



# Financial Services Network Event

External Verifier Update

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# Verification in 2013-2014

- ◆ The words that best describe what I saw are

Good understanding of requirements

High levels of occupational competence

Great engagement

Pragmatic

Technology being put to good use

# The good practice I saw included

- ◆ Technology, specifically audio being used to support the assessment and verification processes
- ◆ Pre induction screening being used to validate employer's initial unit selection for each candidate
- ◆ Internal verification being used as a development tool
- ◆ Line managers being tied into the process when they where not acting as assessors
- ◆ Successful candidates being used as mentors for new candidates

**The major development areas I saw included**



# What you might like to do more of

- ◆ Integrating assessment activities
- ◆ Using other product evidence that exists on systems
- ◆ Using Decision logs
- ◆ Using audio as a record of call observations
- ◆ Reviewing historical calls on listen back facilities
- ◆ Keeping track of day to day updating activities on CPD records

# And the good news

- ◆ There are no planned changes to the structure or Unit specifications for the coming year!!!!



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it can  
be done 