SQA, it is important that assessors/internal verifiers have the appropriate qualifications and occupational competence in relation to the qualifications they are assessing/verifying.
Support information	
Guidance on evidencing the criterion	This SQA quality assurance criterion will also be covered during systems verification, where policies and procedures will be checked.
Examples of evidence	<p>Where a qualification requirement, records of relevant occupational/subject experience and qualifications, which must be in English or be accompanied by an English transcript.</p> <p>Records of continuing professional development, also in English.</p>

Criterion 2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.
Specific requirements	Initial reviews must take place before the assessment of a qualification(s) begins to ensure all of the appropriate resources are in place. Ongoing reviews of resources are required thereafter to ensure resources continue to meet qualification requirements.
Impact rating	High
Why is this included?	Reviews are firstly important in ensuring resources appropriately meet qualification requirements. On a second level, reviews can aid quality improvement.
Support information	
Guidance on evidencing the criterion	<p>Centres will differ in terms of how and when they carry out ongoing reviews. This may happen every time a new cohort of candidates commences a specific programme, or annually.</p> <p>It is the Qualification Verifier's role to look at the evidence of review. Systems Verifiers will look at the procedures and mechanisms for managing reviews under a separate criterion (2.3).</p>
Examples of evidence	<p>Evidence of initial and ongoing reviews which could include:</p> <ul style="list-style-type: none"> ◆ policy and procedures for conducting reviews ◆ dates of planned and completed reviews ◆ records of reviews and their outcomes ◆ examples of quality improvements made as a result of review
Additional sources of information	<p>Review is mentioned in the first and second phases of the 'three phases of internal verification' in Part A of this guidance.</p> <p>There is an Internal Verification Toolkit on the QA page of SQA's website.</p>

Category 3: Candidate support Candidates are supported and guided through the qualifications for which they are entered.	
Criterion 3.2	Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.
Specific requirements	In terms of prior achievement, candidates must meet any entry requirements and be in a position to be assessed in accordance with the relevant Unit specification, Course Tutor handbook, Group Award Strategy document.
Impact rating	Medium
Why is this included?	Identifying development needs and prior achievement helps ensure a more targeted approach is taken in helping candidates achieve their qualifications.
Support information	
Guidance on evidencing the criterion	<p>This criterion relates to identifying the prior achievements and development needs of candidates before or at the start of their Units/qualification, and matching candidate needs against qualification requirements.</p> <p>Prior achievements may include previously gained experience, knowledge and skills or qualifications.</p> <p>The identification of prior achievement at the commencement stage helps ensure that candidates satisfy any qualification entry requirements.</p> <p>The matching of needs, based on the knowledge/skills candidates' already have, allows the centre to establish if the qualification the candidate is aiming for is at an appropriate level and likely to be achievable.</p>
Examples of evidence	Record(s) showing candidates' prior achievements (where applicable) and development have been matched against qualification requirements.
Additional sources of information	The Guide to Assessment provides more information on formative assessment.

Criterion 3.3	Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.
Impact rating	Medium
Why is this included?	It is important that assessors maintain regular contact with candidates throughout the life of their qualification so that progression can be monitored and timely information and support provided.
Support information	
Guidance on evidencing the criterion	<p>Maintaining contact is a key assessor responsibility, the purpose being to review candidate progress, provide necessary advice/support, and consequently revise assessment plans. This process could be in relation to Outcomes/Units or in relation to the overall qualification.</p> <p>Contact should ensure candidates are clear in terms of their progress and in relation to where they are within the assessment process and what will be happening next. This is a two-way process between the assessor and the candidate.</p>
Examples of evidence	Any relevant documentation that shows progress reviews have taken place, eg through individual tutorial sessions.

Category 4: Internal assessment and verification	
The centre's internal assessment and verification procedures must be documented, implemented and monitored to meet qualification and SQA requirements.	
Criterion 4.2	Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.
Impact rating	Medium
Why is this included?	This criterion is about assessors and verifiers applying their centre's assessment and verification procedures consistently.
Support information	
Guidance on evidencing the criterion	<p>The Qualification Verifier will sample a range of assessment practice in relation to documented assessment procedures in order to measure consistency.</p> <p>The term 'assessment procedure' covers the assessment cycle and generally includes assessment planning/scheduling, judging evidence, re-assessment, recording assessment decisions, giving feedback, review.</p> <p>The term 'verification procedure' generally includes planning, sampling, making verification decisions, review.</p> <p>Centres are required to document their assessment and verification policies and procedures. Systems verifiers will look at these written policies and procedures and whether they meet SQA requirements.</p> <p>The role of the Qualification Verifier is to focus on the centre's implementation of these policies/procedures. However, if the Qualification Verifier identifies any concerns about the content of a centre's assessment/ IV policies or procedures, they will flag this up in their report so that the issue can be referred to a Systems Verifier to follow-up.</p> <p>There are some assessment procedures that are specific to particular qualifications. They are covered under 'Conditions of assessment' under Criterion 4.4. The centre should ensure that any queries are raised with SQA and resolved.</p>
Examples of evidence	The completion of records showing assessors/verifiers consistently follow their centre's assessment/verification procedures.

Additional sources of information	<p>Refer to guidance in Criterion 4.6 regarding SQA's three stages of internal verification.</p> <p>The following documents are also useful reference documents:</p> <p>Guide to Assessment includes guidance on the assessment process for SQA Units</p> <p>Internal Verification: A Guide for Centres offering SQA Qualifications</p> <p>Internal Verification Toolkit on the QA page of SQA's website</p>
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Criterion 4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.
Specific requirements	<p>All of SQA's assessment principles must be applied whenever instruments/methods of assessment are selected and used. The abbreviated version of these principles are:</p> <p>Valid — Appropriate assessment methods/ instruments have been applied.</p> <p>Reliable — Clearly-defined standards of performance were used during assessment.</p> <p>Equitable — Assessment is accessible to all candidates who have the potential to be successful in it.</p> <p>Fair — Assessments have been objectively devised/selected and are free from barriers to achievement. Assessment practice must ensure all candidates have equal opportunities to succeed.</p> <p>Practicable — Assessments have been carried out efficiently and effectively.</p> <p>The above principles are described in full in SQAs Guide to Assessment. Refer to link in Additional sources of evidence.</p> <p>To support validity in assessment, centres must ensure access to the secure area of SQA's China website remains restricted to approved personnel only. SQA or centre-devised assessments must be securely stored.</p>
Impact rating	High
Why is this included?	This criterion is about how a centre demonstrates its selection and use of assessment methods/instruments to ensure validity, reliability, equitability and fairness in assessment.
Support information	
Guidance on evidencing the criterion	<p>For HN qualifications, assessment methods are the basis on which instruments of assessment are chosen. Some HN assessments are SQA devised — all centres have access to these on the secure section of SQA's China website under 'Assessment Exemplars/ Assessment Support Packs'.</p> <p>The centre may choose to use SQA's assessments or use their own. Where centres use their own, these should be submitted to SQA for prior verification. Refer to Additional sources of information.</p>

	<p>Selection: regardless of whether assessments are SQA or centre- devised, they should be subject to the centre’s system of internal verification before qualifications are delivered.</p> <p>Assessments must be selected and used in a way that ensures they are a true measure of the candidate’s skills and /or knowledge. This helps give assessment its validity and reliability. The centre’s standardisation arrangements can support these assessment principles very well by ensuring at the outset, and on an ongoing basis, assessors/verifiers have a common understanding of how assessments are to be applied.</p> <p>The approaches to assessment used should not impose any unnecessary barriers to individual candidates undertaking the assessments, and appropriate adjustments should be made, where this can be done without affecting the integrity of the assessment.</p> <p>Refer to ‘Assessment Arrangements’ link in Additional sources of information.</p>
Examples of evidence	Documented evidence of methods/instruments having been selected and applied.
Additional sources of information	<p>SQA’s Guide to Assessment includes more detailed information on the principles of assessment and selecting and using suitable methods and assessments.</p> <p>Information on prior verification</p> <p>The selection of assessment methods/instruments forms part of first phase of the ‘three phases of internal verification’ in Part A of this guidance.</p> <p>SQA Assessment Arrangements</p>

Criterion 4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.
Specific requirements	Centres must ensure that the evidence on which the assessment decision is made solely belongs to the candidate under assessment. Assessors are only able to make accurate assessment decisions, if this is the case.
Impact rating	High
Why is this included?	Determining the authenticity of each candidate's work is of prime importance in ensuring the integrity of their achievement.
Support information	
Guidance on evidencing the criterion	<p>Ensuring only the work of each submitting candidate is considered for assessment is a key centre responsibility.</p> <p>Candidates should be informed of the requirement to provide only authentic evidence. The responsibility for providing this information could involve one or more people/departments.</p> <p>Evidence generated by candidates not directly authenticated through for example direct assessor observation, should be subject to proportional authenticity checks, which may comprise comparison checks against previous submissions or questioning. Many centres use plagiarism detection software.</p> <p>Specific qualification arrangements/conditions are included in Unit Specifications or Group Award Strategy documents. Course Tutor Guides should detail the conditions of assessment.</p> <p>For HNs they might be supervised assessment, invigilated and other examination conditions such as open-book or closed-book assessment.</p> <p>Assessors/verifiers should apply their centre's policy and procedures if they suspect or discover evidence that is not authentic. If malpractice is suspected, the centre should take the necessary steps to resolve the situation. System Verifiers look at these policies/procedures when they carry out centre visits. Malpractice includes plagiarism, copying and personation.</p>
Examples of evidence	Evidence of assessors and/or internal verifiers confirming candidates work is authentic.

Additional sources of information	Malpractice in Internally-Assessed Qualifications
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Criterion 4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.
Impact rating	High
Why is this included?	Accuracy and consistency in making assessment judgements not only ensure integrity in SQA qualifications, but helps ensure that final assessment decisions made and communicated to candidates are fair.
Support information	
Guidance on evidencing the criterion	<p>Accuracy and consistency are achieved when all assessors have the same clear interpretation of the standards they are assessing and the type, quality and quantity of evidence that can be expected for assessments to be deemed successful/complete.</p> <p>In support of ensuring consistency in assessment, standardisation is of key importance for assessors/verifiers. It provides a forum for raising and resolving issues and it supports everyone in making accurate and consistent judgements/decisions in relation to evidence.</p> <p>The three stages of internal verification that SQA requires centres to build into their IV system appropriate and timely opportunities for standardisation. For example:</p> <p>Before assessment begins for new qualifications, assessors and verifiers have opportunities to agree methods/instruments of assessment, assessment approaches and assessment materials. This is also a requirement of the qualification approval process.</p> <p>During assessment, periodically throughout the life of the qualification(s), assessor/verifier collaboration and agreement can provide effective support for all team members — especially beneficial for new assessors/verifiers.</p> <p>After assessment, during a process of review, assessors and verifiers can collectively reflect on the overall effectiveness of the assessment process for a particular qualification(s) with a view to taking action/making recommendations in order to improve practice.</p> <p>Whenever standardisation takes place, whether through physical meetings or by electronic means (discussion forums, e-mail exchange, webinars, tele/video conferencing, etc), the</p>

	<p>outcomes of the process should be recorded through, for example, minutes of meetings and/or a continuous standardisation log summarising the discussions and stating decisions reached and actions agreed.</p>
Examples of evidence	<p>Assessment and internal verification records showing accurate and consistent assessment decisions being made.</p>
Additional sources of information	<p>There are examples of different types of standardisation exercise on page 4 of SQA's Internal Verification: A Guide for Centres offering SQA Qualifications.</p> <p>There is an Internal Verification Toolkit on the QA page of SQA's website.</p>

Criterion 4.7	Candidate evidence must be retained in line with SQA requirements.
Specific requirements	SQA requires centres to retain all candidate evidence for the Group Award/Units until at least three weeks after the official completion date. However, if the initial contact for the session is made by the Qualification Verifier before three weeks after the completion date, all candidate evidence must be retained until after the verification visit has taken place.
Impact rating	High
Why is this included?	<p>SQA requires that candidate assessment evidence is retained by centres for defined periods for the purposes of internal and external verification, and in case of any resulting queries, candidate internal assessment appeals or suspected malpractice.</p> <p>This requirement provides Qualification Verifiers with an opportunity to sample the optimum amount of evidence during a centre visit. Sampling will focus mainly on current 'live' candidate evidence, but may also include some past completed assessment evidence.</p>
Support information	
Guidance on evidencing the criterion	<p>Evidence of centres meeting this criterion should be evident from the access they allow Qualification Verifiers to information prior to the visit and then during the visit.</p> <p>The need for evidence to be retained for qualification verification purposes should not be confused with SQA's Retention Policy, which is about specific assessment records and is looked at by Systems Verifiers.</p>
Examples of evidence	Candidate evidence available for qualification verification.

Criterion 4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.
Impact rating	Medium
Why is this included?	If the results of qualification verification are made known to all relevant centre staff, this helps affirm what the centre is doing well as well as highlighting areas for improvement.
Support information	
Guidance on evidencing the criterion	<p>Centres must provide evidence of having disseminated the feedback contained in Qualification Verifier reports, and wherever there are required actions, agreed how they will be met, and who will be responsible for taking the required actions.</p> <p>Centres may use meetings to disseminate feedback and/or circulate QV Reports to the relevant assessors/verifiers.</p> <p>Methods of dissemination will be dependent on each centre's policy/procedure. Procedures will usually have a degree of flexibility to take account of report content, eg the amount and nature of the action points/feedback given on a visit.</p> <p>Qualification Verifier reports can be a useful source of information when it comes to conducting reviews of resources (see Criterion 2.4).</p>
Examples of evidence	Evidence of feedback being disseminated to staff.

Appendix 1: Remote and Central verification qualification criteria (China)

	Criterion	Impact rating
2.1	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	High
4.2	Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.	Medium
4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High
4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High
4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.	High
4.7	Candidate evidence must be retained in line with SQA requirements.	High