



Key mentoring points

Your mentor contribution helps SQA maintain consistent qualification verification across SQA centres by helping verifiers reach an acceptable standard of practice. Some points about achieving this:

- Please ensure verifiers use SQA templates and visit plans. Unless a Visit Plan has been agreed and sent in advance of a visit, the visit shouldn't take place.
- Please provide advice and support based on SQA Guidance. Any queries concerning guidance can be raised by you using the QV queries page the [QA Appointee Website](#).
- Some verifiers require a change in their thinking (a paradigm shift is required) to take them away from the 'On/Off Hold/Successful switch' they are familiar with to thinking about compliance levels against pre-determined impact rated criteria.
- We should encourage verifiers to think of Action Points as being necessary to support and improve quality assurance. It is not helpful, or even accurate, if they are thought of in 'hold terms'.
- Sanctions or possible sanctions should not be discussed with centres. This is for SQA to decide based on the evidence contained in the report.