



Preparing for Systems Verification

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Aims

- Help you to plan and prepare for Systems Verification visits.
- Assist you in considering what evidence you need to meet the quality assurance criteria.
- Highlight some of the common areas where there are required actions.
- Give you information on where you can find further guidance.

SQA's Values

SQA's corporate values are:

- **Trusted** — We follow agreed procedures and are open and honest in our communications
- **Progressive** — We view new and unfamiliar approaches with an open mind, whilst ensuring quality is maintained
- **Enabling** — We work in partnership with SQA centres to achieve common goals of excellence and consistency

You can expect that Systems Verifiers (SVs) will act in accordance with these values at all times in their dealings with you.

Why me??

- Risk based approach for visits.
- New centres.

Visit Plan

- Important document.
- Electronic links to support information.
- Contact information.

What is required on the day of the visit.

- Policy and procedures documents – electronic or hard copy.
- Evidence of implementation.
- Access to candidates.
- Access to staff including assessors and internal verifiers.

SQA Coordinator's Role

- First point of contact for SQA
- Should be available on the day of the visit to
 - Discuss the centre's systems and processes.
 - Arrange interviews with candidates and staff as available.
 - Receive feedback.

Centre's preparation (1)

- Reference of evidence to criteria.
- Pre visit checklist
- Not just when systems verification visit is arranged.

Centre's preparation (2)

- Evidence of compliance for all criteria.
- Annual reviews of policy and procedures documents.
- Internal audits.
- Evidence of communications.

Centre's preparation (3)

- Candidate and staff feedback.
- Notes of meetings showing discussions of SQA matters.
- Induction processes – assessors, internal verifiers and candidates.

Centre's preparation (4)

- Resource review sheets.
- Signed site checklists.
- Records of complaints – if any!!

Centre's preparation (5)

- Internal verification records.
- Records retention and storage information.
- Records of any appeals made – if any!!

Feedback

- Verbal
- Written
 - Traffic light system RAG
 - **Green**: Sufficient evidence
 - **Amber**: Insufficient evidence
 - **Red**: Little or no evidence

Workshop 1

- In groups look at the following criterion –
 - 2.2 - Assessors and internal verifiers must be given induction training to SQA qualifications and requirements.

And discuss -

What information do you have in your induction training for assessors and internal verifiers and how do you evidence this for the systems verifier?

Workshop 2

- In groups look at the following criterion –
 - 1.5 Suspected candidate or staff malpractice must be investigated and acted upon, in line with SQA requirements.

And discuss

What information should be in your centre's malpractice policy.

Systems Verification – Common required actions

- Malpractice Procedures (Criterion 1.5)
 - Covers candidate and centre malpractice
 - Right of appeal against malpractice decisions
 - Centre malpractice must be reported to SQA
 - Investigations (evidence must be retained)

Systems Verification – Common Required Actions

- Complaints (criteria 3.6)
 - Centres need to inform candidates about:
 - Right of all candidates to complain to SQA about assessment-related matters.

Systems Verification – Common Required Actions

- Appeals - (criteria 3.6)
 - Centres need to inform candidates about:
 - Right of candidates to appeal to SQA, if the candidate has exhausted the centre's appeals process, and is still unhappy with the outcome.

Systems Verification – Common Required Actions

- Internal Verification procedures (4.1) – need pre-delivery, during delivering and post-delivery stages
- Conflict of interest policies (1.6) - assessors, internal verifiers, invigilators

Systems Verification – Common Required Actions

- Candidate induction (3.1)
- Assessor and IV induction (4.2)

True or False??

- In groups of 2 or 3 discuss and answer the true or false questions.

Information sources

- Quality Assurance Website
- This site contains the website access for all centres for information on Quality Assurance activity. This site is not password protected.
<http://www.sqa.org.uk/qualityassurance>
- Document - Guide to Systems Verification for Centres 2015–18 Publication Date: May 2015
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Any questions??

