



Assessment: A Guide for Centres offering Regulated Qualifications

First published: April 2010

Updated: September 2016

Publication Code: FA5465

Published by the Scottish Qualifications Authority
The Optima Building, 58 Robertson Street, Glasgow G2 8DQ
Lowden, 24 Wester Shawfair, Dalkeith, EH22 1FD

The information in this publication may be reproduced in support of SQA qualifications. If it is reproduced, SQA should be clearly acknowledged as the source. If it is to be used for any other purpose, written permission must be obtained from SQA. It must not be reproduced for trade or commercial purposes.

© *Scottish Qualifications Authority*

For an up-to-date list of prices visit the **Publication Sales and Downloads** section of SQA's website.

This document can be produced, on request, in alternative formats, including large type, Braille and numerous community languages. For further details telephone SQA's Customer Contact Centre on 0845 279 1000.

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's any language in this document that you feel is hard to understand, or could be improved, please write to Editor, at the Glasgow address or e-mail: editor@sqa.org.uk.

Contents

1 Introduction	1
The relationship between different qualifications	1
2 Purposes of assessment	3
Uses for candidates	3
Uses for organisations	4
3 Types of assessment used for qualifications	5
4 Principles of assessment	7
How do I develop a valid assessment?	7
5 Ensuring validity: the key steps	9
5.1 Get to know the units: content and standards	9
5.2 Create an assessment plan	9
5.3 Think about the candidate as well as the assessment	11
5.4 Choose assessment methods	11
5.5 Developing an assessment	13
5.6 Define acceptable evidence for the assessment	14
6 Methods of assessment	16
Assignment	17
Case study	17
Dissertation	18
Examination/written test	19
Listening test	20
Oral questions	20
Oral test	21
Performance	22
Portfolio	23
Practical activity	24
Professional discussion	24
Project	26
Simulation	27
7 Types of questioning	29
Alternative response (True/False)	29
Assertion/reason	30
Cloze	30
Completion	31
Extended response	32
Essay	32
Grid	33
Matching	33
Multiple choice	34
Multiple response	35
Restricted response	35

Short answer	36
Structured	37
8 How can I ensure reliability?	38
8.1 Check the assessment and assessment scheme	39
8.2 Assess the candidate	39
8.3 Provide reasonable assistance	40
8.4 Judge the evidence	42
8.5 Standardisation	43
8.6 Make opportunities for re-assessment	44
8.7 Record the final result of assessment	45
8.8 Record keeping for regulated qualifications	45
9 Authentication strategies	47
Questioning	47
Write-ups under controlled conditions	47
Log books	48
Personal statements	48
Witness testimony in vocational qualifications	48
10 Assessment terminology	50

1 Introduction

This guide is designed to provide support for centres offering regulated qualifications. We hope that it will help you to develop best practice in the development and conduct of assessment for regulated qualifications. It is based around SQA's principles of assessment.

We publish guidance material for all our procedures that have a bearing on assessment. This guide contains links to the most recent versions of these materials.

'Regulated qualifications' in this publication refers to qualifications regulated in England, Wales and Northern Ireland. There are three regulators operating in the rest of the UK:

- ◆ [Ofqual](#) regulates qualifications, examinations and assessment in England
- ◆ [Qualifications Wales](#) regulates qualifications delivered in Wales; and
- ◆ the [Council for Curriculum, Examinations and Assessment](#) regulates qualifications delivered in Northern Ireland

The relationship between different qualifications

It can be difficult sometimes to understand the relationships or differences between the qualifications regulated in England, Wales and Northern Ireland and other qualifications. Frameworks have been developed at national and international level to show how qualifications relate in terms of difficulty and size.

National Qualification Frameworks (NQFs) provide the language for describing learning opportunities and therefore make relationships between qualifications clearer. They clarify entry and exit points, routes for progression within and across education and training sectors, and in some cases across countries. This helps learners to plan their progress and minimise duplication of learning.

The NQFs that apply to regulated qualifications in England, Wales and Northern Ireland are:

- ◆ Regulated Qualifications Framework (RQF) — a descriptive framework which contains qualifications regulated in England and Northern Ireland.
- ◆ Credit and Qualifications Framework for Wales (CQFW) — a credit-based framework for qualifications in Wales.

The frameworks in England, Wales and Northern Ireland cover eight levels of learning. The level of a unit or qualification denotes the complexity of learning. As a comparison, GCSEs (Grade A*–C) are Level 2, A Levels are Level 3, and a PhD is Level 8.

The [European Qualifications Framework](#) (EQF) aims to relate different countries' national qualifications systems to a common European reference framework. This should promote workers' and candidates' mobility between countries, and facilitate their lifelong learning.

2 Purposes of assessment

Assessment is the process of evaluating an individual's attainment of knowledge, understanding and skills. It has many uses but these can be divided into two major categories: uses for individual candidates, and uses for external organisations.

Uses for candidates

Different forms of assessment take place throughout a candidate's career. Assessment should always contribute to an individual's learning and progress. There are three main types of assessment that help learning. These are diagnostic, formative and summative.

Diagnostic assessment

An assessment can be used to discover a candidate's strengths and weaknesses, to identify a learning programme for them, or to assign them to a specific group. For example, if you enrolled to learn a foreign language in an evening class, you could be asked to complete an online test to establish your proficiency to allow the centre to allocate you to the right class — beginners, intermediate or advanced. This use of assessment is called 'diagnostic', and aids individual progress by identifying an appropriate learning path.

Formative assessment

While diagnostic assessment may be used at the beginning of a learning process, formative assessment takes place in the learning environment to provide information on a candidate's progress. This information is used to contribute to individual learning by reinforcing and complementing that learning. The results of formative assessment should be used to set learning goals and to provide constructive feedback.

It is important to give feedback at an appropriate time and place and in a constructive and encouraging way. The correct use of feedback motivates candidates and encourages reflective and independent learning. One of the most effective feedback strategies is *process-oriented praise*, in which feedback focuses on the effort and strategies that a learner has used. This can help learners to take on challenges and to learn from any setback.

Summative assessment

Summative assessment is used for awarding formal qualifications when individual learning is assessed against a particular specification or standard.

Summative assessment may take place at different points of the learning process, but the candidates must have been informed that their assessment results will be recorded and quality assured.

Qualifications provide evidence that an individual has met nationally and internationally recognised standards. The attainment of qualifications can allow

individuals to gain entry to further and higher learning, to assist them to gain employment, to progress in the workplace and to be lifelong learners.

Uses for organisations

Centre

A candidate's centre will be involved in all aspects of their assessment — diagnostic, formative and summative. It uses this information to check on and assist individual progress, and so the focus is primarily on the individual candidate. They may also use this information to feed back to awarding organisations on the assessment of specific qualifications.

Employers

Employers use qualifications to identify individual attainment and to fill skills gaps. Qualifications are also used to respond to localised employment needs. Employers can therefore make a valuable contribution to the design of qualifications and may also be involved in assessment.

Qualification results

External organisations use qualification results as one of their measures to maintain standards across awarding organisations and to evaluate the performance levels of the wider system.

3 Types of assessment used for qualifications

Assessment involves generating and collecting evidence of a candidate's attainment of knowledge, understanding and skills and judging that evidence against defined standards.

There are three essential forms of assessment: observation, product evaluation, questioning. Assessment can also use a combination of some, or all, of the three forms. All assessment methods, such as a project or performance can be classified under one or more of these forms. This is shown in the grid on page 16.

Assessment by observation

The assessor observes the candidates as they carry out tasks defined in the standards for the qualification. This observation often takes place in the workplace, or the conditions of the workplace, but it can also be carried out in a laboratory, workshop, theatre, kitchen, dance studio, music room or any other place where the candidate is undertaking practical activities.

Assessors need to plan observation to take advantage of any skills or activities that occur naturally in the learning environment, and to make the best use of the available resources. In some circumstances, technology can be used to support observation of practical activities, allowing assessors to judge evidence from a distance, or at a later stage. Digital photographs and audio/visual recording or conferencing can all be useful in these circumstances.

Assessment by product evaluation

In some areas, as candidates work towards achieving their qualifications they will generate evidence in the form of products.

This is the case in vocational and work-based qualifications, as well as practical qualifications. The range of things that can count as a 'product' is very wide — for example, a design assignment, multi-media evidence, or a reflective report supported by folio evidence from workplace experience are all forms in which assessment is carried out by evaluation of a completed product. Creative areas, such as craft, art and design will also produce tangible artefacts.

Assessment by questioning

Questioning is used to assess knowledge and understanding and its various different applications, such as reasoning, planning, analysing and evaluating. Questions may be oral or written.

Oral questions are generally used to:

- ◆ confirm knowledge and understanding where it is not apparent from performance
- ◆ address gaps in knowledge and understanding in performance-based units
- ◆ authenticate evidence by asking candidates to explain part of the evidence and/or describe the process of producing it

They may also be used as an alternative to written questions.

A wide range of types of written question are used to assess cognitive ability. If using written questions, you should always ensure that the appropriate reading level is used. Tools to determine the reading level of a document are available in most word-processing software.

4 Principles of assessment

All qualifications must be credible with users, partner organisations and the wider community, and provide nationally and internationally recognised standards of attainment. All assessments must be:

- ◆ valid
- ◆ reliable
- ◆ practicable
- ◆ equitable and fair

This guide is structured around these principles of assessment and shows how they can be applied. The sections that follow focus mainly on validity and reliability, but you will see that the principles of equity, fairness and practicability are also addressed because they underpin all assessment issues.

E-assessment is becoming more common, but the same principles of assessment apply to online assessments. E-assessment may be used for diagnostic, formative or summative assessment.

How do I develop a valid assessment?

Validity is a measure of the accuracy of an assessment. An assessment is valid when it:

- ◆ is appropriate for its purpose
- ◆ has been designed to allow candidates to show that they have the required knowledge, understanding and skills to meet the standards of the qualification
- ◆ allows all assessors to make reliable assessment decisions
- ◆ allows the interpretation and inferences which can be drawn from the assessment outcomes to be meaningful and justifiable

Validity has to be ensured at each stage of the assessment process. There are two key aspects of validity — **content** and **construct**.

Content validity is the measure of how closely the content of an assessment matches the content of the unit specification. It is concerned with the level of knowledge, understanding and skills that is required to meet the standard of the qualification.

Construct validity concerns the extent to which an assessment actually measures what the unit specification states it is intended to measure. For example, an assessment that asked a candidate to write about a skill rather than demonstrate it would have low construct validity.

Both types of validity are achieved by subject experts choosing appropriate assessment methods, developing the assessment, and evaluating it against the unit specification.

Following the steps in the next section will help you to ensure that each assessment is appropriate for its purpose and has high content and construct validity.

5 Ensuring validity: the key steps

The key steps in ensuring validity are:

- 1 Get to know the units
- 2 Create an assessment plan
- 3 Consider the candidate
- 4 Choose assessment methods
- 5 Develop the assessment
- 6 Define evidence for the assessment

5.1 Get to know the units: content and standards

You should take time to familiarise yourself with the units and their specific requirements. This allows you to identify the knowledge, understanding and skills which are to be assessed.

5.2 Create an assessment plan

As assessment is the process of evaluating an individual's learning, you should always consider the role of the assessment in a programme of learning.

It is good practice to draw up an assessment plan that aligns the unit outcomes with the learning process and the acquisition of knowledge and skills, and indicates how and when the unit will be assessed. In a course or programme of learning consisting of a number of units, it is likely that a range of assessment methods will be used.

The full plan should be shared with all assessors and internal verifiers while candidates should also be given relevant information. An assessment plan should address most, if not all of the following points. It should:

- ◆ provide a calendar or timetable for unit assessment
- ◆ name the assessment methods to be used
- ◆ provide a rationale for your chosen assessment methods to ensure that the skills, knowledge and understanding defined in the units will actually be assessed
- ◆ allocate units to particular assessors (if appropriate)
- ◆ describe how the assessments are to be administered, taking account of practical issues
- ◆ note arrangements that need to be made to take account of additional support needs
- ◆ note arrangements that need to be made to take account of prior learning
- ◆ describe the measures to be taken to ensure that the evidence produced is authentic and current
- ◆ describe how and when requirements for record keeping and quality assurance processes will be met

- ◆ identify points for a review of your assessment practice and its impact on candidates

Naturally-occurring evidence

You should also be aware that candidates may generate evidence towards a unit without undertaking a formal assessment task. Such naturally-occurring evidence may arise from their day-to-day learning and is perfectly acceptable but it must be clearly identified and recorded so that it also may go through the internal verification process.

Think about the number of assessments in your plan

It is not necessary to design an assessment activity to assess each outcome separately. A combined approach allows evidence for a range of outcomes within or across more than one unit to be gathered. A combined approach can:

- ◆ take less time
- ◆ avoid over-assessment and improve motivation
- ◆ make the assessment process more meaningful for candidates
- ◆ facilitate verification
- ◆ give assurance of overall competence
- ◆ benefit learning

A combined assessment can arise from identifying similar assessment requirements in different units, so a carefully chosen assessment method will remove the need for duplicate assessment.

Alternatively, you may be able to identify an overarching task that allows evidence for a range of outcomes within or across more than one unit to be gathered by a single coherent activity.

If you are developing an assessment across units, you must be sure that the content of the units is sufficiently related to make the assessment coherent and meaningful to learners. Some assessment methods lend themselves more easily to combining outcomes and units than others. There is more information about this in [Section 6 Methods of assessment](#).

You must also take care that the combining assessments does not make the assessment task more difficult for the candidate by creating higher levels of demand than would be required.

The activities of a combined assessment should be included in an assessment plan and cross-referenced back to the outcomes and confirmed as achieved.

If you decide to develop a combined assessment, you should consider how you will deal with any need for candidate remediation and re-assessment (see Section 8.6 Make opportunities for re-assessment).

5.3 Think about the candidate as well as the assessment

The following questions may help you to reflect on ways to involve candidates in the assessment process. This will encourage a sense of ownership of their learning.

- ◆ Does the assessment match the sequence of knowledge acquisition and/or skills development in their programme?
- ◆ Have you avoided excessive assessment by considering candidate workloads both within and across units?
- ◆ Can you identify instances of naturally-occurring evidence?
- ◆ Have you reduced over-assessment by identifying opportunities to combine assessments?
- ◆ Have you considered using [e-assessment](#)?
- ◆ Is the time required for assessment realistic?

To ensure that your assessments are equitable and fair, you should also consider these questions:

- ◆ Does the assessment offer all candidates an equal opportunity to demonstrate their attainment?
- ◆ Are the scenarios or contexts in the assessment open and comprehensible to all candidates?
- ◆ Could any part of the assessment or the assessment itself have an adverse impact on disabled candidates or any other groups?
- ◆ Does any illustrative material reflect an inclusive view of society which promotes equality?

In accordance with legislation reasonable adjustments can be made to published assessment arrangements for candidates with additional support needs.

5.4 Choose assessment methods

The choice of an assessment method and the development of the assessment itself will require you to exercise your professional expertise and judgement. Familiarity with the unit requirements will allow you to identify beforehand the skills that candidates have to be able to demonstrate, and the knowledge and understanding that they need to attain.

You should bear in mind that unit assessments should:

- ◆ reflect and support learning activities
- ◆ be capable of generating evidence that is consistent with the required level of skills
- ◆ provide opportunities to combine assessments where appropriate

Just as assessment falls into the three categories of observation, product evaluation and questioning, so units are written to describe:

- ◆ an activity which can be observed
- ◆ a product which can be evaluated
- ◆ knowledge, understanding, analytical skills

The grid on page 16 shows a short description of assessments categorised as one or more of observation, product evaluation and questioning, as well as a list of question types.

Once you have established what skills and knowledge are to be assessed, you can start to identify the best assessment methods for your purpose and to decide on what will be acceptable as evidence to prove that the assessment task has been successfully carried out and meets the standard.

While you must have evidence to show that the candidate has met all the outcomes of a unit, this does not mean that you must separately assess every item of knowledge or skill in that unit. This can fragment the learning process for candidates. A planned and systematic sampling of the knowledge, understanding and skills contained in the unit is more effective, and helps candidates to consolidate their learning. Sampling is particularly appropriate for knowledge-based units, where assessing all the knowledge and/or skills items would require learners to produce an unacceptably large volume of evidence. In this type of unit, an assessor can infer that a candidate who has demonstrated competence in a sample of knowledge items would also be competent in all items in the unit.

Your initial planning stage may already have identified instances in which it will be possible to use a combined approach. If not, you should consider this possibility again to avoid over-assessment and make the assessment process more meaningful for candidates.

You should also consider the use of [e-assessment](#) as it provides many benefits, including:

- ◆ greater flexibility in when and where assessment can take place
- ◆ support for preferences in different learning styles and assessment approaches
- ◆ more immediate feedback to candidates
- ◆ time savings for assessors
- ◆ support for candidates who use assistive technologies

5.5 Developing an assessment

If you have considered all the points above you should be confident that your choice of assessment method will:

- ◆ allow candidates to produce sufficient evidence of the skills, knowledge and understanding specified in the unit
- ◆ allow candidates to produce evidence that can be measured against the standards specified in the unit
- ◆ ensure that the demand of the assessment matches the level of the unit
- ◆ allow integration of assessment where possible
- ◆ be accessible to all candidates who have the potential to achieve the unit, including disabled candidates and/or those with additional support needs
- ◆ be able to be carried out effectively and efficiently within the resources of your centre

You should now start to develop the assessment in detail. It might be helpful for you to use the following checklist.

1. What skills am I assessing?	
2. What activities will allow a candidate to demonstrate these skills?	
3. Is the assessment fair for all candidates?	
4. What evidence will be generated by the assessment activities?	
5. Is the assessment proportionate to the time taken to carry it out?	
6. Does it make best use of my available resources?	
7. Could the assessment be carried out online?	
8. Is it cost effective in terms of staff and candidate time?	
9. Does it help all assessors to make reliable assessment decisions where the same assessment task has been completed?	

5.6 Define acceptable evidence for the assessment

In developing an assessment it is equally important to think about what you will accept as evidence and how this will be marked or measured. You should develop an assessment scheme, or marking instructions, while you are creating the assessment. This will ensure that:

- ◆ The knowledge, product or performance evidence that you expect to receive from the candidates will actually be generated by the assessment you have developed.
- ◆ Your assessment decisions will be consistent. An assessment scheme helps objectivity as you will be able to compare the evidence from candidates with the requirements of your assessment scheme. This helps to ensure that you give credit to all candidates in the same way.
- ◆ The assessment decisions of all assessors will be consistent. An assessment scheme helps to ensure that all assessors apply the same standards and all candidates are given credit in the same way.
- ◆ The assessment process is as efficient as possible. A clear assessment scheme helps the process to be completed in a reasonable timeframe, and allows you to give candidates their results and feedback as soon as possible.

The type of evidence generated by the assessment will depend on the assessment method you have selected.

Observation/product evaluation

If you have chosen an assessment method involving observation and/or product evaluation, your assessment scheme will probably be a detailed checklist which defines:

- ◆ the full range of skills you expect to see demonstrated
- ◆ the expected performance levels
- ◆ the degree of technical tolerance that is acceptable

It is good practice to base a checklist on the unit standards, but it is not advisable simply to use the unit specification as your checklist, as this could lead to a fragmented approach to assessment and tell you very little about whether your candidates are able to transfer skills to other contexts. Instead, you should aim to work across all the outcomes of the units to develop an integrated and coherent checklist for your particular assessment. This will also allow you to make the most of any naturally-occurring evidence that may be identified in the day-to-day delivery of the units or be generated as part of workplace assessment.

Questioning

If you have chosen an assessment method involving questions, whether written or oral, you should prepare a set of specimen solutions/acceptable responses and marking scheme. This allows you to consider what your questions actually mean and what you really want the candidates to write or say in response. You should try to anticipate, as far as possible, all the acceptable responses to your

questions. This is especially important with extended response assessment methods where there may be a wide range of acceptable solutions, and in professional discussions where the candidate's responses will reflect their individual evidence.

If you have followed the guidance in this section, you should now have developed an assessment with high content and construct validity.

6 Methods of assessment

Method	Observation	Product evaluation	Questioning
Assignment: problem-solving exercise with clear guidelines, structure and length.		X	X
Case study: describes a realistic situation. Candidates are prompted to analyse the situation, draw conclusions /make decisions/ suggest courses of action.		X	X
Dissertation: substantial written essay, treating a subject or issue in depth in a formal, methodical manner.		X	
Examination/written test: collection of assessment methods which samples a domain of knowledge and/or skills.			X
Listening test: assesses listening skills using live or recorded stimulus. Candidates demonstrate their understanding by oral or written responses.			X
Oral questions: assesses knowledge and understanding, may be linked to the assessment of a practical activity or performance.		X	X
Oral test: of a candidate's listening and communication skills. It is often described as the 'assessment of speaking' or 'talking assignment'.			X
Performance: assesses skills of which the evidence is ephemeral.	X		
Portfolio: representative sample of candidate evidence.		X	
Practical activity: any activity which involves a technical, artistic or creative skill.	X	X	
Professional discussion: discussion of evidence already provided or demonstrated.		X	X
Project: task involving research or an investigative approach		X	X
Simulation: structured practical exercise with specific objectives which seeks to simulate real-life conditions.	X	X	X
Questioning (includes: alternative response; assertion/reason; cloze; completion; extended; grid; matching; multiple choice; multiple response; restricted response; short answer; structured).			X

Please note that reasonable adjustments to assessment methods may be made for disabled candidates and/or those with additional support needs as long as the assessment arrangement does not undermine the integrity of the qualification.

Assignment

An assignment is a problem-solving exercise with clear guidelines, structure and specified length.

If the assignment takes the form of an investigation, candidates are required to produce and/or interpret information and draw valid conclusions from the results.

Use

An assignment is particularly suited to the application of practical skills and related knowledge and understanding to a situation that involves task management.

Advantages

- ◆ Relatively straightforward to develop.
- ◆ Can access a wide range of both cognitive and practical competences.
- ◆ Provides candidates with the opportunity to demonstrate initiative.
- ◆ Can be used to integrate assessment.

Limitations

- ◆ Can be time-consuming to complete.
- ◆ Care has to be taken to achieve reliability in marking because of the range of approaches that the candidates might adopt in undertaking their assignments.
- ◆ Care has to be taken that any 'write-up' does not skew the assessment as assignments assess candidates' problem-solving abilities.

Significant construction features

- ◆ The brief for the assignment must be clearly defined.
- ◆ A checklist must be developed defining the outcomes to be covered and the standards to be achieved; this will help to ensure that the assessment is valid and reliable, and the requirements of the situation defined in the brief are met. This checklist should not simply consist of a set of boxes to tick but must allow space for the assessor to reference evidence against the outcome.

Case study

A case study consists of a description of an event, usually in the form of a piece of text, a picture or an electronic recording that concerns a realistic situation. This is then followed by a series of instructions which prompt the candidate, as a detached observer of events, to analyse the situation, identify key issues, draw conclusions and make decisions or suggest courses of action.

It is important to remember that in many case studies there are no 'correct' answers and no 'correct' methods of arriving at the decisions. The importance lies in the process of interpretation and decision-making that leads the candidate to a valid conclusion.

Use

Case studies are designed to provide opportunities for exercising problem-solving and decision-making skills. They allow candidates to demonstrate skills of information-gathering, analysis and time management.

Advantages

- ◆ The realism/vocational relevance of a case study can be a useful way of motivating candidates.
- ◆ Allows individual initiative to be exercised.
- ◆ Allows candidates to explore complex issues without involving them in the stress of the real-life situation.
- ◆ Can be used to integrate assessment.

Limitations

- ◆ It can be difficult to devise good case studies.
- ◆ Reliability in marking might appear difficult to achieve because of the range of approaches that the candidates might adopt. Marking should focus on each aspect of analysis, problem-solving and the proposed solution or conclusion.

Significant construction features

- ◆ The brief for the case study must be clearly defined.
- ◆ A checklist must be developed defining the outcomes to be covered and the standards to be achieved. This will help to ensure that the assessment is valid and reliable, and that the requirements of the situation defined in the case study are met. This should not simply consist of a set of boxes to tick but must allow space for the assessor to reference evidence against the outcome.

Dissertation

A dissertation is a substantial written essay, treating a subject or issue in depth in a formal, methodical manner. It will be based on research on the literature for the subject, and may also involve some original research.

Use

Dissertations are used to test candidates' ability to apply their knowledge in a critical way, to evaluate evidence from a range of sources, to draw valid conclusions from this evidence and to present their ideas in a clear and coherent report.

Advantages

- ◆ Allows scope for self-expression.
- ◆ Tests higher-order skills.
- ◆ Can be used to integrate assessment.

Limitations

- ◆ Time-consuming to mark.
- ◆ Care has to be taken to ensure reliability because of the wide range of approaches that candidates might take.

Significant construction features

- ◆ Requires a brief to be developed and agreed with the candidate.
- ◆ Requires review of the candidate's progress from time to time.
- ◆ A checklist must be developed defining the outcomes to be covered and the standards to be achieved. This will help to ensure that the assessment is valid and reliable and that the requirements of the brief are met. This should not simply consist of a set of boxes to tick but must allow space for the assessor to reference evidence against the outcome.

Examination/written test

An examination or written test is used to sample a domain of knowledge and skills. It is administered under controlled conditions and is therefore kept confidential beforehand.

Depending on the level of the qualification, an examination will assess the range of candidates' ability to recall information, demonstrate understanding, interpret, apply their knowledge, solve problems, analyse and evaluate.

Use

- ◆ To assess whether the candidate can retain, integrate and consolidate the knowledge and skills gained in individual units.
- ◆ To grade attainment.

Advantages

- ◆ Taken under strict conditions, which ensures the confidentiality of the material and minimises any chance of malpractice.
- ◆ Marking is subject to a series of rigorous checks so reliability should be high.

Limitations

- ◆ May lead to 'teaching to the test', to the detriment of learning.
- ◆ Not useful for assessing all cognitive skills, for example, creative writing.

Significant construction features

- ◆ The language used in the question paper should not be a barrier.
- ◆ The weighting given to a particular part of the question paper reflects its relative importance.
- ◆ Sampling is systematic but unpredictable to avoid question 'spotting'.
- ◆ The level of difficulty of the individual questions is appropriate.
- ◆ The mark available for each question must match the demands of the task and the test specification.
- ◆ The level of difficulty of the overall paper must be appropriate to the level of the qualification.
- ◆ The marking instructions must allow for a range of valid answers for open-ended questions.

Listening test

A listening test assesses listening skills using live or recorded stimulus. It is sometimes known as 'listening comprehension'. Candidates demonstrate their understanding by oral or written responses.

Use

Frequently used in language courses and music studies.

Advantages

- ◆ Can be offered and marked online.
- ◆ Can allow considerable coverage of content.

Limitations

- ◆ Can be difficult to manage with large numbers of candidates if oral responses are required.
- ◆ Can be demanding of resources such as time, facilities and assessors.

Significant construction features

- ◆ A checklist must be developed defining the outcomes to be covered and the standards to be achieved; this will help to ensure that the assessment is valid and reliable.
- ◆ The stimulus needs to be written/developed in advance and used consistently with all candidates.
- ◆ A detailed set of specimen solutions must be prepared so that there is a clear understanding, on the part of all assessors, of the credit available to a range of possible responses.

Oral questions

Oral questions assess knowledge and understanding. They may be linked to the assessment of a practical activity or performance.

Use

Oral questions are most often used in assessment when a candidate has been observed carrying out a practical task competently but knowledge and understanding associated with the task must also be assessed.

They may also be used as an alternative to written questions.

Advantages

- ◆ Can occur naturally out of an observation and so assist integration of assessment.
- ◆ Can be non-threatening to the candidate.
- ◆ Can be used when there are some gaps in the candidate's portfolio of evidence.
- ◆ Can be offered to candidates with additional support needs.
- ◆ Can be used to authenticate evidence.

Limitations

- ◆ Can be difficult to manage with large numbers of candidates.
- ◆ Care must be taken to achieve reliability because of the range of responses that the candidates might give.

Significant construction features

- ◆ A range of questions must be developed to meet the requirements of the outcomes.
- ◆ If used as an alternative to written questions, a detailed set of marking instructions must be prepared so that there is a clear understanding, on the part of all assessors, of the credit available to a range of possible responses.
- ◆ The assessment should be recorded.

Oral test

An oral test is a test of the candidate's communication skills. It is often described as the 'assessment of speaking' or 'talking assignment'.

Oral tests may take the form of a presentation on a topic chosen by the candidate and a follow-up discussion with the assessor. Candidates are expected to convey information and deploy ideas. They may describe personal experiences. Candidates can be assessed individually or as part of a group discussion.

Use

It is used to provide evidence of candidates' ability to interpret and communicate ideas and to sustain conversation, either in English or in a foreign language.

Advantages

It provides a valid means of assessing skills that involve self-expression.

Limitations

- ◆ Can be difficult to manage with large numbers of candidates.
- ◆ Can be demanding of resources such as time, facilities and assessors.
- ◆ Care must be taken to achieve reliability because of the range of responses that the candidates might give.

Significant construction features

- ◆ A brief must be developed for candidates.
- ◆ A checklist must be developed defining the outcome to be covered and the standards to be achieved. This will help to ensure that the assessment is valid and reliable and that the purposes of the discussion are met. This should not simply consist of a set of boxes to tick but must allow space for the assessor to reference evidence against the outcome.
- ◆ Oral tests should be recorded.

Performance

A performance is a particular type of practical activity that is used for the assessment of skills where the evidence is ephemeral. It allows candidates to demonstrate their abilities and skills and so the **process** is normally the focus of the assessment, although the quality of the performance as a finished product may also be assessed.

In some cases, the candidate will also be required to analyse and reflect upon their performance, for example by providing a commentary, and this product may also be assessed.

Use

- ◆ Widely used to assess vocational skills.
- ◆ Provides evidence of skills in music/ dance/drama/ sporting activities.

Advantages

- ◆ Assesses skills in a 'live' environment.
- ◆ Can be very motivating for candidates.
- ◆ May be used to integrate assessment.

Limitations

- ◆ Can be very time-consuming to carry out with large numbers of candidates.
- ◆ Care has to be taken to ensure reliability of assessment decisions.

Significant construction features

- ◆ A checklist must be developed defining the outcomes to be covered and the standards to be achieved. This will help to ensure that the assessment is valid and reliable and that the requirements of the brief are met. This should not simply consist of a set of boxes to tick but must allow space for the assessor to reference evidence against the outcome.

- ◆ If a candidate commentary is to be assessed, information on suitable content, context and marking method should be developed and shared with all assessors and candidates.

Portfolio

A portfolio is a means of presenting evidence of candidate achievement. It is a representative collection of different pieces of evidence of a candidate's skills, knowledge and understanding which indicates that they have met the requirements of a qualification. They can be produced in a range of media. Further information is available in [E-portfolios guidance](#).

Uses

- ◆ Portfolios are frequently used to gather evidence for a full group award in vocational provision.
- ◆ Portfolios are also appropriate for subjects with strong practical and/or creative content.

Advantages

- ◆ Can be used to collect naturally-occurring evidence.
- ◆ Provides the candidate with the opportunity to demonstrate personal initiative.
- ◆ Allows the inclusion of photographic/electronic evidence.
- ◆ Allows considerable scope for personalisation.
- ◆ Can provide the opportunity to integrate assessment.

Limitations

- ◆ Assessment should be on-going throughout the compilation of the portfolio. This can be time-consuming as each candidate will produce different evidence.
- ◆ Care has to be taken to achieve reliability in marking because of the variety of evidence that the candidates might produce.

Significant construction features

- ◆ Portfolios must be designed to allow the candidate and assessor to identify each piece of evidence against the relevant outcomes.
- ◆ Portfolios must contain some form of referencing, such as a contents checklist and index of evidence. This is important because the content of each portfolio may vary as candidates can include a variety of evidence. This allows the candidate and assessor to ensure that the necessary evidence has been produced. It also allows assessment judgements to be more easily reached if the evidence is available in a logical sequence.
- ◆ The production of a well organised, clearly labelled portfolio which relates each piece of evidence to the outcomes requires a methodical approach by candidates and assessors.
- ◆ A checklist must be developed defining the outcomes to be covered and the standards to be achieved. This will help to ensure that the assessment is

valid and reliable and also allows space for the assessor to reference evidence against the outcome for each aspect of the portfolio.

Practical activity

A practical activity consists of any activity that allows candidates to demonstrate their technical, artistic and creative skills. The assessment may be based on the end-result of the activity (the product), or the carrying-out of the activity (the process), or a combination of both.

In some subjects, demonstrating a practical skill can show that candidates can apply the knowledge needed to demonstrate competence. In other subjects, the underpinning knowledge may not be so clearly apparent. In such cases, an additional assessment such as questioning may be required to supplement any observation of the skill.

Use

Practical activities allow candidates to display their specialised skills and techniques and can provide evidence of practical skills gained, for example, in the workplace

Advantages

- ◆ Assesses 'real-life' skills.
- ◆ The completion of an artefact/product/service provides tangible evidence of achievement.
- ◆ Practical activity can be very motivating for candidates.
- ◆ May be used to integrate assessment across outcomes and units.

Limitations

- ◆ Can raise issues of resources and time.

Significant construction features

- ◆ A brief or technical specification needs to be clearly defined for candidates.
- ◆ A checklist must be developed defining the outcomes to be covered and the standards to be achieved. This will help to ensure that the assessment is valid and reliable, and that the requirements of the situation defined in the case study are met. This should not simply consist of a set of boxes to tick but must allow space for the assessor to reference evidence against the outcome. If the process is to be assessed, a clear set of questions and range of appropriate responses should be developed.

Professional discussion

A professional discussion between a candidate and an assessor focuses on evidence already provided or demonstrated by the candidate. This is likely to consist of real work activities, practical tasks, a case study, project, portfolio or some other form of assessment.

The assessor starts by asking the candidate questions about the evidence, and a discussion ensues. The assessor must record the discussion. The assessor is responsible for ensuring that the points that need to be covered are brought into the discussion by the candidate.

A professional discussion is not a substitute for the demonstration of skills. The candidate needs to be able to show the assessor how what he or she says in the discussion is backed up in other ways. This could be, for example, by product evidence, witness testimonies, workplace documents or other material either developed through work or in other assessments.

Use

- ◆ Allows candidate to demonstrate the authenticity of his or her evidence, and for the assessor to confirm its reliability and validity.
- ◆ Provides evidence when gaps have been identified in a candidate's portfolio.
- ◆ Suitable for assessing higher-order analytical and decision-making skills.

Advantages

- ◆ The assessor is able to target particular areas for discussion and can gain additional evidence while the assessment is in progress.
- ◆ The professional discussion can be used to integrate assessment.
- ◆ Helps to make use of naturally-occurring evidence in the assessment of some higher-order vocational learning.

Limitations

- ◆ Time-consuming to set up, prepare for and manage large numbers of candidates.
- ◆ Care has to be taken to ensure reliability because of the range of approaches that the candidates might adopt in the discussion.
- ◆ Risk of leading the candidate if not used correctly.

Significant construction features

- ◆ The assessment is wide-ranging and likely to cover outcomes from a number of units.
- ◆ The purpose of this assessment and its focus need to be clearly defined and agreed between assessor and candidate.
- ◆ The assessor must make a plan for the assessment and give this to the candidate.
- ◆ A checklist must be developed defining the outcomes to be covered and achieved. This will help to ensure that the assessment is valid and reliable and that the purposes of the discussion are met. This should not simply consist of a set of boxes to tick but must allow space for the assessor to reference evidence against the outcome.
- ◆ A professional discussion must be recorded.

Project

A project is a task which usually requires a research or investigative approach. A significant part of the work is carried out without close supervision, although guidance and support may be provided by the assessor.

The choice of project may be directed by the assessor, usually by providing the candidate with a topic or brief as a basis.

Use

Projects provide a useful way of bringing together assessment of a wide range of skills and of integrating different activities both within and across units. They are particularly suited to assessment of outcomes concerned with analysis, synthesis and evaluation. Projects are most effective when the candidates concerned already possess the necessary skills in planning, accessing resource material and writing reports.

Advantages

- ◆ Can assess a wide range of high-order cognitive and practical skills.
- ◆ Provides the candidate with the opportunity to demonstrate personal initiative.
- ◆ Can provide the opportunity to integrate assessment across a number of outcomes and/or units.

Limitations

- ◆ Assessment should be on-going for each stage of the project from initial planning to final report. This can be time-consuming for assessors as each candidate may have a different project.
- ◆ Care has to be taken to achieve consistency in assessing because of the range of approaches that the candidates might adopt in undertaking their projects.

Significant construction features

The brief needs to be clearly defined and agreed with candidates. It should include the following aspects, each of which should be assessed during the project:

- ◆ project plan
- ◆ carrying out the project activities
- ◆ reviewing/analysing the project findings
- ◆ evaluating the success of the project

A checklist must be developed defining the outcomes to be covered and the standards to be achieved in the candidates' projects. This will help to ensure that the assessment is valid and reliable and that the requirements of the brief are met. This should not simply consist of a set of boxes to tick but must allow space for the assessor to reference evidence against the outcome for each aspect of the project.

Simulation

A simulation is a structured practical exercise with specific objectives involving the organisation and completion of a product or resource based task and which seeks to simulate real-life conditions.

In a simulation the candidates are active participants who shape the result by their involvement. To be effective, simulations must succeed in recreating the atmosphere, conditions and pressures of the real situation. A simulation focuses on a particular activity and aims to test behavioural, analytical and decision-making skills in a realistic setting.

Be careful not to confuse assessment by simulation with assessment in a realistic work environment (RWE), such as a training restaurant. You should be aware that reproducing a realistic working environment can be costly and time-consuming for centres. One way of doing this is to form a partnership with an employer who can provide the workplace environment, but who does not necessarily have the expertise in assessment.

Sector skills councils often produce separate guidance on what constitutes a realistic working environment (RWE) for the qualifications they develop, and you must comply with these requirements.

Use

Simulations are used where assessment would be difficult to carry out for various reasons, such as health and safety, expense, client confidentiality, or dealing with contingency or emergency situations. Your decision to use simulation should be guided by references to simulation stipulated in the national standards. The evidence requirements for vocational qualifications stipulate the circumstances in which simulation is and is not allowed.

Reproducing real-life situations can be costly and time-consuming, so it is important to consider cost-effectiveness along with issues of validity and reliability. So, apart from ensuring that your plans to use simulation are in line with the guidance given in the unit specification (or in the assessment strategy for VQs), you should also ask yourself how critical and frequent is the activity which your candidates have to be able to demonstrate.

If the activity is critical and routine, the proportion and nature of the evidence for this activity is particularly important. For example, a candidate might be responsible for installing power appliances every day, but failure to meet health and safety requirement could be disastrous. You might want to think about obtaining evidence from different sources or using different methods of assessment so that you can be absolutely certain of your judgement. In this type of case, simulation might be useful in complementing naturally-occurring performance evidence.

If the activity is less critical but routine, the assessment would be best carried out using naturally-occurring evidence from the workplace. However, simulation

may be necessary in circumstances where direct observation is unacceptable, for example, because confidentiality is an issue.

If the activity is critical and rare, simulation may be best used as a substitute for naturally-occurring evidence. You could use simulation, for example, where you are trying to assess how a candidate would handle a contingency, but where disruption to the workflow would have health and safety, and cost, implications.

If the activity is less critical but rare, simulation might be required because the opportunities for assessment do not arise often. However, you would need to weigh up the costs of using simulation very carefully — since the activity being assessed is not as important as others, the evidence generated will be very limited in what it can tell you about the candidate's expertise.

Advantages

- ◆ Allows individual initiative to be exercised.
- ◆ Gives candidates the opportunity of displaying skills they are likely to need in the world of work.
- ◆ Assessment carried out in a 'safe' environment.
- ◆ Candidates are likely to be motivated by the realism of the assessment.
- ◆ Some simulations can be carried out online.

Limitations

- ◆ Often difficult or expensive to simulate real situations.
- ◆ Requires experienced tutors to handle well.
- ◆ May be difficult to manage with larger groups.
- ◆ Reliability of assessment decisions may be difficult to achieve.

Significant construction features

- ◆ The simulated situation should be designed to represent real, credible circumstances and must meet the national standards.
- ◆ The brief for the simulation needs to be clearly defined.
- ◆ Any resources or equipment that would normally be in real work should be available and in working order for the simulation.
- ◆ Candidates should complete the required tasks in the timescales that would normally be expected in real work, taking account of any legislation and regulations that would apply in real work.
- ◆ A checklist must be developed defining the outcomes to be covered and the standards to be achieved in the simulation. This will help to ensure that the assessment is valid and reliable and that the requirements of the brief are met.

7 Types of questioning

There are many different question types, so it is important that you consider the type of information you wish to test or explore. This can include the recall of information, demonstration of understanding, interpretation, application of knowledge, problem solving, analysis, and evaluation. The information on the uses, advantages and limitations of different question types in this section should help you in your choice of appropriate question.

Alternative response (True/False)

In this type of question, the candidate is presented with a statement followed by two alternatives (eg true/false, yes/no), only one of which is correct.

Use

Alternative response items may be used to assess the recall of information or the ability to discriminate. They can provide an encouraging lead-in to assessment, but because it is possible to guess the correct response, they are better used for self-assessment and diagnostic assessment than for summative assessment.

Advantages

- ◆ Easy to construct and mark.
- ◆ Can be used as a self-assessment and diagnostic tool.
- ◆ Can be used to generate discussion with candidates.
- ◆ Can be offered and marked online.

Limitation

- ◆ There is a 50% chance of guessing the correct answer.

Significant construction features

- ◆ Use positive rather than negative statements.
- ◆ Make sure there is a roughly equal distribution of true and false statements.
- ◆ Avoid lengthy and ambiguous statements.
- ◆ Set the pass mark high to counter the guess factor.

Note

The high guess factor in True/False exercises can be mitigated by adding a third option — 'not known'.

In this form of alternative response question, the candidate is presented with a passage of text for interpretation and responds to a series of statements to which the answers can be true/false/not known.

Advantages of this variation

- ◆ Reduces the guess factor.
- ◆ Can be used to assess higher-order skills such as reasoning.

Limitation of this variation

- ◆ Can be complex to construct the passage.

Assertion/reason

This type of question consists of an assertion and a supporting explanation.

The candidate is asked to select the answer from a list of possibilities, usually five, deciding whether the assertion and the explanation are individually true, and if true, whether the explanation is a valid reason for the assertion.

Use

These questions can be effective in assessing the higher-order skills of analysis and evaluation.

Advantages

- ◆ Highly complex and demanding matters can be assessed relatively quickly because the item supplies all the information required — all the candidates have to do is to use their analytical skills to work out the correct answer.
- ◆ Can be offered and marked online.

Limitations

- ◆ The level of language comprehension involved may be too sophisticated for some candidates.
- ◆ Very dependent on the skill of the assessor to produce plausible reasons that are applicable to the assertion.
- ◆ No credit is given for partial knowledge.

Significant construction features

- ◆ The reason should be a free-standing sentence so that it can be considered separately from the assertion.
- ◆ Avoid supplying minor or insignificant reasons — these could result in an ambiguous question.

Cloze

The candidate is presented with a passage of text from which a number of words have been removed. In some cases, a list of words or phrases is supplied, and the candidate selects the missing words. In others, no prompt is given and it is left to the candidates to decide on the appropriate word.

Use

Cloze questions are frequently used to assess vocabulary, comprehension and grammatical accuracy in native and second language learning. They can also be used as an alternative to multiple choice and short answer questions to test recall and reasoning.

Advantages

- ◆ Allow considerable coverage of content by making it possible for the candidate to respond easily and quickly.
- ◆ Are useful for formative assessment.
- ◆ Can be offered and marked online.

Limitations

- ◆ Can be dependent on a candidate's reading level.
- ◆ In more complex tests the variety of possible responses can increase the candidates' uncertainty and can make marking more difficult.
- ◆ Although there should be only one possible word for each blank space, the higher the level of the assessment, the more varied the likely response.

Significant construction features

- ◆ Usually there is no gap in the first 14 or so words.
- ◆ One blank space should be provided for each word removed.
- ◆ Too many blank spaces should be avoided, as the meaning of the statement might become ambiguous.
- ◆ There should be only one possible word for each blank space.

Note

A variant of this question type is the 'spot the mistake' test, which can be used to identify spelling errors and incorrect usage of words or grammar.

Completion

This type of question is really a variation of the short answer question. The candidate is required to supply the words that complete a given statement or to label various parts of a diagram.

Use

While completion questions provide a convenient means of assessing recall of factual information, they can also be used to test the understanding and application of mathematical concepts.

Advantages

- ◆ Can be easy to administer.
- ◆ Can easily be used for self and diagnostic assessment.
- ◆ Allows considerable coverage of content by making it possible for candidates to respond easily and quickly to the question.
- ◆ Can be offered and marked online.

Limitations

- ◆ If there is more than one option as an answer, marking becomes more difficult.
- ◆ Plausible responses might sometimes be difficult to identify.

Significant construction features

- ◆ Only the key words in the statement should be left blank.
- ◆ Diagrams should be clearly identified and the parts requiring to be named should be clearly shown.
- ◆ There should be only one possible word or phrase for each blank space.

Extended response

This type of written question has comparatively few restrictions on the content and form of the response. Continuous prose is normally expected, but there may be limits imposed on the length and/or the time allocated. The content can be as open-ended as the assessor wishes.

If the question relates to an investigation or research project, the response may be in the form of a report describing the aims, methodology, findings and conclusions.

Essay

A form of extended response which is usually transactional — the candidate is asked to produce a piece of non-fiction writing that conveys factual information or argues the validity of a point of view, with objective evidence. Transactional essays require technical writing skills as well as a logical line of thought.

Use

Extended response questions are particularly suitable for assessing the cognitive skills of analysis, synthesis and evaluation. They provide a way of assessing a candidate's command of language, powers of analysis, discrimination in choice of evidence, and skills in argument.

Advantages

- ◆ Relatively easy to construct.
- ◆ Allows considerable scope for self-expression.

Limitations

- ◆ Reliability may be more difficult to achieve because of the range of approaches that the candidates might adopt in their responses.
- ◆ Makes considerable demands on candidate's writing abilities.
- ◆ Is time-consuming for the candidate and for the marker.
- ◆ Often covers a relatively small area of content.
- ◆ Difficult to devise unambiguous questions that will elicit valid responses.

Significant construction features

The questions should be phrased in such a way that the candidate's task is clearly indicated. A detailed set of marking instructions must be prepared so that there is a clear understanding, on the part of all assessors, as to the expected answers and the range of responses.

Grid

Grid questions provide an alternative to matching questions. They consist of a series of possible responses presented in a grid format, together with a number of related questions. The candidate is required to select those responses that are appropriate for each question from the grid.

They differ from the other selected response types of assessment in that each question may have more than one correct response and each response may be used more than once.

Use

Grid questions can be used to assess the recall, comprehension and application of knowledge.

Advantages

- ◆ There is a lower chance of a correct guess compared with other multiple choice/response types.
- ◆ Useful for assessing topics involving large amounts of factual information in an economical manner.
- ◆ Can be offered and marked online.

Limitations

- ◆ Restricted to situations where a large number of plausible responses can be identified.
- ◆ It can be difficult and time-consuming to construct good questions.

Significant construction features

All responses should be plausible.

Matching

Matching questions present a candidate with two lists — a set of statements and a set of responses. The candidate is then required to indicate which response from the second list corresponds with, or matches, each statement in the first list.

Use

Matching questions can be used to assess the recall, comprehension and application of knowledge.

Advantage

- ◆ Useful for assessing topics involving large amounts of factual information in an economical manner.
- ◆ Can be offered and marked online.

Limitation

- ◆ Restricted to situations where sufficient plausible responses can be identified — four is probably the minimum.

- ◆ Can be difficult and time-consuming to construct good questions.

Significant construction features

- ◆ The answer list should be larger than the first list to reduce the chance of guessing by a process of elimination.
- ◆ There should be no more than one correct response for each statement.
- ◆ All responses should be plausible.

Multiple choice

Multiple choice questions or items consist of an incomplete statement or a question, known as the 'stem', followed by at least four plausible alternative responses from which the candidate has to select the correct one. The correct response is known as the 'key', while the incorrect ones are referred to as 'distractors'. Multiple choice questions are often called 'objective tests'.

Use

Multiple choice questions are frequently used to assess at the level of recall and understanding and, if carefully constructed, can also be used to assess higher-order cognitive skills

Advantages

- ◆ Allow considerable coverage of content.
- ◆ Can be offered and marked online.
- ◆ Can provide rapid feedback to candidates and assessors.
- ◆ Can be used for diagnostic purposes.
- ◆ Can be used to assess a wide range of cognitive skills.

Limitations

- ◆ Often perceived as being mainly for testing the recall of factual information.
- ◆ Do not allow candidates to express themselves.
- ◆ Often difficult to construct good items which are unambiguously worded and which will elicit the key.
- ◆ It is often difficult to devise enough plausible distractors for certain topics.

Significant construction features

- ◆ The stem should contain as much information as possible.
- ◆ Negative statements should be avoided in the stem.
- ◆ All the responses should be of approximately the same length.
- ◆ The responses should be grammatically correct, unambiguous and consistent with the stem.
- ◆ None of the responses should be synonymous.
- ◆ All distractors should be feasible but there should only be one key.
- ◆ The position of the key in the options should be randomised.

- ◆ Items should be tested before use to check validity, reliability and the difficulty level.

Multiple response

Multiple response questions are a variant of multiple choice questions where more than one of the alternatives given is correct. The candidate can either select any number and combination of those alternatives, or be told the number of options that may be selected. As they can be answered in a wide variety of ways, multiple response questions are more complex than multiple choice questions.

Uses

Multiple response questions are frequently used to assess at the level of recall and understanding. If carefully constructed, they can also be used to assess some of the higher cognitive skills.

Advantages

- ◆ Can be offered and marked online.
- ◆ Can help to reduce the element of guessing.

Limitations

- ◆ Questions can be difficult to construct.
- ◆ Require a high level of deductive skill to understand how to answer the question.
- ◆ The candidate may receive no credit for partial knowledge.

Significant construction features

- ◆ The stem should contain as much information as possible.
- ◆ Negative statements should be avoided in the stem.
- ◆ All the responses should be of approximately the same length.
- ◆ The responses should be grammatically correct, unambiguous and consistent with the stem.
- ◆ None of the responses should be synonymous.
- ◆ There needs to be a wide range of distractors and keys.
- ◆ All distractors should be feasible.
- ◆ The position of keys in the options should be randomised.
- ◆ Items should be tested before use to check validity, reliability and the difficulty level.

Restricted response

Restricted response questions are so called because although the form and content of the response is limited by the way the question is asked, they do give candidates a measure of self-expression.

Restricted response questions differ from short answer questions as the correct answers are not all predetermined and, consequently, the assessors have to exercise their professional judgement when interpreting candidates' responses.

Restricted response questions restrict the candidates' responses in two ways:

- ◆ by the way the question is phrased
- ◆ through the scope or aspect of the subject area being assessed

Use

Restricted response questions can be used to assess factual recall, but they are probably most appropriate for assessing outcomes concerned with understanding and reasoning.

Advantage

- ◆ Easy to produce.
- ◆ Can be constructed to cover a wide range of content.
- ◆ Allow the candidate a measure of self-expression.
- ◆ Can be offered and marked online.

Limitations

Care has to be taken to ensure reliability because candidates may give responses that are not expected.

Significant construction features

- ◆ The questions should be phrased in such a way that the candidate's task is clearly indicated.
- ◆ A detailed set of marking instructions must be prepared so that there is a clear understanding, on the part of all assessors, as to the expected answers and the range of responses.

Short answer

This type of question involves candidates being presented with a question with a predetermined answer. These questions may use words, numbers, diagrams or graphs.

Use

Although generally used to assess the recall of factual information, they can also test the understanding and application of knowledge, for example mathematical concepts.

Advantages

- ◆ Can be offered and marked online.
- ◆ Less time-consuming to construct than multiple choice or matching items.
- ◆ Reduce the opportunity for guessing.

Limitations

- ◆ Tend to be used only for lower levels of cognitive competence.
- ◆ Can be restricted to a small area of content.

Significant construction features

- ◆ They should be phrased in such a way that the candidate's task is clearly indicated.
- ◆ A detailed set of marking instructions must be prepared so that there is a clear understanding, on the part of all assessors, of the expected answers.

Structured

A structured question consists of a stem (which describes a situation) followed by a series of related questions. The stem can be text, a diagram, a picture or multi-media.

Use

While structured questions can be devised to assess the recall of knowledge, they are probably most useful for the assessment of comprehension and the application of knowledge.

Advantages

- ◆ Less reliant on candidates' writing ability than extended response questions.
- ◆ Can be easier to achieve reliability than extended response questions since the candidates are led through the question and are less likely to stray from the subject or miss the point.

Limitation

- ◆ Often restricted to a limited area of content.
- ◆ Care has to be taken that failure in one part does not affect the candidates' answers in succeeding parts.

Significant construction features

- ◆ Questions should be based on, and relevant to, the stem.
- ◆ Questions should be phrased in such a way that the candidate's task is clearly indicated.
- ◆ Questions based on recall are inappropriate.
- ◆ A detailed set of marking instructions must be prepared so that there is a clear understanding, on the part of all assessors, as to the expected answers and the range of responses.

8 How can I ensure reliability?

Reliability is a measure of the degree of consistency with which candidate assessment evidence is judged. In other words, assessment decisions should be consistent across all assessors for all candidates undertaking the same assessment task.

Reliability is achieved by:

- ◆ assessments with high content and construct validity
- ◆ the use of consistent conditions of assessment
- ◆ standardisation exercises by assessors

Validity and reliability are interdependent — an assessment that produces inconsistent results cannot provide valid information about a candidate's achievement. On the other hand, highly consistent results do not necessarily indicate high validity, since the assessment could be inappropriate for the skill being assessed. You should therefore be conscious of reliability while you are developing your assessment as well as in the fair administration and marking of that assessment.

You also need to be aware that there can be a danger that your decisions could be unconsciously biased by factors that have no bearing on the assessment process. For example, appearance and dress, unless there are stipulations about these in the units, should not be allowed to influence your decision. Untidy writing and presentation should not distract you from the possible high quality of a candidate's work — again unless there are stipulations in the units.

You should consider means of reducing any possible subjectivity in your assessment decisions as this is a very important aspect of fairness to candidates.

In any assessment system, procedures have to be put in place to ensure reliability.

Following the steps below will help you to ensure that appropriate and consistent assessment decisions are reached.

Ensuring reliability — the key steps

- ◆ Check the assessment and assessment scheme
- ◆ Assess the candidate
- ◆ Provide reasonable support
- ◆ Judge evidence
- ◆ Check consistency of assessment judgements
- ◆ Record assessment decisions
- ◆ Re-assessment issues
- ◆ Record final assessment result

8.1 Check the assessment and assessment scheme

You must check your assessment and assessment scheme before they are used with candidates. It can be more difficult to ensure reliability with some assessment methods than others. There is more about this in the descriptions of individual assessment methods in section 6. All centres offering regulated qualifications must have an effective internal quality assurance system.

The usual way of ensuring that assessments are appropriate for their purpose is to consult with the internal verifier — another experienced subject expert. The internal verifier is responsible for reviewing your assessment and assessment scheme to confirm that they:

- ◆ are of a suitable standard
- ◆ meet the relevant specification
- ◆ are valid and practicable
- ◆ pose no unnecessary barriers to candidates

Even after an assessment has been administered to the candidates, you might have to make further adjustments to your assessment scheme or marking instructions. For example, for process or practical skills, you might, after assessing a few candidates, find that the observation checklist needs to be amended. For a written test, where a group of candidates are completing an assessment at the same time, you might have to make changes to the marking instructions to include more answers. It is essential to make sure that all candidates are assessed according to the same marking instructions or checklist of requirements.

Any changes that are agreed to these must be communicated promptly to all assessors and internal verifiers. These changes need also to be recorded for the information of the external verifier.

8.2 Assess the candidate

Assessment can take place in a variety of settings, such as classrooms, lecture rooms, workplaces, community and training establishments or examination halls. However, you should be aware that there are certain conditions that need to be in place to make sure that the assessment is reliable. There are several types of assessment conditions, but the essential point is that the appropriate conditions are used and are applied fairly and consistently to all candidates.

In assessments involving observation of practical activities, you should ensure that:

- ◆ candidates know they are being assessed
- ◆ candidates know what skills or activities you expect them to demonstrate
- ◆ the observation is as unobtrusive as possible
- ◆ if questioning is required so more evidence can be gathered, this should be done in a positive and supportive fashion

In assessments involving written questions, you should ensure that candidates are:

- ◆ given a quiet environment in which to complete the assessment
- ◆ all subject to the same time restrictions for the assessment — unless a candidate needs extra time as an assessment arrangement
- ◆ closely supervised to ensure that there is silence and that no collaboration takes place
- ◆ aware of whether they can consult other material, such as dictionaries or online resources, or use calculators

In assessments involving write-ups of work, you should ensure that candidates are aware of:

- ◆ the level of supervision that will be involved
- ◆ how much they can confer among themselves
- ◆ the resources they can use, such as online resources, dictionaries or calculators

In assessments involving practical activities, you should ensure that candidates are aware of:

- ◆ how much they can confer among themselves
- ◆ the extent to which they can consult other materials or use online resources
- ◆ the level of assistance which an assessor can offer

8.3 Provide reasonable assistance

In all assessments, candidates must produce evidence that they can meet the requirements of the unit, but it is reasonable to provide clarification if required. There can be a fine line between reasonable assistance and undue support, so assessors and internal verifiers must be very careful that the integrity of the assessment is not compromised. We have given here some examples of reasonable assistance where the candidate is not provided with answers to the assessment.

Type of reasonable assistance	Example and further guidance
Selection of a task for a practical activity or topic for a case study	Assessor input and advice on the selection of a task/topic is appropriate before the candidate actually embarks on the task, unless the unit states the candidate has to select the task/topic without assistance. Once work on the assessment has begun, then the candidate should be working more autonomously.
Advice on alternative sources	If resources for an assessment are unavailable, it may be appropriate for the assessor to discuss a series of options on alternative sources.
Clarification	Clarification may be sought by candidates because of the wording of a brief or specification. The assessor could discuss the parameters of what would be acceptable.
Exploring options with a candidate	A candidate is working on a practical activity and is faced with more than one possible solution to a problem. The assessor could ask the candidate to discuss each option available and the pros and cons of each and then ask the candidate to decide on a solution based on the discussion. In this way the assessor is not telling the candidate what to do but is facilitating the thought process to enable the candidate to work towards an appropriate choice.
Asking candidates to re-read or check something previously covered	A candidate is working on a case study, which involves analysing and interpreting and making decisions on the information given. The candidate is having difficulty analysing the information in the case study. The assessor may refer the candidate back to a previous part of the learning/training programme which covered relevant material or skills that would help in the analysis.
Drawing out or teasing out points without leading candidates	This is broad guidance which lies somewhere between clarification and exploring options. Candidates sometimes get stuck at a particular part of a task. In such cases, an assessor could assist by raising other questions that make the candidates think about the original problem, so giving them the opportunity to answer their own questions without supplying the actual answers.

Type of reasonable assistance	Example and further guidance
Arranging introductions, access, proof of identity	<p>It may be that centre staff will need to set up initial contacts to provide access for a candidate to a workplace.</p> <p>For example, candidates carrying out a practical assignment need access to a workplace environment. It may be that because of health and safety requirements, the initial approach can only be made by the assessor. He/she may have to set up the initial contact but thereafter all arrangements are made by the candidate.</p>
Arranging access to facilities, workshops, specialist equipment	<p>Candidates may need access to specific facilities or specialist equipment within the centre.</p> <p>This may have to be arranged by the assessor.</p>
Appropriate supervision	<p>It may be the case that for health and safety reasons etc, an assessor may need to be present when a particular room or piece of equipment is used. This does not mean that the assessor should interfere or offer guidance on the on-going work the candidate is undertaking.</p>

8.4 Judge the evidence

As the assessor, you have to decide when to say that the candidate has provided enough evidence of sufficient quality to confirm that he or she has reached the required standard.

You must also ensure the authenticity of the candidate's work. When you observe candidates carrying out assessment activities, you have direct evidence that the work is being done by them and them alone. If you do not see the candidate doing an assessment task — for example, a great deal of project work is likely to be carried out without your supervision — you must find ways of ensuring that there have been no instances of plagiarism, copying, collusion or other malpractice. This is particularly the case with candidates who carry out tasks in groups. Where candidates do work in groups, it is important that you are able to make an accurate assessment of each individual's contribution to the group.

We discuss some strategies to ensure that the candidate's work is their own later in this guide.

Some candidates will work quickly while others will take much longer, so your assessment procedures have to be flexible enough to meet the varied capacities and needs of your candidates, while not compromising the validity of the assessment. E-assessment could help to reduce the assessment and marking burden, while continuing to offer candidates more frequent assessment opportunities.

Sometimes you have to recognise that competence may not be attainable by all candidates — there is a point when you may have to accept that some candidates will not be capable of completing a unit. Your centre will have its own guidance on when this point is reached and what you should do to help a candidate who has arrived at it.

8.5 Standardisation

Standardisation is an essential part of ensuring the consistency of assessors' judgements. It is essential that all assessors share a common understanding of the standards prior to assessment.

After an assessment has taken place, standardisation exercises should identify any discrepancies between assessors and allow adjustments to be made to remedy these. There are different ways of carrying out standardisation, depending on the nature of the evidence. The internal verifier should ensure that the most appropriate method is used. Here are some examples:

- ◆ When the evidence consists of scripts from written tests, double marking allows assessors to review the same candidate evidence to check each other's interpretation of the standard. Alternatively, you may wish to divide up the evidence so that the same assessor assesses the same section across all candidates. This allows each assessor a better chance to understand and apply associated assessment schemes. In either case you should pay particular attention to borderline decisions.
- ◆ When evaluating product evidence, you should consider setting up agreement trials in which assessors consider examples of candidate work based on the assessment scheme. By discussing discrepancies, and coming to a shared understanding based on the assessment criteria, a common standard will be applied.
- ◆ When assessing performance, practical activities or process skills, you will also need a form of agreement trial, perhaps involving pairs of assessors carrying out dual assessment. Both should initially make independent judgements, and then discuss discrepancies and reach consensus.

In smaller centres, it may be necessary to work with another centre when carrying out these activities. This can be advantageous as it encourages the sharing and dissemination of good practice.

If you have followed the guidance in this section, you should be confident that you have ensured the reliability of your assessment decisions.

8.6 Make opportunities for re-assessment

Assessment should take place when candidates are ready to be assessed. It is the assessor's responsibility to ensure appropriate learning and teaching, and to provide support for candidates, including opportunities for appropriate consolidation and remediation of learning both before and, if necessary, after the summative assessment.

Some qualifications may stipulate the conditions in which re-assessment can be carried out, and it is important to abide by these. You should always refer to the unit specification before starting to make arrangements for re-assessment. If there are no such requirements, our advice is that there should normally be one, or in exceptional circumstances two, re-assessment opportunities. The decision of what constitutes an exceptional circumstance rests with your professional judgement.

You will need to consider whether your candidates need to re-take the whole assessment or only part. This will depend on:

- ◆ the assessment method that has been used
- ◆ the purpose of the assessment

For practical activities and performance, it might not be possible to re-assess only those areas in which the candidate has failed to demonstrate competence. If you were to try to do this you would probably fragment the assessment process and would not be able to make a judgement about the candidate's actual performance in the assessment activity as a whole.

For written tests designed to identify the candidate's knowledge or understanding at a given point in time or as a whole, it might also be necessary to re-assess the whole test. On the other hand, if the candidate was producing a portfolio of their best work, they may only have to re-do one piece of work.

Where the evidence is generated over a period of time, such as in a project, it might be valid simply to re-do parts of an assessment. It might, for instance, be feasible for the candidate to re-submit the part of the project where there was a problem and for this then to be incorporated into the final submission. It is good practice in the case of such long-term exercises to aim to assess in stages rather than to 'end-load' the process. This would allow, for example, a poor plan to be identified early on and to be re-drafted without jeopardising the full project.

Where it is possible to isolate an outcome that has not been achieved, it should be possible just to re-assess that. If a combined assessment has been used, the candidate may be required to undertake the whole assessment again to show ability to complete a single complex task. Again, it is good practice to monitor progress and provide feedback on the quality of the candidate's work at regular

intervals. As well as helping both assessor and candidate to monitor progress, it also provides an authentication mechanism where assessors can ensure that work produced is a candidate's own.

Candidates should not be given the same assessments repeatedly, or be asked identical questions. You should have alternative assessments available and ensure that other candidates have also not undertaken the assessment recently.

In all cases of re-assessment, the assessment must be of equal demand to the original assessment.

8.7 Record the final result of assessment

Once you have carried out your assessments and have sufficient, relevant, and authentic evidence showing that your candidates have met the standards, you are in a position to make and record your final assessment decision. This provides the basis of the results information for certification purposes.

Remember that all internal assessments will be subject to internal verification and external verification. This will ensure that the assessment decisions taken by one assessor in a centre are consistent with the decisions taken by:

- ◆ other assessors in the same centre
- ◆ other assessors throughout the country

Make sure that you cross-reference evidence for certification back to the mandatory standard. This shows that your assessments meet the standard and presents you with another opportunity of checking that your assessment is valid. There can be no certification if external verifiers are not satisfied that your assessments meet the standard.

8.8 Record keeping for regulated qualifications

Any centre approved to offer regulated qualifications is required to keep records of candidate assessment for at least six years. This must include records showing:

- ◆ a list of registered candidates for each qualification offered
- ◆ details of candidate assessment, including the name of the assessor, location, date and outcomes
- ◆ internal verification activity
- ◆ certificates claimed

Such records must be made available to SQA and the regulatory authorities on request as these are the basis on which certification is made.

Centres are not required to retain candidate portfolios or samples of work for this period of time. However, candidates' work must be retained until external verification has taken place and the outcome has been accepted by the awarding body and the centre.

9 Authentication strategies

It is important to ensure that work submitted by a candidate is their own. The risk of malpractice is greater when you do not have the opportunity to observe candidates carrying out assessment activities. The growth of web companies selling anything from essays to research reports is a particular problem. There are various web-based services that can detect plagiarism, but the following strategies can also be effective in authenticating candidates' work:

- ◆ questioning
- ◆ write-ups under controlled conditions
- ◆ witness testimony
- ◆ use of personal logs
- ◆ personal statements produced by your candidates
- ◆ peer reports

Written assessments can be designed to be so specific that candidates cannot simply download information from the web or copy chunks of text. The use of case studies which require students to include information from their own experience can also help to reduce plagiarism. You should ensure that candidates are clear about how to access resources, especially from the internet, how to reference the material they use, and the extent to which they may confer with others or seek support.

It will be helpful for you to record the reasons for the decisions you take on all of these forms of authentication so that you can present these, along with assessment evidence, to the internal and external verifiers.

Questioning

When you have not been able to see the candidates perform activities at first hand, it will be useful to ask them questions about what they did and why they did it. In some cases it may be appropriate to ask them to provide a short presentation of their work, followed by questions. This will help you to be more confident that the work presented to you is their own.

Write-ups under controlled conditions

In write-ups under controlled conditions, candidates are given time to research tasks in advance, but they produce a proportion of their assessment work in a supervised environment and partly under centre-invigilated conditions.

Candidates are:

- ◆ given the task beforehand and are told of any time constraints on the research allocated to the task
- ◆ allowed access to prescribed resources
- ◆ informed about any restrictions on the notes of their research activities — eg they might be limited to a given number of words or pages

- ◆ informed of the time allocations for the write-up for each session

Log books

As well as a useful means of assessing candidate progress, a personal log book can help prove authenticity, but it must be regularly inspected by the assessor. The log book, or blog, should be formally structured, have clear instructions for use, and should give guidance to candidates on how essential information is to be recorded.

In the workplace, candidates may keep a log book to monitor and check the operation of specific equipment or to keep a record of processes. Again these records should be scrutinised by the assessor.

Personal statements

When candidates are producing evidence over an extended period of time, you can ask them to maintain a diary, log/blog of the planning, developing and reviewing activities they do in the course of the assessment. This record can be used to note success and problems, and can provide you with a basis for questioning. It can also be used for reflective accounts, which can assist candidates to understand their learning.

Some candidates, such as those working towards higher-level qualifications, might be comfortable producing personal statements. You must make sure that the evidence you require does not ask for more than is stipulated in the standards for the qualification and does not pose any barriers to candidates.

Witness testimony in vocational qualifications

Witness testimony can be a valuable source of evidence where it has been produced by a reliable witness — the more reliable the witness, the more valuable the evidence.

There are various criteria you should bear in mind as you and your candidates identify witnesses to provide testimony. The most reliable kind of witness would:

- ◆ be familiar with the mandatory standards and what is required of candidates
- ◆ know the task and what is expected of employees in the workplace

A witness who can meet both criteria is likely to be a most reliable source of evidence. However, this should not rule out seeking witness testimony from someone who cannot meet all the criteria — at the very least, such individuals will be able to confirm or authenticate that your candidates carried out a number of different activities at specified times. However, their witness testimony will be less valuable in what it can tell you about your candidates' expertise.

In deciding to use witness testimony, you must ensure that this is valid and practicable. For example, witness testimony can be a useful tool in helping you to

authenticate evidence that your candidates claim to have produced. However, questioning your candidates or asking them to produce personal statements might still be necessary.

Witness testimony should be in an original document, include the witness's signature, the date, details of the witness's relationship to the candidate, and, where appropriate, should be presented on headed letter paper. This can help you to confirm that the witness testimony is genuine.

As with all other sources of evidence, the final decision about what the testimony can tell you about your candidates' expertise must be taken by the assessor.

10 Assessment terminology

We try to keep the materials we publish straightforward and easy to understand, but you may come across difficult terms from time to time. This glossary might help you as a quick reference — especially if you're just starting out as an assessor — and it might be useful when you're reading material from other organisations.

Achievement: Recognition of an individual's strengths and successes. Wider than formal qualifications.

Agreement trial: A process of standardisation where assessors of the same unit work in a group with the internal verifier to consider examples of candidates' work and to reach a shared understanding on applying a common standard.

Answer key: Rubric listing correct responses to test items. Usually used in multiple choice tests. This is related but not similar to a marking scheme, which includes more detailed information about criteria and allocation of marks.

Approval as a centre: The process by which a centre is assessed against criteria for suitability as an approved centre.

Approval to offer a specific qualification: The process by which a centre's resources for offering a particular qualification are assessed against criteria for suitability to offer that qualification.

Assessment: The process of evaluating an individual's learning. Assessment for qualifications involves generating and collecting evidence of a candidate's attainment of knowledge, understanding and skills, and judging that evidence against defined standards for formal certification.

Assessment specification: Description of the detailed methods, processes, tasks and criteria to be used to assess the outcome and standards making up a qualification.

Assessor: The designated person in a centre who is responsible for judging and recording candidate evidence.

Attainment: A measure of the accomplishment of the planned areas of the qualification.

Authentication: The process by which a mentor or assessor confirms that an assessment is a candidate's own work and that all regulations governing the assessment have been observed.

Awarding: The process through which candidates' results and/or grades are determined on the basis of available evidence.

Awarding Organisation: A body or consortium which awards qualifications. Awarding organisations must meet the requirements of regulatory bodies.

Blended assessment: An assessment regime which uses multiple approaches to meet the learning outcomes of the unit or course.

Candidate: The individual entered for a qualification.

Centre: An organisation or consortium accountable to an awarding body for the assessment arrangements leading to a qualification. A centre could, for instance, be an educational institution, training provider or employer, and it may operate across more than one organisation or site.

Centre contact: The person in a centre who is the primary point of contact between the centre and the awarding body.

Certificate: The record of attainment in a qualification issued by an awarding body.

Certification: The formal process of crediting candidates with a record of their achievement.

Checklist: A means of recording the judgements made about activities performed by candidates.

Cognitive competence: The ability to use and apply knowledge and understanding.

Combined assessment: The process of combining assessment for several units or outcomes into a single coherent activity. It can be used to support flexible delivery, promote integrated learning and assessment, and provide a choice of assessment approaches.

Comparability: The extent to which different assessments or marking processes, based on the same criteria and specification, achieve equivalent results. Assessments can be said to be comparable, or not, with respect to the different individuals being assessed, the assessment centres, the awarding bodies, the delivery media and so on. (In an e-assessment context, comparability can also refer to the extent to which performance in an on-screen test matches performance in an on-paper test.)

Competence: The possession of skills, and knowledge which meet predetermined standards.

Competence based assessment: An assessment process in which evidence is collected to judge whether fixed performance criteria have been met. Generally used in vocational areas where an assessor works with a candidate to collect evidence of competence against the qualification standards.

Credibility: A measure of the confidence placed in the results of any assessment.

Cut-off score: A score on an assessment which divides candidates into different groups, as pass–fail, qualified–unqualified, A grade–B grade. Some assessments only have one cut-off score (ie pass/fail); others may have several (ie grades).

Diagnostic assessment: Assessment used to identify a candidate’s strengths and weaknesses with a view to providing an appropriate learning programme.

Demand: Measure of a question’s cognitive requirements. Demand is normally expressed in terms of a recognised taxonomy.

Difficulty: A measure of a question’s complexity or obscurity, or the relative (to other questions) probability of a candidate answering it correctly. In technical usage, it is sometimes expressed as a numerical value to indicate a proportion of candidates who answer it correctly.

Differentiation between candidates: The process of distinguishing between the attainments of different candidates.

Direct evidence: A term used to describe candidate performance or product evidence which assessors have witnessed themselves.

Discrimination: An item’s potential to differentiate between candidates (ie stronger candidates are more likely to get it correct than weaker candidates).

Distracter/distractor: An incorrect response offered as one of the options for a closed/objective question (usually a multiple choice or a multiple response item). Each distracter must be plausible but incorrect in a significant respect.

E-assessment: The use of electronic media in the assessment process.

E-portfolio: An electronic portfolio that allows candidates to store digital artefacts and streamlines the process of review and verification for candidates, assessors and verifiers.

Equitable and fair: Principle of assessment ensuring that there are no unnecessary barriers to assessment in the specification of skills, knowledge and understanding or the development of the assessment.

E-verification: Use of technology to support remote verification of assessment materials and candidate evidence.

Evidence: Materials provided by a candidate as proof of his or her competence against specified criteria.

Evidence requirements: State what candidates have to do, to what standard, and how much evidence they have to produce to demonstrate that they have achieved the outcome. The evidence requirements detail the full breadth of achievement of knowledge and/or skills required, the sampling required, and how evidence is to be produced.

Expert witness: a person who is occupationally competent in a candidate's area of work and who probably sees the candidate working on a daily basis — more often than the assessor does. The expert witness is able to make a judgement about competence in a particular job activity, but it is still the role of the assessor to incorporate these judgements into the final assessment decision for the qualification. Expert witnesses are particularly used in vocational qualifications. Assessment strategies refer to them and specifically define the role they are expected to perform.

External verification: The process of ensuring that standards are being maintained consistently across all centres.

External verifier: A person appointed by an awarding body who is responsible for the quality assurance of a centre's provision and for ensuring that standards of assessment are applied uniformly and consistently across centres. An external verifier is often appointed on a subject area basis or for a verification group of units.

Feedback: Qualitative information about their performance given to candidates after an assessment. Unlike a grade, feedback is explicitly developmental, ie oriented towards further progress on the part of the candidate. Feedback is particularly important in formative assessment, when no final grade will be given. Feedback may include a correct or model response and an explanation of any incorrect responses made by the candidate.

Formative assessment: Assessment providing developmental feedback to a candidate so that they can adjust their plan for future learning. It is not recorded for external purposes.

Group award: A combination of units gathered together to form a coherent qualification.

Indirect evidence: Something that someone other than the assessor has observed or said about the candidate. Corroboration is required for indirect evidence.

Internal assessment: An assessment which is carried out within the institution delivering the programme of learning. Internal assessment should always be internally verified and is subject to external verification.

Internal quality assurance: The process of ensuring that the provision at centre and subject level conforms to the approved procedures and that consistency is being achieved within the centre.

Internal verification: The process of ensuring that standards of assessment for are applied uniformly and consistently within a centre.

Internal verifier: A staff member appointed by the centre who ensures that assessors apply standards of assessment uniformly and consistently.

Item: The smallest component of an assessment, such as a question or task.

Item bank: A storage facility for items that allows them to be maintained and used for test generation purposes.

Key: The correct response for a closed/objective item (usually a multiple choice or multiple response item).

Learner: Someone who is following a course of study at a school, college or further education, with a training provider, or through an employer.

Learning and development VQs: Qualifications designed to approve the quality and rigour of assessment. They are required by anyone delivering government-funded training and learning programmes.

Level: Levels indicate the level of difficulty of a qualification. Regulated qualifications in England, Wales and Northern Ireland have eight levels of learning.

Malpractice: Any actions or practices by candidates or centres which threaten the integrity of assessment and certification procedures.

Mark: The smallest component of credit that can be given in a marking scheme.

Marking scheme: Details of how marks are to be awarded in relation to a particular assessment task. A marking scheme normally indicates the number of marks each question or component of the task attracts. It should also indicate acceptable answers or criteria for awarding marks.

Mentor: A person who carries out, either singly or in combination, the functions of advising a candidate, collecting evidence of his or her competence on behalf of the assessor and authenticating the work candidates have undertaken.

Method of assessment: A means of generating evidence of a candidate's knowledge and/or skills.

Model answer: An exemplar response to an item.

Observation: A method of assessment in which the candidate is observed carrying out tasks that reflect the criteria given in outcomes.

Outcomes: Statements that define the products of learning. They describe the activities the candidate has to perform to achieve the mandatory standard. Also known as learning outcomes.

Pass mark: The minimum score in a graded assessment required to achieve the lowest 'pass' grade in the range. May also be used in a minimum competence test for the minimum score for which a pass award will be given.

Plagiarism: candidates using the work of others and passing it off as their own for assessment purposes.

Portfolio: A representative collection of a candidate's work, usually assembled over the period of the learning, to demonstrate or exemplify either that a range of criteria has been met, or to showcase a candidate's best work.

Positive marking: A system of marking where marks are awarded for what is correct rather than deducted for what is wrong.

Practicable: Principle of assessment. A valid and reliable assessment may not be practicable due to the resources or time required to carry it out efficiently and effectively.

Practical competence: The ability to perform manual and/or behavioural tasks.

Process: The skills, procedures and/or thought processes displayed during an assessment activity.

Product: Something the candidate makes or does, as part of an assessment activity, as defined in the outcome.

Product evaluation: A method of assessment that enables the quality of a product produced by the candidate, rather than the process of producing it, to be evaluated.

Quality assurance system: Any system at local, regional and national level that promotes confidence in a qualification by guaranteeing the maintenance of standards.

Question type: The nature of the question, usually categorised by the way candidates give their answer rather than the content of the question.

Range statement: A statement in vocational qualification units which specifies the different contexts in which the activities described in the performance criteria have to be demonstrated. Where they appear, range statements are mandatory.

Recognition of prior learning (RPL): A process that enables an individual to receive formal recognition through certification of prior learning, training or experience.

Reliability: Principle of assessment. The extent to which assessment results are consistent from one candidate to the next, and from one assessor to the next and from one occasion to the next, for example with a different assessor. A measure of the accuracy of the score achieved, if another test from a bank of ostensibly equivalent items is used.

Remediation: The process of providing candidates with additional learning/teaching support before allowing them to be re-assessed.

Rubric: A set of instructions provided as the preamble to an assessment.

Scenario: An abbreviated case study or history which can be used as part of an assessment.

Score: The total marks achieved by a candidate on a test.

Self-assessment: A judgement a candidate makes about his/her work or level of attainment in relation to the stated outcomes for the activity/programme. Self-assessment is generally used to develop the individual's ability to think critically about his/her learning.

Simulation: Any structured assessment exercise involving the organisation and achievement of a specific task which seeks to reproduce real-life situations. Simulations are used where assessment is difficult to carry out, eg for safety reasons.

Standard: The criteria for success at a particular level.

Standardisation: Processes to check, adjust and ensure that assessment processes and criteria (including both the administration of the assessment itself, and its marking) are applied consistently by assessors, examiners and verifiers. Standardisation can be carried out within centres as well as by awarding bodies.

Subjective errors: Shortcomings in the interpretation of candidate performance which arise from the personal judgement of the assessor.

Summative assessment: Assessment, generally undertaken at the end of a learning activity or programme of learning, which is used to make a judgement on the candidate's overall attainment. A key purpose of summative assessment is to record, and often grade, the candidate's performance in relation to the stated learning objectives of the programme.

Validity: Principle of assessment. A measure of the accuracy of an assessment. This means that the assessment is appropriate for its purpose, has been designed to allow candidates to show that they have the required knowledge, understanding and skills to meet the standards of the qualification and that any interpretation and use of the assessment results are supported and can be justified.

Verification: The process of ensuring that quality assurance systems are being maintained. Verification can be either internal or external.