



# 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, Communications and Engagement Team, at the Glasgow address above or e-mail: [editor@sqa.org.uk](mailto: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 5 of this document.

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.

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

## **1.2 Confidentiality**

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.

## **1.3 Eligibility to undertake appointee duties**

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.

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.

## **1.4 Duration of the appointment**

The duration of your appointment is specified in your letter of appointment. Subject to the termination provisions in section 4, 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.

## **1.5 Suspension and disciplinary actions**

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 4.

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 4. 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.

## **1.6 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.

# **1.7 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.

## 1.8 Expenses guidance

This section contains important information regarding the travel, accommodation and expenses regulations and rates you can claim as an appointee. You should read these carefully before accepting your appointment.

All travel and expenses claims must have been actually and necessarily incurred by you when undertaking SQA business. Any claims received that do not conform to these regulations and/or rates will be amended.

All claims must be supported by itemised receipts (not credit card slips) for all purchases. If you use cash, a cardless transaction or Apple Pay, please request a receipt. We will be unable to reimburse any claims that do not have itemised receipts.

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

### What you should book

#### Rail, bus and ferry travel

Rail, bus and ferry tickets with a value of less than £50.00 (return) must be purchased locally and claimed back using the expenses claim form. Please use reduced rate travel where available.

#### Taxis

Taxis should only be used if there is no public or private transport available.

### What must be booked by SQA

#### Rail and ferry travel

Rail or ferry travel costing £50.00 (return) or more.

#### 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.

#### Air travel and car hire

All air travel and car hire must be booked by SQA.



## **Overnight accommodation**

All overnight accommodation must be booked by SQA. We have a procurement arrangement in place which is designed to achieve cost efficiencies through negotiated Scottish Government rates. Please note it may not be possible to book all appointees attending meetings into the same accommodation. Claims for costs of accommodation not booked by SQA will not be reimbursed.

## **One day event accommodation requests for one night**

Overnight accommodation will only be permitted the night prior to an event if your journey would exceed two hours in each direction.

## **Multiple day events accommodation requests for consecutive nights**

If you are to attend an event lasting more than one day, please provide as much detail as possible when requesting overnight accommodation. Each request will be assessed on a case-by-case basis.

## **Meal allowances when accommodation is booked by SQA**

Evening meals will be reimbursed up to a maximum of £20. We aim to book all accommodation to include breakfast. However, a small number of venues may not offer breakfast. Where breakfast is not provided we will reimburse up to a maximum of £8.

## **Special requirements**

If special arrangements are required for your travel, overnight stays and/or dietary requirements, please provide detailed information on your Travel and Accommodation Request (TARE) form.

## **Mileage rates you can claim**

### **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.

### **Shuttle service**

A shuttle pick-up service operates between Waverley station and Lowden. Pick-up times are 08.45 and 09.30 Monday to Friday. Please call Lowden reception on 0345 213 6885 to book a seat or cancel a reservation. All bookings must be made by 15.00 on the day before pick-up.

Transport from Lowden to Waverley station leaves daily at 15.00, 16.00 and 17.00 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 18.00 and 20.00 hours, and must be pre-booked with the receptionist at Lowden.

### **Taking the train to SQA Lowden**

You can now travel to Lowden via Shawfair station. Further information on this service can be found at <https://www.sqa.org.uk/sqa/82995.html>.

### **Incidental expenses**

Please note that claims for non-food items will not be reimbursed. Some examples of incidental expenses which will not be reimbursed are detailed below:

- ◆ alcohol
- ◆ newspapers
- ◆ childminding costs
- ◆ kennel costs
- ◆ wifi

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

### **Submitting and processing expense claims**

Please submit all claims within four weeks of incurring the expense. 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.

### **How to make a booking request or claim expenses**

Requests for travel and accommodation to be booked by SQA must be made using a Travel and Accommodation Request (TARE) form, which is available on our website at [www.sqa.org.uk/markerinformation](http://www.sqa.org.uk/markerinformation). Please refer to the instructions on the reverse of the form on how to submit your request.

## Booking timescales

All TARE requests should be submitted at least 10 working days prior to the event date (<https://www.sqa.org.uk/sqa/34559.2295.html>)

## Key contacts

Appointee Management	0345 213 6825	markers@sqa.org.uk
Events Planning	0345 213 6830	assessment.planning@sqa.org.uk
Events Servicing	0345 213 6664	events.servicing@sqa.org.uk
Lowden reception	0345 213 6885	

You will be provided with the appropriate forms to allow you to claim expenses.

## 1.9 Fees

### Session fees — central marking

Fees will be paid for attendance at central marking events held in the evenings, weekends and during public holidays at the rate of £25.20 per hour worked. No payment will be made for activities undertaken in employer's time when release compensation is paid.

### Home-based marking

Home-based markers will be paid for each script marked at the rate quoted in your invitation. **Fees will only be paid for attendance at markers' meetings held at weekends and during public holidays at the rate of £25.20 per hour worked up to a maximum of 6 hours.** No payment will be made for activities undertaken in employer's time.

### Loss of earnings

Loss of earnings can be claimed if you are on a supply teaching contract and the markers' meeting falls on a day when you are contracted to work in a centre. To claim loss of earnings you will need to provide us with a letter signed by your Head of Centre. The letter must confirm that you would have worked on the day of the markers' meeting and supply details of your gross pay for that day. This should then be submitted to Marking Support and VE, SQA, 24 Wester Shawfair, Dalkeith EH24 1FD.

If you are self-employed you can also claim loss of earnings by providing details of your gross pay for the day, on your company headed paper, and sending it to Marking Support and VE, SQA, 24 Wester Shawfair, Dalkeith EH24 1FD.

### 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 15th of the month will be guaranteed payment on 15th of the following month.

## 1.10 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 Behaviour Guidelines provide 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

### Behaviour Guidelines

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.

## **1.11 Health and safety**

Responsibility for 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.

## **1.12 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
- ◆ 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

## **1.13 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 Using and protecting information**

### **2.1 Your personal information**

#### **The information we collect about you**

We collect information about you relating to your role as an SQA appointee as follows:

- ◆ Personal details, for example, name, address, date of birth
- ◆ National Insurance Number (NI)
- ◆ Employment details including your employment history
- ◆ Bank details
- ◆ Tax details and deductions
- ◆ Training and development requirements

#### **How we collect information about you**

We collect your information directly from you and from your current employer.

#### **How we use your information**

We use the information we collect about you:

- ◆ for appointment purposes
- ◆ for the management of your role
- ◆ for resource planning
- ◆ to pay you your fees and expenses
- ◆ to enrol you in a pension scheme – where appropriate
- ◆ for statistical and research purposes
- ◆ to investigate possible misconduct
- ◆ to provide you with all necessary training and development

#### **Sharing your information**

We may share your information with other organisations, such as:

- ◆ your current employer
- ◆ your local authority
- ◆ pension scheme providers
- ◆ schools, colleges and training centres
- ◆ law enforcement and HM Revenue and Customs
- ◆ other service providers and third parties who we use to provide our services

Further details about how we use your information, and what your information rights are, can be found in SQA's [Privacy Statement](#).

## 2.2 Protecting Information

In the course of your appointment, you will have access to confidential information about SQA, candidates, employees and assessments, including scripts and materials. In order to maintain this confidentiality:

You **must**:

- ◆ use this information only in relation to your role as defined by your contract of appointment
- ◆ keep all confidential information secure, and follow all SQA instructions in doing so

You **must not**:

- ◆ use SQA systems to access confidential information other than in the proper performance of your duties, as defined by your contract of appointment
- ◆ use or disclose, other than in the proper performance of your duties, any confidential information, verbally or in writing, to any third party, without the express written approval of SQA
- ◆ make or retain copies of any confidential information other than as required for the purposes of performing your duties

**Please note:** Improper use or disclosure of personal information obtained or accessed during your appointment may be an offence under data protection laws.

If you believe, at any stage during your appointment, any of these requirements have not been met, or the confidentiality or security of information may have been compromised, please contact the Head of Appointee Management immediately by phone on 0345 213 5375 or email at [jacqui.faulds@sqa.org.uk](mailto:jacqui.faulds@sqa.org.uk)

## 2.3 Social media

The use of social media has now become part of everyday life, but it can have a negative impact on the reputation of organisations and individuals. What you say must not harm the reputation of SQA or breach the confidentiality of SQA's information.

If you use social media, you **must not**:

- ◆ disclose any confidential information related to your role as an appointee
- ◆ make any comments which could be attributed to your role with SQA
- ◆ express views about other appointees, members of SQA staff, centres and centre staff or candidates, which are offensive, defamatory, threatening, abusive or discriminatory



## 3 Financial Information

### 3.1 Tax legislation

All appointees will be taxed on a Pay As You Earn (PAYE) basis.

Appointees who will be undertaking duties for the first time 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.

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, please 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:

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

Tel – 0300 200 3300

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.

### 3.2 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>).

# 4 Suspension and termination of contract

## 4.1 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.

## 4.2 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 on completion of contract

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.

### 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 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.

### **4.3 Procedure for termination by SQA**

Identified performance-related issues will be managed by the appropriate business area. 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.

### **4.4 Procedure for termination by the appointee**

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.

## **4.5 Procedure for termination on completion of contract**

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

## **4.6 Improper activity**

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

- ◆ is illegal, improper, or unethical
- ◆ may involve possible malpractice or 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).

# 5 Outline of duties

## 5.1 Assessment Reviewer

An Assessment Reviewer (AR) is responsible for reviewing the external assessment and supporting marking instructions under the direction of the Principal Assessor. This work must be undertaken within the conditions, timescales and arrangements set by SQA maintaining the security of the assessment materials at all times.

The primary role is to review and prepare feedback on the external assessment 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 Assessment Review meeting.

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

### Outline of duties

- ◆ Review and prepare feedback on the external assessment and marking instructions in advance of the Assessment Review meeting. Feedback will be based on the following:
  - balance and cohesiveness of the external assessment
  - using professional judgement, confirmation that the external assessment can be completed within the allocated time
  - the text and layout of the external assessment, marking instructions and any other related materials meet SQA requirements
- ◆ Attend the Assessment Review meeting and communicate feedback on the external assessment and marking instructions
- ◆ Support SQA with continuous improvement developments.
- ◆ Maintain the security of the external assessment at all times.

### Key Performance Measures for Assessment Reviewer

- ◆ Independently, quality assure the external assessment and associated marking instructions in accordance with SQA guidance.
- ◆ Provide constructive feedback and suggestions for amendments to the external assessment and associated marking instructions.
- ◆ Attend the Assessment Review meeting.
- ◆ Engage in a professional manner with SQA staff and members of the team.

## 5.2 Assessment Validator

An Assessment Validator (AV) is responsible for carrying out a final independent check to ensure the external 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, maintaining the security of the assessment materials at all times.

These activities will be under the direction of staff from SQA's Qualifications Development directorate. There will be a requirement to undertake duties in your own time.

### Outline of duties

- ◆ Verify that the external assessment is of the correct standard and is appropriately accessible to candidates at the correct level.
- ◆ Complete the external assessment independently, carrying out each task (where appropriate) and using professional judgement, confirm that the external assessment can be completed within the allocated time.
- ◆ Complete and submit feedback using the checklist provided and provide suggestions for amendments to the external assessment as necessary, within specified SQA timescales.
- ◆ Maintain the security of the external assessment materials at all times.

### Key Performance Measures

- ◆ Independently, quality assure the external assessment.
- ◆ Complete and submit an AV checklist on completion of the external assessment, providing constructive feedback.
- ◆ Provide suggestions for amendments to the external assessment, either via the checklist or by annotating the materials where required.
- ◆ Meet timelines and follow all SQA policy and instruction.
- ◆ Engage in a professional manner with SQA staff.

## **5.3 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.

## 5.4 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.



## **5.5 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.

## 5.6 Coursework Quality Assurer

A Coursework Quality Assurer (CQA) is responsible for reviewing the coursework, and supporting marking instructions, under the direction of the Principal Assessor. This work must be undertaken within the conditions, timescales and arrangements set by SQA.

The primary role is to check the consistent application of national standards and subject-specific integrity of decision-making in relation to the coursework; and to review and prepare feedback on both the coursework and marking instructions whilst ensuring subject-specific integrity and the consistent application of national standards. This role will involve communicating and discussing this feedback during the Coursework Quality Assurance (CQA) meeting.

These activities will be under the direction of the Principal Assessor and staff from SQA's Qualifications 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

- ◆ Review coursework 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 coursework is free of bias and stereotyping on the basis of factors such as race, religion, disability, sex, social background, sexual orientation and age.
- ◆ Review and prepare feedback on the coursework and marking instructions in advance of the CQA Meeting. Feedback will be based on the following:
  - balance and cohesiveness of the coursework
  - using professional judgement, confirmation that the coursework can be completed within the allocated time
  - the text and layout of the coursework, marking instructions and any other related materials meet SQA requirements
- ◆ Attend the CQA meeting and communicate feedback on the coursework and marking instructions
- ◆ Support SQA with continuous improvement developments.

### Key Performance Measures

- ◆ Quality assure the coursework, meeting timelines and in accordance with SQA policy and instruction.
- ◆ Provide constructive feedback and suggestions for amendments to the coursework and marking instructions where appropriate.
- ◆ Attend the CQA meeting and actively contribute to the discussion.
- ◆ Positive engagement with members of the team and with members of SQA staff.

## 5.7 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 that 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

## 5.8 Depute Principal Assessor

A Depute Principal Assessor's primary role is to support the Principal Assessor who leads, supports and works (as appropriate to subject and level) with teams of SQA appointees. Interaction with different groups is vital to ensure consistent application of national standards and to ensure the subject-specific integrity of their teams' decision-making in relation to the externally-set/assessed course assessment arrangements.

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

### Outline of duties

The Depute Principal Assessor (DPA) must be familiar with all aspects of the PA role and must be able to stand in as required in order to:

- ◆ Lead, direct and undertake 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 externally-set/assessed course assessment items/questions for the specified subject in accordance with SQA policy and specifications, to include detailed marking instructions for population into item bank.
- ◆ Oversee the development of the Item Bank and advise the Qualifications Manager where additional items/questions are required\*.
- ◆ Chair/oversee checking meetings and provide support to Checkers during this process\*\*.
- ◆ Finalise the course assessment in accordance with SQA policy and specifications.
- ◆ Attend the Course Assessment Review meeting and support Reviewers during this process.
- ◆ Lead, direct and support the marking programme, including the roll out of SQA's e-marking solution.
- ◆ Lead, direct and support post-examination quality assurance procedures in accordance with SQA's instructions\*\*.
- ◆ Undertake the performance management activity of the team against Key Performance Measures.
- ◆ Liaise/work with the Principal Verifier prior to grade boundary meetings specifically relating to course assessment components which are subject to external verification activity.
- ◆ Undertake the role of a Marker and the marking of any unmarked scripts or scripts requiring to be re-marked.
- ◆ Prepare an external assessment report in accordance with SQA specifications.
- ◆ Lead all activities to ensure they are concluded within agreed time frames and that resources are used effectively and efficiently to achieve best value.
- ◆ Support SQA with continuous improvement developments.

Depute Principal Assessors may be asked to undertake additional activities. These activities will attract additional payment and could include the following:

- ◆ prepare performance reports for centres
- ◆ undertake bespoke in-service training
- ◆ participate in workshops/seminars/networking events
- ◆ contribute to Understanding Standards activities
- ◆ assist in the development, updating and maintenance work associated with the course

\* Note: These duties may be delegated to the Item Bank Leader where this role exists within a team.

\*\* Note: Examination procedures will run between the months of April and July each year. The results services process will run between the months of August and September 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.

## 5.9 Depute Principal Verifier

A Depute Principal Verifier (DPV) 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 (and Nominees), 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 Qualifications Development directorates as appropriate.

### Outline of duties

- ◆ Deputise for the Principal Verifier as required and support quality assurance processes in accordance with SQA policy and specification.
- ◆ Support the development and delivery of verification training for the team.
- ◆ Support external quality assurance events where applicable, ensuring all procedures are conducted in line with SQA requirements and within agreed timescales.
- ◆ Monitor, support and oversee team performance to meet SQA verification activity requirements ensuring effective use of team resources during:
  - ◆ Prior verification
  - ◆ Event verification and/or Visiting verification
  - ◆ Follow up verification activity.
- ◆ Assist SQA in the review of overall performance in relation to internal assessments.
- ◆ Assist the Principal Verifier with subject-specific enquiries, appeals and complaints.
- ◆ Support the development and delivery of Understanding Standards activities.
- ◆ Contribute to the performance review of team members.

Additionally, DPVs may be asked to undertake the following activities:

- ◆ Participate in SQA organised activities where DPV attendance/input is required.
- ◆ Undertake qualification approval activity.

### Key Performance Measures

- ◆ Ensure SQA quality assurance activity is carried out and completed within the conditions and timescales set by SQA.
- ◆ Support members of the team to meet SQA verification activity in relation to subject-specific national standards and SQA procedures.

- ◆ Oversee 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.
- ◆ Contribute to the development of Understanding Standards materials for events if required.
- ◆ Positive engagement with all members of the team through leadership and management of people.
- ◆ Contribute to the review of performance of team members.
- ◆ Positive engagement with all members of SQA staff and centre personnel.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

## 5.10 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.



## 5.11 Event Verifier

An Event Verifier 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 SQA centres, for qualifications in the subject area(s) concerned, to ensure that national standards are being consistently applied and maintained.

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

### Outline of duties

- ◆ Attend appropriate verification training as required.
- ◆ Support the quality assurance processes in accordance with SQA policy and specification.
- ◆ Monitor, support and quality assure the work of allocated centres.
- ◆ Prepare clear and professional verification reports that will be issued to the centre that the report relates to.
- ◆ Assist SQA in the review of national consistency in relation to internal assessments.
- ◆ Event Verifiers may be asked to undertake additional activities. These activities could include the following:

undertake follow up quality assurance activity to resolve outstanding issues  
participate in workshops/seminars/networking events

### Key Performance Measures

- ◆ Complete training as required.
- ◆ Carry out verification of SQA centres within conditions and timescales set by SQA.
- ◆ Write and submit verification reports to meet the required standard, within conditions and timescales set by SQA.
- ◆ Positive engagement with other subject specialists and SQA staff.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

## 5.12 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.

## 5.13 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.

## 5.14 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.

## 5.15 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.

## 5.16 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.

## 5.17 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.

### Key Performance Measures

- ◆ Mark agreed allocation in line with detailed marking instructions.
- ◆ Submit marks, return marked materials where appropriate and complete administrative tasks by specified dates and in accordance with SQA policy and instructions.
- ◆ Submit a detailed 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.



## 5.18 Modern Language Scrutineer

A Modern 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.

## 5.19 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 your 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.

## 5.20 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.

## 5.21 Question Paper Quality Assurer

A Question Paper Quality Assurer (QPQA) is responsible for reviewing the question paper, and supporting marking instructions, under the direction of the Principal Assessor. This work must be undertaken within the conditions, timescales and arrangements set by SQA.

The primary role is to check the consistent application of national standards and subject-specific integrity of decision-making in relation to questions; review and prepare feedback on both the question paper and marking instructions whilst ensuring subject-specific integrity and the consistent application of national standards. This role will involve communicating and discussing this feedback during the Question Paper Quality Assurance (QPQA) meeting.

These activities will be under the direction of the Principal Assessor 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 question(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) are free of bias and stereotyping on the basis of factors such as race, religion, disability, sex, social background, sexual orientation and age.
- ◆ Review and prepare feedback on the question paper and marking instructions in advance of the QPQA Meeting. Feedback will be based on the following:
  - balance and cohesiveness of the question paper
  - using professional judgement, confirmation that the question paper can be completed within the allocated time
  - the text and layout of the question paper, marking instructions and any other related materials meet SQA requirements
- ◆ Attend the QPQA meeting and communicate feedback on the question paper and marking instruction
- ◆ 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 QPQA meeting.
- ◆ Positive engagement with members of the team and with members of SQA staff.

## 5.22 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.

## 5.23 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.



## 5.24 Question Paper Validator — Technical

A Question Paper Validator (QPV) is responsible for carrying out a final independent subject-specialist 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 and staff from SQA's Qualifications Development and Operational directorates as appropriate. The duties will be undertaken in the QPVs own time.

### Outline of duties

- ◆ Quality assure the question paper and associated marking instructions to validate that it is of the correct standard and is fit for purpose. Feedback will be required in relation to the validity and reliability of the question paper and marking instructions.
- ◆ Prepare and submit detailed feedback using the checklist provided in accordance with SQA timescales.

### Key Performance Measures

- ◆ Quality Assure the Question Paper and associated marking instructions, 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.
- ◆ Display positive engagement with members of the team and SQA staff.

## 5.25 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.

## 5.26 Senior External Verifier — without portfolio

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

The prime role is to manage a team of singleton external verifiers in the delivery of verification procedures and to ensure that standards are maintained.

These activities will be under the direction of SQA's Quality Assurance team.

### Outline of duties

- ◆ Lead, direct and support the external verification process in accordance with SQA policy and specification.
- ◆ Provide leadership and support to the external verifiers.
- ◆ Conduct verification events, carry out external verification visits and accompany new External Verifiers on visits when authorised.
- ◆ Monitor External Verifier decisions at standardisation events.
- ◆ Participate in approval, post approval and monitoring visits to centres providing advice and guidance relevant to the standards.
- ◆ Monitor External Verifier decisions via their reports.
- ◆ Lead verification group meetings.
- ◆ Deliver and participate in external verifier training events as required.
- ◆ Undertake performance management activity of external verification team.
- ◆ Complete CPD and submit to SQA as required.

### 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 singleton EVs.
- ◆ Ensure reports generated by the singleton EVs meet quality standard.
- ◆ Positive engagement with all EVs through leadership and management of people.
- ◆ Positive engagement with all members of SQA staff.
- ◆ Satisfactorily fulfil the KPMs of the External Verifier role.

## 5.27 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.

## 5.28 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.
- ◆ Fulfil 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.

## 5.29 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.

## 5.30 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.

## 5.31 Systems Verifier

A Systems Verifier undertakes to assess SQA Centres and make judgements on their compliance to meet Management and Quality Assurance criteria as an approved centre in accordance with the Quality Section of SQAs Operating Agreement.

The prime role is to work with the QAVO team and other SQA staff as appropriate to ensure consistent application of SQA Quality Criteria.

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

### Outline of duties

- ◆ Conduct Systems Verification visits in line with each Centre's Quality Plan.
- ◆ Objectively assess the Centre's compliance versus the full range of Management and Quality Criteria contained within SQA's Operating Agreement, through sourcing evidence of Policy, Procedure and Deployment
- ◆ Make recommendation on the level of risk the Centre represents to SQA and communicate this decision to the appropriate QEM.
- ◆ Provide constructive feedback to the Centre on the findings of the visit.
- ◆ Agree an action plan with the Centre for the implementation of any required corrective actions.
- ◆ Carry out follow up events to ensure compliance with such plans (either visit or remote).
- ◆ Complete reporting documentation as required and submit to SQA in accordance with timescales.
- ◆ Participate in System Verifier training events as required.
- ◆ Complete CPD and submit evidence to SQA as required.

### Key Performance Measures

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

## 5.32 Team Leader (Scottish Baccalaureate)

A Team Leader is responsible for supporting the Senior External Verifier in maintaining national standards for the Baccalaureate 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 manage 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 Senior External Verifier and staff from SQA's Qualification Development directorate 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 events as required.
- ◆ Support and quality assure the work of the team as required.
- ◆ Quality assure verification reports produced by the subject specialists in the team as required.
- ◆ Provide summary quality assurance report of own team activity.
- ◆ Support the Senior External Verifier at external quality assurance events where required, ensuring all procedures are conducted in line with SQA requirements.
- ◆ Undertake the External Verifier role.
- ◆ Support SQA with continuous improvement developments

Team Leaders may be asked to undertake additional activities. These activities will attract additional payment and could include the following:

- ◆ undertake follow up quality assurance activity to resolve outstanding issues
- ◆ undertake in-service training
- ◆ participate in workshops/seminars/networking events

### Key Performance Measures

- ◆ Monitor performance of members of the team to meet SQA requirements.
- ◆ Ensure consistency of decisions made by members of the team.
- ◆ Ensure reports generated meet quality standard and are 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.
- ◆ Fulfil the KPMs of the External Verifier.

## 5.33 Team Leader Event Verification

A Team Leader Event Verification 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 Qualifications Development directorates as appropriate.

### Outline of duties

- ◆ Attend appropriate training and standardisation event(s) as required
- ◆ Provide leadership and support to a team of subject specialists involved in external quality assurance activities as required.
- ◆ Support the quality assurance processes in accordance with SQA policy and specification.
- ◆ 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 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.

Team Leaders may be asked to undertake additional activities. These activities could include the following:

- ◆ follow up quality assurance activity to resolve outstanding issues
- ◆ in-service training to support main employer
- ◆ participation in workshops/seminars/networking events
- ◆ undertaking quality assurance visits

### Key Performance Measures

- ◆ Complete training and standardisation programmes as required.
- ◆ Ensure SQA quality assurance activity is carried out and completed within the conditions and timescales set by SQA.
- ◆ Assist the PV and STL in the training and development of team members.
- ◆ 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.
- ◆ Contribute to the development of Understanding Standards materials for events and/or publication in line with the guidance provided by SQA and within required timescales, if required.
- ◆ Positive engagement with all members of the team through leadership of people.
- ◆ Positive engagement with all members of SQA staff and centre personnel.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

## 5.34 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.
- ◆ Fulfil 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



## 5.35 Team Leader — Visiting Verification

A Team Leader — Visiting Verification is responsible for supporting the Principal Verifier in maintaining national standards for the qualifications within their remit. They will ensure 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 of Visiting Verifiers and quality assure their work 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 Qualifications Development directorates as appropriate.

### Outline of duties

- ◆ Attend appropriate training and standardisation event(s) as required
- ◆ Support the quality assurance processes in accordance with SQA policy and specification
- ◆ Provide leadership and support to a team of subject specialist 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.
- ◆ Monitor, support and quality assure the work of allocated centres by undertaking visiting verification activities.
- ◆ Write and submit quantitative quality assurance reports on centre visits
- ◆ Assist Assessment & Data Services staff with subject-specific enquiries from centres, team members and SQA officers as required.
- ◆ Assist SQA in the review of national consistency in relation to internal assessments
- ◆ Support SQA's partnership agreement with local authorities/centres by assisting in the development and understanding of national standards in your centre/LA

Team Leaders may be asked to undertake additional activities which may include:

- ◆ prior Verification
- ◆ follow up quality assurance activity to resolve outstanding issues
- ◆ participation in workshops/seminars/networking events
- ◆ assisting in event verification activities

### Key Performance Measures

- ◆ Complete training and standardisation programmes as required.
- ◆ Support and monitor performance of Visiting Verifiers to meet SQA verification activity requirements.

- ◆ Carry out verification visits to SQA centres ensuring accurate and consistent decisions are made within conditions and timescales set by SQA.
- ◆ Assist the PV and STL in the training and development of team members.
- ◆ Ensure accuracy and consistency of decisions made by Visiting Verifiers.
- ◆ Ensure reports meet the required standard, within conditions and timescales set by SQA.
- ◆ Write and submit verification reports to meet the required standard, within conditions and timescales set by SQA.
- ◆ Positively engagement with all SQA's centre personnel and with members of SQA staff.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

## **5.36 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**

- ◆ 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.

## 5.37 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.

## 5.38 Visiting Verifier – Internal Assessment

A Visiting Verifier 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 assessment are carried out within the conditions, timescales and arrangements set by SQA.

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

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

- ◆ Attend appropriate training and standardisation event/s as required.
- ◆ Support the quality assurance processes in accordance with SQA policy and specification.
- ◆ Monitor, support and quality assure the work of allocated centres.
- ◆ Write and submit quantitative quality assurance reports on centre visits.
- ◆ 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.

Visiting Verifiers may be asked to undertake additional activities. These activities could include the following:

- ◆ undertake follow up quality assurance activity to resolve outstanding issues
- ◆ participate in workshops/seminars/networking events

### Key Performance Measures

- ◆ Complete training and standardisation programmes as required.
- ◆ Carry out verification visits to SQA centres within conditions and timescales set by SQA.
- ◆ Write and submit verification reports to meet the required standard, within conditions and timescales set by SQA.
- ◆ Engage positively with all SQA's centre personnel and with members of SQA staff.
- ◆ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.