

## **Unit L&D12      Externally Monitor and Maintain the Quality of Workplace Assessment (FD44 04)**

**Source: Learning and Development Standard 12**

### **Who this Unit is for**

This Unit is for those monitoring assessment processes and decisions from outside an organisation and helping to maintain and improve the quality assurance systems. The external quality assurance process being conducted by the verifier-candidate can be for SVQs, work-based qualifications or in-company standards.

### **What this Unit is about**

The types of activities the external verifier-candidate will be involved in include:

- 1 Preparing to carry out external quality assurance
- 2 Planning external quality assurance
- 3 Carrying out planned external quality assurance
- 4 Providing the organisation with feedback, advice and support to help them maintain and improve their assessment practice
- 5 Meeting appropriate external quality assurance requirements

To achieve this Unit they are required to carry out the monitoring activities defined by appropriate external quality assurance requirements.

The external verifier-candidate's knowledge will be assessed by taking part in a discussion with their assessor, answering questions (written or oral), providing a personal/reflective account or a combination of all of these.

Their performance will be assessed by the assessor looking at products of work, for example:

- ◆ Notes of information required from internal quality assurance staff in organisations to be monitored.
- ◆ Notes on the planning process for monitoring activities.
- ◆ The quality assurance documentation they use to record monitoring on at least three occasions of the assessment and internal quality processes in an organisation or their monitoring of the assessment and internal quality processes in three organisations. Monitoring will include observation of assessors providing feedback to their candidates.
- ◆ Records of their use of the results of monitoring to provide feedback, including advice and support to relevant people and agreeing any remedial action or changes to assessment and internal quality procedures to meet external quality assurance requirements.

The verifier-candidate will have to provide an observation report on their performance while monitoring the quality assurance system of one organisation.

## Terminology

Within this Unit the following explanation and examples apply:

Assessment method	<i>Observation, questioning, checking of products of work, witness testimony.</i>
Authentic evidence	<i>Being the candidate's own work.</i>
Candidate	<i>The person being assessed.</i>
Organisation	<i>An awarding organisation, internal department or other organisation involved in assessment.</i>
Reliable	<i>Assessors achieving a consistent approach to the way they make judgements about candidate evidence.</i>
Role requirements	<i>Could include holding an assessor/verifier qualification and/or occupational experience in the area being assessed.</i>
Special assessment arrangement	<i>An agreement made with the candidate and the organisation to ensure fair assessment of the candidate without diluting the standards, for example taking account of shift working by arranging assessment opportunities to suit the candidate's work patterns.</i>
Sufficient	<i>Enough evidence as specified in Evidence Requirements or Assessment Strategy.</i>
Valid	<i>Relevant to the criteria against which the candidate is being assessed.</i>

<b>Performance</b>  <b>What the external verifier-candidate must do:</b>	<b>Knowledge</b>  <b>What the external verifier- candidate must know:</b>
<p><b>1 Prepare to carry out external quality assurance</b></p> <p>(a) Establish procedures for the external monitoring of quality assurance systems as required.</p>	<ol style="list-style-type: none"> <li>1 The standards being assessed and the assessment/evidence requirements.</li> <li>2 The relevant assessment strategy, external quality assurance requirements.</li> <li>3 Principles of assessment and quality assurance.</li> <li>4 Criteria for judging quality of assessment and internal quality assurance.</li> <li>5 Roles and responsibilities of assessors/lead IV/IVs/EVs.</li> <li>6 Special assessment arrangements.</li> <li>7 Procedures to follow when preparing for monitoring activity.</li> <li>8 Legal issues, policies and procedures including those for health, safety and welfare.</li> <li>9 National standards for assessment and verification.</li> <li>10 Requirements for information management, data protection and confidentiality.</li> </ol>
<p><b>2 Plan external quality assurance</b></p> <p>(a) Plan and communicate procedures for the external monitoring of quality assurance systems as required.</p>	<ol style="list-style-type: none"> <li>1 Where in the assessment cycle external quality assurance will be most effective.</li> <li>2 Policies and procedures re information management, data protection, own code of conduct and confidentiality.</li> <li>3 Procedures to follow when planning monitoring activity including use of technology.</li> <li>4 Principles of sampling, sampling strategies/techniques.</li> <li>5 Quality assurance risks and risk management.</li> <li>6 Internal and external quality assurance requirements/policies/procedures/strategy.</li> </ol>
<p><b>3 Carry out planned external quality assurance</b></p> <p>(a) Check that internal quality assurance systems and administrative arrangements meet current requirements.</p> <p>(b) Check that staffing and staff competence, assessment arrangements, methods and decisions meet requirements.</p>	<ol style="list-style-type: none"> <li>1 Quality assurance principles, policy and requirements.</li> <li>2 Assessment strategy requirements.</li> <li>3 Role of the assessor and internal quality assurance staff and the current requirements to undertake these roles.</li> <li>4 Quality assurance risk identification and management.</li> <li>5 Methods of recording sampling to show a clear audit trail.</li> <li>6 Methods of monitoring and reporting on assessor practice.</li> <li>7 Methods of standardising practice.</li> </ol>

<b>Performance</b>  <b>What the external verifier-candidate must do:</b>	<b>Knowledge</b>  <b>What the external verifier- candidate must know:</b>
<p>(c) Provide advice and support to help improve internal quality assurance and assessment arrangements and practices.</p> <p>(d) Follow the agreed procedures when internal quality assurance and assessment arrangements and practices do not meet requirements.</p>	<p>8 Types of feedback, advice and support that organisations need and how to meet those needs.</p> <p>9 Value and purpose of Continued Professional Development (CPD) for assessment and quality assurance practitioners.</p> <p>10 Procedures to use when there are disputes and concerns about quality of assessment and quality assurance.</p> <p>11 Equality and diversity issues and how these should be addressed.</p> <p>12 Requirements for information management, data protection and confidentiality.</p> <p>13 National standards for assessment and verification.</p> <p>14 External quality assurance requirements prior to, during and post external quality assurance.</p> <p>15 Organisation's quality assurance responsibilities and requirements relating to information management and communication.</p>
<p><b>4 Meet awarding body performance requirements for the external quality assurance role</b></p> <p>(a) Work with others to ensure the standardisation of assessment practice and outcomes.</p> <p>(b) Follow agreed procedures for the recording, storing, reporting and confidentiality of information.</p>	<p>1 External quality assurance requirements and responsibilities: prior to, during, post monitoring activity.</p> <p>2 Performance standards for monitoring role.</p> <p>3 Methods of reporting on external monitoring and reviews of own practice.</p>