

Introduction

This guidance has primarily been developed to support Qualification Verifiers (often referred to as 'Verifier' throughout this publication) prepare for, plan, conduct and report on visiting verification for HN and VQ/QCF Units.

It has been developed as a reference resource for those who are new to verification and those who are already established in the verification role.

The guidance includes a number of annexes which are listed under 'List of Annexes' in this introductory section. Annex 1 provides specific guidance in relation to verifying each quality assurance criterion. It also highlights where there are specific differences between the requirements and guidance for verifying HN and VQ/QCF Units. Following the principle of transparency, this document and all annexes will also be made available as a standalone document for all SQA centres.

Structure of guidance

The guidance has been developed in five main sections mirroring the stages of the verification process. The section headings can be seen in the right-hand margin of every page.

SQA's Quality Assurance Criteria has been written to cover both HNs and VQs, therefore the sections of this guidance mirror that same approach and cover both qualification families. In a small number of instances, slightly different guidance is required for either HN or VQs. Where this is the case, the section guidance highlights those areas.

List of Annexes

1. SQA's Quality Assurance: A guidance resource
2. Email template: Introduction to Centre
3. Email template: Information Request Form for Visiting Verification (sent at least six weeks before visit)
4. Email template: The Visit Plan (at least two weeks before visit)
5. Assessor and Verifier Qualifications: A quick reference guide

Essential and additional information

The guidance has been developed on the premise that the content will mainly be used as a reference source. Therefore, it focuses essentially on core verification procedures, practice and associated guidance. More information is provided in the form of web links.

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The main stages of the qualification verification process

This guidance document is intended to support appointee practitioners involved in the Quality Assurance activities which underpin **Higher National and Vocational Qualifications (HN/VQs)**.

The SQA appoint good, experienced practitioners to undertake a range of quality assurance activities on their behalf with appointees undertaking verification visits to centres.

Qualification verification is the process by which SQA ensure that centres are assessing their candidates in line with national standards. Qualification verification also ensures national consistency in assessment decisions in centres and confirms that the centre complies with the quality assurance criteria.

The qualification verification process comprises five main stages:



The above stages have been used as section headings for this guidance document.

The right-hand margin reflects which of these stages (denoted in emboldened type) is being covered on the page being read.

Prepare for qualification verification

Planning qualification verification

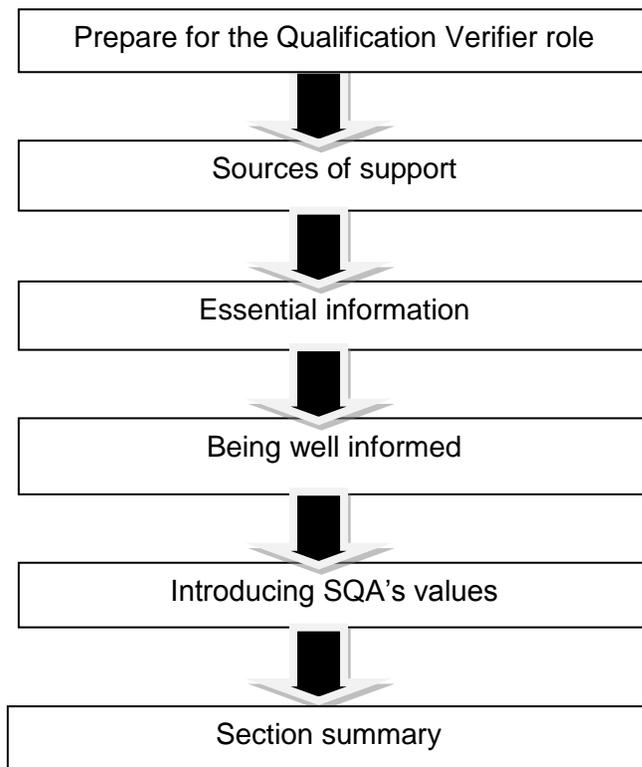
Carry out qualification verification

Communicate qualification verification decision

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Prepare for verification

The first section of this guidance document focuses on:



Preparation for the Qualification Verifier role

Your verification responsibilities commence when you accept the role of Qualification Verifier with SQA. You will of course be given appropriate support in assisting you to evolve into this role.

As part of your responsibilities you are required to have an in-depth understanding of all documentation, duties, tasks and procedures associated with the verification area for which you have responsibility. As a new Verifier, this understanding will come from a combination of:

- Induction training
- Field support (e.g. accompanied visits)
- SQA's QA Appointee web pages
- Self-research/study
- On-going SQA staff support
- Principal Verifier/experienced Verifier colleague support

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Qualification Verifier role and associated CPD

All Qualification Verifiers have a duty to understand the requirements of their role. The following link provides an outline of duties associated with the [Qualification Verifier](#) role. You are also required to maintain an up to date understanding of qualification verification and in relation to the subjects you verify. SQA's policy and procedures on maintaining Continuing Professional Development (CPD) and recording it (this is a contractual requirement) can be found on [SQA's Appointee Management Website](#).

Sources of support

As a Qualification Verifier, you are required to maintain a comprehensive working knowledge of all verification procedures and associated documentation. This guidance document will provide you with a firm foundation of knowledge but at times you may need to access more information. SQA's Website: www.sqa.org.uk/qualityassurance and [SQA's QA Appointee](#) web pages will provide a gateway for you to access all other information you should require.

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The main sources of support you will require in your role

| Source of support | Nature of support |
|---|--|
| Qualification Verification (QV) Contact details: Tel: 0345 213 5928 E-mail: qav@sqa.org.uk | Information relating to organising and conducting verification events/visits |
| EV+ and SQA's QA Appointee web pages for Qualification Verification Contact details: Tel: 0345 213 5928 E-mail: qav@sqa.org.uk | Template forms, information about qualification verification policies and procedures |
| Principal Verifier/Colleague, SQA Specific web pages or Qualifications Development Team | Information about your subject area(s) relating to the Standards/Units/Evidence you are verifying |
| Quality Enhancement Managers Contact details: Tel: 0345 213 5189 E-mail: asv@sqa.org.uk | Information relating to the systems requirements for approved centres |
| Appointee Management Contact details: E-mail: am@sqa.org.uk | For information on Verifier qualifications, CPD requirements and courses that can help you develop your knowledge and skills as a Qualification Verifier |
| Business Development Managers Contact details: Tel: 0345 279 1000 Tel: 0303 333 0330 E-mail: mycentre@sqa.org.uk | For information relating to specific centre approval queries |

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Essential information

This first stage of verification is concerned with the preparation you need to make prior to carrying out qualification verification visits to help ensure they run as smoothly as possible.

Possessing the right type of information at this stage is essential in enabling you to function fully in your role.

This checklist will help you identify sources of important information.

The following type of information is considered essential (although there will be some variation in emphasis between verification groups). Tick boxes have been supplied to help you check-off all of the information you require.

- SQA's Quality Assurance Criteria: requirements and guidance Annex 1 of this document
- The information and templates included on EV+
- Roles and responsibilities of Assessors and Internal Verifiers
- The unit/standards you will be verifying
- The evidence requirements you will be verifying (may be on SQA's secure site)
- Assessment strategy (VQs/QCF Units), Arrangements documents (HN)
- Available SQA devised assessment recording materials (including shell portfolios, evidence trackers etc.)
- SQA devised unit support materials (Assessor Guides/Candidate Support Packs etc.)
- Minutes/standardisation, Log of past QV Group Standardisation Meetings
- Discussion forum recorded messages set up by subject group area on SQA's QA Appointee web pages
- National standards in i) assessment ii) internal verification iii) external verification
- SQA's Appeals procedures
- Assessment Arrangements Guidance
- Requirements for information management, data protection and confidentiality
- The requirements of the assessment environment including health and safety obligations
- SQA's Conflict of Interest policy
- SQA's:
 - [Guide to Approval](#)
 - [Guide to Assessment](#)
 - [Internal Verification: A Guide for Centres offering SQA Qualifications](#)

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Being well informed

The above information will help support you in your verification duties. Accessing information is one thing but understanding and applying it makes all the difference as centres:

- like to feel that the information and advice they are being given is accurate, up to date and consistent across all centres
- want to be treated fairly and consistently by each Verifier they deal with

From a verification perspective, well informed Qualification Verifiers tend to be more confident because they feel:

- assured that the advice and support they are giving is correct and up to date
- secure in the knowledge that their decisions and feedback are based on known SQA policy/procedures

It is important and of benefit to you to keep up to date with on-going developments with SQA's Quality Assurance. These may be in the form of SQA website Updates, SQA's QA Appointee web pages, emails and periodic E-Zine updates.

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Introducing SQA's values

SQA realise the importance of gaining the commitment of its appointees in carrying out the Qualification Verifier role. The role demands a high level of skill, knowledge and consistency which can only be achieved if each Verifier willingly performs to the best of their ability.

Commitment starts with a sharing of the same set of values. SQA's corporate values are:

- **Quality**
- **Integrity**
- **Innovation**
- **Partnership**
- **Service**

Why do we need values?

Knowing what the corporate values are helps us visualise the way in which SQA wish Verifiers to engage with client organisations/centres.

You will be well aware of the meaning of words such as quality and innovation although as an individual you may place a slightly different meaning on each when carrying out your role.

To help gain a level of consistency in terms of how those values can be applied in the context of the Qualification Verifier role a set of beliefs have been developed in support of each value.

Beliefs underpin the way in which we respond in different situations, therefore, it is important we hold similar beliefs in relation to key aspects of our work. This helps ensure we respond to centres in a more consistent way. For example, two assessors deal with the same query concerning the use of video evidence in lieu of an actual observation taking place. One assessor considers technology to be a real asset to the assessment process; the other is very sceptical about the use of technology and sees it as a threat to maintaining quality. They both give responses that are at different ends of the spectrum.

A set of beliefs cannot solve all consistency issues but they can bring individuals within a team closer together on key aspects of work that affect all members.

The following lists SQA's corporate values in the context of the Qualification Verifier role.

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Quality

As custodians of the standards we verify we continually strive to maintain consistent quality in their implementation.

Our approach to quality assurance is intelligence led and based on identifying and managing risk.

Integrity

We use open and honest communication with internal and external customers (centres), promoting transparency and building trust with others.

We take a standardised approach to qualification verification as laid down by SQA and agreed by consensus within our Qualification Verification Team, even if our personal opinions may at times conflict.

Innovation

We view unfamiliar approaches to assessment/verification with an open mind whilst ensuring quality is maintained.

We believe that creativity should be seen not as a threat to quality assurance but as an opportunity for improving upon existing practice.

Partnership

We understand that by working in partnership with SQA centres we will achieve common goals of excellence and consistency in assessment.

Service

We maintain a professional approach with SQA centres at all times regardless of the challenges we might face in carrying out our work. In addition to qualification verification, we carry out development visits.

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This section in summary

There is a shared responsibility between yourself as a Qualification Verifier and SQA to ensure you are prepared to undertake your role.

SQA plays its part in training you and then keeping you up to date on its qualification verification policies and procedures via information on its web pages and periodic emailed updates and through providing opportunities for discussion through Standardisation Meetings and/or Discussion Forums.

You have a responsibility to prepare yourself as a Qualification Verifier to carry out your role. This is an on-going responsibility as verification procedures continue to evolve, there are always aspects of your professional practice that require development. Good CPD planning can assist with this process – templates and guidance can be found on SQA's QA Appointee web pages.

It is your responsibility to operate in line with SQA's Values.

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Planning verification

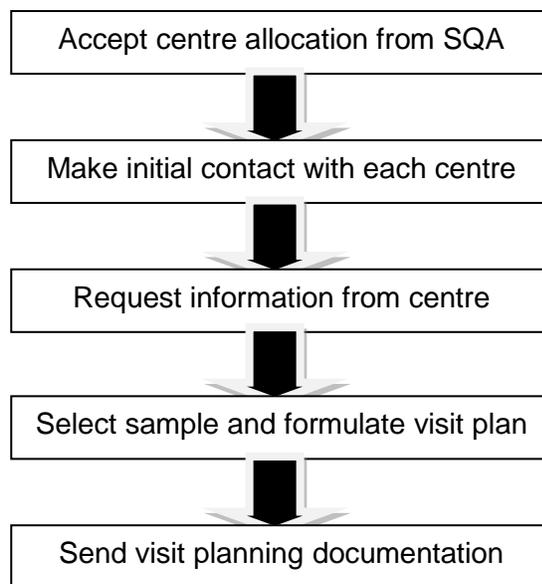
This section includes:

- Visit planning – steps and procedures
- The visit planning and sampling process
- Approach to sampling and visit planning

Visit Planning – steps and procedures

Thorough visit planning allows you to gather important information prior to a visit helping you formulate an informed approach to qualification verification for each centre you have been allocated.

The following flow chart outlines the steps associated with planning a visit. Some of the steps may happen at the same time or very close to one another - the most important point being that steps are undertaken sequentially and not omitted as each step serves an essential quality assurance purpose.



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Guidance on the visit planning steps

Below is a table covering each step of the above flowchart. Each step is supported with important SQA procedural information.

Amplification of the information relating to each of the steps and associated procedures can be found under 'Approach to sampling and visit planning.' This information is important in helping you fully understand the role visit planning has in the overall success of verification visits.

Planning visiting verification for VQs/QCF Units and HN's

| Step | Procedure |
|-------------------------------------|---|
| 1. Accept allocations on EV+ | Accept the allocation(s) on EV+ within 21 days . Allocations will be distributed to Verifiers in October and November through EV+. All Verifiers must be registered with EV+ to receive any notice of verification activity. |

Within 2 weeks of accepting allocation(s) on EV+

| | |
|--|--|
| 2. Make initial contact with each centre and ascertain if a visit is feasible | <p>Email the centre (refer to Annex 2) with a brief introduction informing the centre of the units or awards appearing on your product list from EV+. From the information available, decide if there will be enough available evidence to make an informed verification decision to warrant a visit this session (session ending July 31st).</p> <p>Initial and on-going contact should be with the Centre's SQA Co-ordinator. Avoid contacting subject staff directly unless authorised to do so by the SQA Co-ordinator (SQA Co-ordinator in all cases must be copied into emails).</p> <p>You should arrange a provisional optimum date for the visit (where enough evidence will be available across the spread of awards you are verifying). Once agreed with centre, enter an estimated date on EV+.</p> <p>If the centre is not running the units or awards you have been allocated to verify, you must inform SQA by selecting 'not running' on EV+.</p> |
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At least 6 weeks before the visit date

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| <p>3. Request information from centre</p> | <p>VQs/QCF</p> <p>You have been allocated a product list on EV +. Send email (refer to Annex 3) attaching the blank centre Information Request Form for Visiting Verification (from EV+ document templates) for the centre to complete and return to you. The information provided by the centre must cover all of the Awards/Units you have been allocated.</p> <p>HNs</p> <p>Select units from the product list on EV + and send email (refer to Annex 3) informing centre of the units you have selected attaching the blank centre Information Request Form for Visiting Verification (from EV+ document templates) for the centre to complete and return to you. The information provided by the centre must cover all of the Awards/Units you have selected from that which have been allocated to you by SQA. For HN qualifications, centres do not need to indicate whether an Assessor or Internal Verifier is Qualified or Unqualified.</p> <p>Important: <i>it is not mandatory that centres populate this template. Centres can provide alternative information from their internal systems.</i></p> |
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| <p>4. Select sample and formulate Visit Plan</p> | <p>Based on the information you have requested from the centre (which you should have received within 4 weeks of the visit), the candidate information available on EV+ and the previous EV Report (if one is available):</p> <ul style="list-style-type: none"> - Select candidate sample - Create a visit plan. The visit planning template can be found on EV+. <p>This stage of the process may involve some further dialogue/email communication with the centre to ensure clarity.</p> |
|---|--|

Communicate qualification verification decision

At least 2 weeks before the visit date

| | |
|----------------------------------|---|
| <p>5. Send Visit Plan</p> | <p>Send an email (refer to Annex 4) attaching your candidate list (highlighting sample) and visit plan. This should be sent to the centre at least 2 weeks prior to the visit and copied to: qav@sqa.org.uk</p> |
|----------------------------------|---|

Complete qualification verification report

Approach to sampling and visit planning

The following guidance is amplification of the steps highlighted in the previous table 'visit planning – steps and procedures'.

Note: You are advised to use email as a method of communication with centres. It is important that you always use your own personal email address which should be professional looking. To ensure data protection please do not use email addresses which are not your own.

1. Accept centre allocations from SQA

The majority of allocations are released to you on EV+ at the beginning of each new session. A small percentage of allocations are released at later dates throughout the session. Please either accept or decline each allocation within 21 days. SQA may re-allocate to another Qualification Verifier if no response is received within this timescale.

The allocation you are given will include a specific group number e.g. Horticulture 146 and a qualification block - VQ and/or HN or other. To avoid confusion or duplication of effort it is important that you only verify within the block of qualifications you have been given.

If you feel there is a conflict of interest with any of the centres you have been allocated, are unable to carry out any visits or you have queries relating to your allocation, you should contact your assigned Qualification Verification Officer.

2. Make initial contact with each centre

The purpose of the initial contact is to ascertain the best time to conduct a visit. There should be enough evidence available to enable you to make an informed decision and for the centre to gain enough valuable feedback on their assessment of the standards. By sending an email to each centre inviting them to provide an estimate of the best month to visit there is a sharing of responsibility in identifying an optimum time to visit. However, it is important from an SQA perspective that the Verifier ascertains that a visit is actually required and that the eventual date(s) chosen make the best use of the Verifier's and centre's time.

3. Request information from centre

It is important to take into account the range of Awards/Units you have been allocated to verify as your remit for **VQs/QCF Units** is to verify across **all** of those allocated to you by SQA. **HNs** are different in that the Verifier chooses the units to be sampled from the list of units provided by SQA. Where centres are delivering a considerable number of Awards/Units, you will have to decide how best you will be able to sample evidence in proportion to the range and numbers of the Awards/Units being delivered. This could in some rare instances warrant more than one visit within a session (session ends July 31st). If you have any queries concerning this you should contact your assigned Qualifications Verification Officer who will be able to advise you.

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If the centre has no candidate evidence for the Awards/Units selected for verification (and does not intend to enrol candidates for these Awards/Units this session), you would indicate on EV+ that the centre is 'not running'. If centre is running the Award/Units the agreed estimated date field should be completed on EV+. Sometimes centres will not have evidence of assessment in the immediate future but may well have evidence by the end of the session; in which case a re-contact date should be arranged to discuss whether or not a later visit date is feasible. In these situations, a provisional visit date can be agreed on EV + (under estimated date) e.g. 31/07/12. This date can then be changed after re-contacting the centre as they will by then be able to confirm if they have evidence available or are 'not-running'.

In ascertaining the optimum date for a visit you should also consider the date of the previous visit – a reasonable amount of time should have lapsed between the previous visit and the one you are planning. Visiting verification activity traditionally has been weighted towards May, June and July. However, where feasible, SQA would encourage you to also consider dates and times outwith these months so that verification activity is spread across the year. This is obviously dependent on a number of factors such as availability of evidence - and of course, centre agreement is also required.

4. Select sample and formulate visit plan

As part of preparations for completing the visit plan you will be required to ask your allocated centre(s) for details of current candidates, stage of completion and Assessor and Internal Verifier details to create a candidate sample.

SQA have provided an **Information Request Form** for Visiting Verification within EV+ which can be used for the Centre to populate candidate, site and Assessor/IV details. This approach is now applicable for both HN and VQs. However, **for HNs**, it is acceptable for you to agree with the centre for **all** candidate evidence for the site you intend to visit to be made available on the day of the visit. This will prevent the need for an Information Request Form to be populated by the centre in advance of the visit. In this situation, the EV will still require information to enable Assessor/Internal Verifier/Candidate selection for interview.

This particular stage of verification requires a general knowledge of the purpose of sampling and a specific knowledge of SQA's sampling requirements for HN and VQ/QCF Units.

The general purpose of qualification verification sampling is to confirm that centres are interpreting standards correctly and that they have in place internal verification and assessment systems that allow valid, reliable and fair assessment decisions to be made.

As qualification verification is based on the management of quality assurance risk, the sampling of an appropriate range of assessment and verification decisions is an important part of ensuring quality. You will rarely scrutinise all candidates' work on a single visit. Instead, you will select a sample of candidates' evidence. **Please remember that it will be the Verifier and not centre staff who decide prior to the visit which candidates' evidence will be scrutinised.**

The specific sampling approach for each centre will vary according to the needs of the centre and the type of qualifications being verified.

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HN visit

As a minimum, three single credit HN Units across a selection of Assessors and Internal Verifiers delivering these units should be verified. However, your sampling should be proportionate to the overall number of candidates enrolled and the numbers of Assessors/Verifiers involved in assessment/verification. If the scope of unit assessment extends to a considerable number of sites and assessors, evidence selection will have to be carefully decided on the premise that all assessment activity cannot be covered on one visit. Previous reports can be valuable in providing you with information on previously sampled awards/units.

Note: It is quite common for Principal Verifiers and/or Qualification Managers to target specific units to sample for the coming session. This decision will be communicated through, for example, Qualification Verification group meetings.

VQ/QCF Units

You must adhere strictly to any sampling requirements detailed in the assessment strategy. If there are no assessment strategy sampling requirements, as per HN Units, your sampling should be proportionate to the overall number of candidates enrolled and the numbers of Assessors/Verifiers involved in assessment/verification.

Candidate evidence retention for sampling purposes

SQA's candidate evidence retention requirement provides Qualification Verifiers with a window of opportunity to sample completed evidence in circumstances where live evidence would otherwise not be available at the time of the visit or where the sampling of completed evidence is required to satisfy a specific external quality assurance purpose.

SQA requires centres to retain all candidate evidence for the Group Award/Units until at least three weeks after the official completion date. If they are contacted by the Qualification Verifier before three weeks after the completion date, all candidate evidence must be retained until after verification has taken place.

Scope of sampling

There are general rules that can be followed regarding the scope of sample that can be applied for both HN and VQs.

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The mnemonic **SAMPLED** has been used below to summarise the scope of that which should be sampled overtime whenever qualification verification takes place:

| Scope of sampling |
|---|
| S Selected Awards/Units as allocated by SQA for VQ/QCF Units (or in the case of HNs, as allocated by SQA, and then chosen for sampling by the Qualification Verifier). This has a bearing on the size of sample you choose as does candidate numbers per Awards/Units. |
| A ssessment and verification decisions and practice (all Assessors and IVs sampled and interviewed over time). New Assessors and Verifiers should be prioritised. |
| M ethods/instruments (all assessment methods/instruments, ensuring principles of Validity, Authenticity, Reliability, Currency, Sufficiency (VARCS) are applied). |
| P roblematic, revised and new units/qualifications (factored into sampling when necessary). |
| L ocation (all assessment sites visited over time). |
| E vidence of candidates being assessed for the Awards/Units selected, sampled through review of evidence records, supported with interviews (where appropriate). |
| D ocumented evidence of required centre procedures being followed. |

Deciding on the sampling strategy for each centre

Knowing the scope of sampling provides the parameters and framework for you to work within. However, to enable you to formulate a specific sampling strategy for each centre it is necessary you gather all of the information from each centre in the first instance.

Some questions you may wish to ask yourself in formulating your sample – **Do the verification arrangements I am proposing allow me to sample:**

The decisions of all Assessors and Verifiers over time including new Assessors/Verifiers

There may be too many Assessors/Verifiers to sample on one single visit. However, previous reports will allow you to pick out the work of the Assessors/Verifiers sampled previously to allow for systematic sampling. Where there are new Assessors and Verifiers they should be prioritised in terms of sampling.

Across all selected Awards/Units

The process of award/unit selection differs between HN and VQ/QCF Units. **For HNs** - the Qualification Verifier makes a selection of at least three single credit units based on the overall allocation of units provided by SQA. **For VQ/QCF Units** - SQA selects the VQ/QCF Units to be verified. Qualification Verifiers must ensure they verify across **all** VQ/QCF Units allocated to them.

New and/or problematic Awards/Units

Verifying new Awards/Units gives the centre early assurance and advice on their approach. Where specific Awards/Units are known by the QV Group to have 'hot spots' it makes good quality assurance sense to verify these to check Assessor/Verifier interpretation is in line with the QV group/SQA. Centres usually value feedback on those types of Awards/Units.

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All sites where assessment takes place

The level of importance attached to conducting site visits, largely depends on the type of Awards/Units being offered. For example, it may be more important to visit a construction site where VQ assessments are being carried out and where the health and safety of the environment/equipment and provision of resources is essential to the overall achievement compared to a site visit to the office of a Management VQ candidate where the evidence required to fulfil qualification requirements is more to do with the extent of role responsibilities being performed rather than physical environment resources.

Selecting evidence, and completing the visit plan

Once you have decided on your sample you need to complete all of the appropriate documentation which will comprise:

The Information Request Form for visiting verification

You should highlight the candidate evidence you wish to sample or alternatively, include the candidate sample you have selected in the visit plan. If this is the case, be careful not to name candidates. The Scottish Candidate Number (SCN) can be used instead.

Qualification verification visit plan

Having decided on your sampling strategy you should briefly explain your rationale in the visit plan. The scope of sampling on the previous page of this guidance can assist you in gathering the right type of information enabling you to formulate a sound rationale for your visit. The Visit Plan includes sections on:

- The Code, Level and Title of Awards/Units. If this information has already been given by the centre there is no need to write it in again: simply write 'refer to information' on attachment.
- Selecting Assessors/Verifiers/candidates for interview. It is generally acceptable for interviews to be conducted face to face however, other types of formats such as tele/video-conference and telephone interviews are also acceptable.
- Observation of live assessment remains a sampling method that Qualification Verifiers can use. Refer to Section 3, 'Carry out Verification' for more detail.
- The verification criteria and the location of evidence sources in support of each criterion.

Guidance on how to **complete the visit plan** can be found on SQA's QA Appointee web pages.

5. Send visit planning documentation

The visit plan and associated documentation should be sent to the Centre Co-ordinator and a copy sent to SQA. The Centre Co-ordinator should always be copied in to plans where the plan has been agreed with another centre representative.

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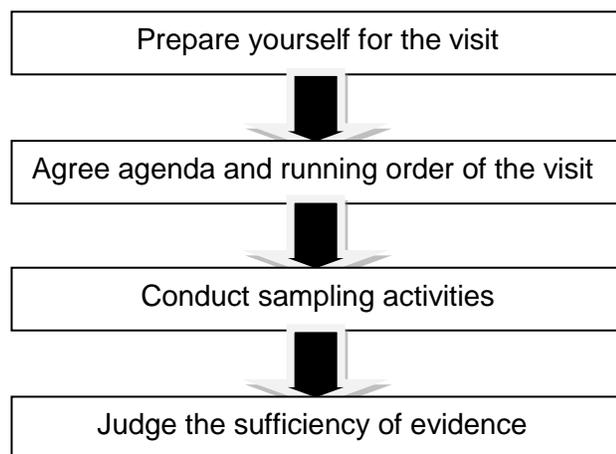
Carry out verification

This section includes:

- Preparing yourself for the visit (practical checklist)
- Agreeing the running order of the visit
- Conduct sampling activities:
 - Incomplete units/units not yet internally verified
 - Sampling assessment decisions and practice
 - Conducting interviews
 - Observation of live assessment
 - The referencing of evidence to the standards
 - Electronic signatures
- Judging evidence in relation to each criterion:
 - Identifying good practice
 - Making recommendations
 - Agreeing action points
 - Sufficiency of evidence

The stages of verification

The following flow chart outlines the stages associated with conducting the verification activities you planned for and communicated to the centre.



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Preparing yourself for the visit (practical checklist)

When preparing to visit to a centre, apart from the planning arrangements you have agreed in terms of sampling, it is important to consider other domestic type arrangements such as checking:

- ✓ You have appropriate forms e.g. previous reports, Summary of Agreed Actions Forms
- ✓ If accommodation and travel will be necessary and booking in advance with SQA
- ✓ The address of the site you are visiting (there could be a number of sites/campuses)
- ✓ You have contact numbers with you just in case you are delayed
- ✓ Weather forecast - informing centre of possible delays and contingencies
- ✓ Car parking arrangements and car parking fees (where appropriate)
- ✓ You have some form of identification with you
- ✓ Enough money for lunch and breaks (centres are not duty bound to provide lunch/refreshments)
- ✓ If working abroad it is important to observe local customs/traditions (i.e. dress codes, times of prayer etc.)

Agreeing the agenda and running order of the visit

At the beginning of a visit it is important to ascertain and agree the agenda for the day. This scene-setting opportunity also gives the centre an opportunity to discuss any issues they might have prior to the verification visit getting under way. This enables you (and the centre) to plan time effectively.

The visit plan is a good place to start discussing the arrangements the centre has put in place in relation to:

- the sites/locations to be visited
- the sampling of evidence - accessibility and location (rooms)
- availability of Assessors, Internal Verifiers and candidates for interview (it is best to fit around Assessor/Verifier work schedules rather than they fit around yours)
- access to relevant policies, procedures and records of implementation
- observation of live assessments (if applicable)
- domestic arrangements - location of fire exits and toilets. Lunch arrangements
- who will be available at the end of the visit for feedback

Once the agenda been agreed it is best to discuss the running order of the visit. The running order of a visit can't be prescribed as it depends on a number of factors. There can although be benefits in the **PEDD** approach. That is conducting:

Policies and procedures sampling relating to assessment and verification before reviewing evidence as this enables you to consider how policies and procedures are being implemented (should be evident when subsequently sampling practice).

Evidence sampling prior to meeting staff and candidates can help put discussions into context.

Decisions of Assessors and Verifiers (logically sampled alongside evidence).

Discussions with Assessors, Verifiers and candidates.

Agreeing the running order allows the centre to resource the visit then best way they can in terms of making available staff, candidates, rooms for viewing evidence etc.

Once you have all the above information this allows you to agree a schedule of how the day will run.

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Conducting sampling activities

Sampling of incomplete unit evidence

SQA's guidance states *"There should be enough evidence available to enable you to make an informed decision and for centres to gain enough valuable feedback on the interpretation of the standards"*.

This means that centres do not have to have completed units (although some completed units are desirable as part of the sampling mix at some point). **The evidence does however have to be in sufficient quantity across the Awards/Units being verified and include at least some assessment decisions to warrant a QV visit.** The sufficiency of the evidence can be ascertained by asking the centre appropriate questions about the evidence and its stage of completeness at the planning stage.

Verifying evidence not yet internally verified

It is not essential that on each visit to a centre the Qualification Verifier samples internal verification decisions on completed units. However, it is important that where verification decisions on completed units are available that those decisions are sampled.

Where verification on completed units is not available, evidence of planned and/or interim/formative verification must be sampled. These verification activities are included in the three phases of verification described below.

SQA promotes a three phase model of internal verification which means that there are a number of opportunities to sample different aspects of the verification process on each visit. Those phases are:

- Before assessment
- During assessment
- After assessment

Before assessment - this would include checking/agreeing the interpretation of assessment materials and requirements and agreeing how assessment should proceed. Evidence supporting this phase may also include a verification schedule, strategy or plan showing proposed verification activities for various awards/units (plans may also be in relation to each Assessor for VQs).

During assessment – this can be further categorised into formative, interim and summative verification. Formative and interim verification helps keep things on track and informs the Internal Verifier as to the quality of assessment coming through. This 'dipping in' process helps identify where additional Assessor support may be required. This phase is especially important where new units are being offered and/or where assessors are assessing units for the first time. Summative verification is related to checking the quality of final assessment decisions on evidence/elements/units.

After assessment – this encompasses the review and evaluation of the overall assessment process with a view to continuous improvement in relation to particular awards/units. This will normally involve the review of previous assessment and verification decisions, processes and practices. Reviews will normally involve Assessors, Verifiers (internal and external), candidates and employers.

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Sampling assessment/verification decisions, qualifications and resources (high impact criteria)

SQA carries out qualification verification to ensure that national standards are being applied by all centres offering SQA qualifications. On a broader scale, Qualification Verifiers check that consistent and reliable assessment decisions are being made nationally across all centres. This helps ensure that candidates receive qualifications that are valid and deserved.

An extremely important part of qualification verification is based on sampling assessment and verification judgements/decisions. It is for this reason that the Quality Assurance Criteria (Annex 1) requires you to sample assessment in relation to validity, reliability, equalness and fairness (4.2), accuracy and consistency (4.3) and authenticity (4.5). All of these are high impact criteria. In other words, they are integral to the success of the internal assessment process.

If you are unsure about the quality of decisions made on the evidence sampled, the sample should be extended (where possible) to include more candidates.

Pages 8-10 of the [Guide to Assessment](#) includes information on the principles of assessment: validity, reliability, practicability, equalness and fairness. Pages 64-68 of the [Guide to Assessment](#) includes information on judging evidence and avoiding bias.

Understandably, ascertaining that Assessors and Verifiers are qualified (**VQ/QCF Units only**) (2.4) is of high importance as is ensuring candidates are provided with the appropriate resources (equipment, accommodation and materials) to allow them to attain their qualifications. It is for this reason these criteria have also been given 'high impact' status.

Sampling assessment and verification practice (a medium impact criterion)

The sampling of assessment and verification practice (4.1) allows the Qualification Verifier to ascertain how assessment and verification happens (as defined in each centre's policies and procedures). For **VQ/QCF Units** there are also some regulatory requirements surrounding assessment and verification practice that need to be taken cognisance of as covered in the subsequent paragraphs.

At the approval stage, each SQA centre is asked to provide evidence of their documented assessment and verification procedures. When you conduct qualification verification, you are ascertaining the implementation of those procedures which is mainly evidenced through sampling completed assessment and internal verification records – in other words by focusing on what actually happens in practice. Assessment practice will also, to some degree, be influenced by the Unit Specification and the type of assessment required.

For VQs/QCF Units the SQA Accreditation Body require Assessors and Verifiers to show that their practice (the cycle of preparation, planning and carrying out assessment/verification) reflects current National Occupational Standards.

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Why? If you consider the changes in assessment and verification standards from their inception twenty years ago, compared with the current standards, changes are quite significant and without the requirement to keep up to date, perceptions of what these roles are about could vary considerably. This requirement then is essentially about promoting the principle of consistency, requiring those who qualified some time ago to operate with a similar mind-set to those who are newly qualified.

It is a CPD requirement for previously qualified Assessors, Internal Verifiers and Qualification Verifiers (of VQ/QCF Units) to show they work in line with the current National Occupational Standards. This will be evident initially in CPD records (SQA has a CPD Toolkit to help facilitate this process) and on an on-going basis should be evident to the Qualification Verifier simply by the way in which assessment and verification practice naturally happens within a centre – seen through the sampling of applied procedures when conducting visits.

The [National Occupational Standards for Learning and Development](#) includes standards on which Assessor/Verifier practice (and therefore qualifications) is based:

- Page 29, the assessment (standard 9)
- Page 35, the internal verification (standard 11)

A CPD Toolkit facilitating the process of evidencing ‘working in line’ requirements and is available on www.sqa.org.uk/sqa/6861.html

Conducting interviews with Assessors/Verifiers/candidates

Interviews with Assessors and Verifiers gives you a valuable insight into how assessment and verification takes place and allows you an opportunity to find out information that can’t readily be found from looking at records of evidence and assessment. Interviews also allow you to raise any queries you have in relation to evidence that has been sampled.

Interviewing candidates, individually or in groups, is also valuable from the point of view of ascertaining the support they receive and how procedures are applied from their perspective. **For HN** candidates, it is not mandatory that interviews take place but desirable. **For VQ** candidates, interviews should take place whenever possible.

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Observation of live assessment

This remains a valid sampling method for the Qualification Verifier to use as long as there is an agreed and published observation checklist, and for:

VQ/QCF Units - the method is deemed appropriate by the sector's assessment strategy or the Qualification Verifier group has agreed in principle there is a rationale for its use.

HN - the HN specification includes this as a requirement.

The referencing of evidence to standards

The degree and detail of referencing will largely depend on the approach taken by the centre i.e. the degree of holistic or integrated assessment taking place and the quantity of evidence being referenced.

It is important to remember that it is not the Qualification Verifier's role to advocate centres use any one particular assessment recording system. The Verifier can of course comment and advise on the quality of the recording system i.e. its fitness to accurately record, reference and track evidence.

For VQ/QCF Units: the centre must show how the evidence covers each component of the Unit Standard (normally broken into elements and further defined as evidence requirements, performance criteria and knowledge). **For HNs:** evidence will be referenced to learning outcomes.

Referencing shows the link between evidence and assessment decisions, therefore has benefits for candidates collecting evidence in terms of tracking their own progress and achievement. For Assessors, referencing allows the tracking of evidence that has been assessed and accepted, aiding forward planning. It also helps Verifiers navigate evidence efficiently, enabling verification to be carried out in a time effective way. Referencing should be an agreed responsibility between assessor and candidate - there are no set rules.

For VQ/QCF Units at higher levels, candidates normally take more responsibility for gathering and referencing their evidence. It is important that candidates are not overburdened with referencing responsibilities as the main priority is that they have the necessary skills and knowledge to meet the standard rather than how to reference.

Up-front evidence profiling can assist with the referencing process i.e. pre-stating where within a file/portfolio, candidate reports and observation reports etc. can be found. Where evidence profiling is used, a certain amount of checking is still required to ensure accurate referencing. Ultimately, the end responsibility for ensuring clear and accurate referencing to the standards lies with the assessor.

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Electronic signatures

There is no SQA requirement for an Assessor or Internal Verifier to electronically sign evidence but it is permissible if the signature meets certain conditions. As with conventional signatures, Assessors and Verifiers must be able to signify in a legitimate way that they have made assessment/verification decisions. This could be done by the Assessor/Verifier using a code i.e. using an appropriate password, pin number, electronic signature or symbol or any combination of these. Whatever code is used, it must be secure and only be available for use by the Assessor or Verifier it belongs to, just as a hand-written signature would be.

The system should also have a mechanism of ensuring no unauthorised changes can be made to the evidence once assessment/verification decisions have been confirmed (signified by using an appropriate code).

Where centres can demonstrate the above requirements within their electronic system, Qualification Verifiers should not also require centres to print hard copies of signed assessment/verification decision records.

Judging evidence in relation to each criterion

Once you have conducted all planned verification activities you will be in a position to make a judgement in relation to each criterion.

Your judgements will result in you providing feedback (covered in next section) in relation to four main categories:

- The identification of good practice
- Making recommendations
- Agreeing action points
- Sufficiency of evidence

Identifying good practice

It is important that when you carry out sampling and other verification activities you identify good practice where it exists. Centres like to be recognised for the procedures and/or practices they have adopted that more than meet standard requirements (that is what makes it good practice.)

It is important that where good practice exists, it is commented on and then included in your report. It is likely that almost all centres will at least have some good practice that can be identified.

If the same good practice exists as picked up on during a previous visit(s) it is still acceptable to comment on the same - as it is still good practice which is being maintained.

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Making recommendations

Recommendations are things that a centre can do to enhance their existing provision. They are not mandatory and the centre does not need to act upon them.

Agreeing action points

Action points do need to be acted upon and are given when a judgement has been made that there is either insufficient evidence or no evidence.

- **Sufficient evidence - this means that the centre has provided evidence that fully meets the criterion (no action points required)**
- **Insufficient evidence – this means the centre can provide some evidence in support of the criterion (action points required)**
- **No evidence – this means that the centre has not provided any evidence in support of the criterion (action points required)**

Sufficiency of evidence

Deciding on the sufficiency of evidence can be likened to making an assessment decision. Once you have enough evidence you can declare that the standard has been met. The same principle applies to the new approach criteria; you are looking for evidence to show that the centre meets each criterion.

Making a decision on the evidence available must take account of the overall strength of the evidence provided. At one end of the scale only one source of evidence will be enough to declare sufficiency. At the other end, a number of sources will have to be considered before a decision of sufficiency is made. The sources will very much depend on each centre's approach to meeting the quality assurance criteria and to some extent the structure of each criterion e.g. *“The documented assessment and verification procedures must be implemented and the subsequent assessment/verification practices reviewed, the results of which must be recorded and actioned”* cover two processes – implementation and review. Therefore, it would not be unusual to expect to find evidence covering each process in separate documentation sources.

Examples of evidence sources have been provided under the heading of ‘Support Information – Examples of Evidence’ in Annex 1. As the guidance states, these are only examples and it will be quite common for centres to provide evidence that does not match the names of the example evidence on the bulleted list. The bulleted list is there to provide a steer as to possible types of evidence sources. It is important that you keep an open mind in terms of what is possible and bear in mind that different names are often used for things that perform the same function e.g. Personal Development Plans/Personal Action Plans/Appraisal Forms/Performance Reviews.

In line with the principle of keeping an ‘open mind’ to evidence sources, SQA has used generic terms for the examples given and have avoided listing very specific evidence terms so as not to give the impression that a ‘shopping list’ of items is required to enable a decision of sufficiency to be made.

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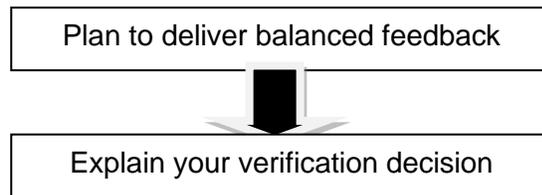
Communicate the verification decision

This section includes:

- Planning to deliver balanced feedback
- Explaining your verification decision

The stages of communicating the verification decision

The following flow chart outlines the stages associated with planning your feedback and then communicating your verification decision to centre staff.



Planning to deliver balanced, well-constructed feedback

Once you have completed all of your sampling/verification activities you will be in a position to communicate your verification decisions on criteria and overall risk rating to relevant centre staff.

It is important that feedback is given in a place where it cannot be overheard by those not directly involved in the visit. Confidentiality must be a prime consideration.

It is important that the feedback given to centre staff covers positive comments relating to the criteria you felt were met as well as comments relating to good practice, recommendations and agreed action points (where applicable). In other words, your feedback should be balanced.

Where you have given agreed action points it is important that the actions don't become the only focus of the feedback session. Where the centre has provided sufficient evidence (which should be common for most criteria and for the majority of visits) their efforts in providing sufficient evidence should be recognised. It is important they know why the evidence you have sampled has been deemed 'sufficient'.

It is recommended that some time is taken between making your decision and delivering feedback. Well-structured and balanced feedback is more likely to be better understood, have more of an impact and more likely to be received in the vein that it is meant if it has been thought through and can be justified.

No specific guidance can be given on the time that should be given to the provision of feedback. However, there is generally a recognition that time spent on this phase is time well spent if the efforts of all concerned are to be given the appropriate level of importance and value.

Prepare for qualification verification

Planning qualification verification

Carry out qualification verification

Communicate qualification verification decision

Complete qualification verification report

There is an investment in time and effort by:

- each centre in reaching the point of providing you with all of the assessment and verification records/materials for your visit
- you in terms of organising the visit, planning it, conducting it, and writing up reports
- SQA in terms of managing and quality controlling the external quality assurance process

The investments by all concerned culminate in the outcome of the verification visit therefore, the communication of the visit outcome, carried in the detail and quality of the feedback you provide, is of vital importance to SQA and its centres for each visit carried out.

Explaining your verification decision

It is imperative that before you make a final decision relating to a criterion in terms of sufficient evidence you have in your possession all the relevant information relating to that criterion. If a decision of 'insufficient evidence' or 'no evidence' is being made, it will be assumed that you have already considered all possible sources of evidence and where possible, have talked with those concerned to check all avenues have been covered.

Having made a decision in relation to each criterion you should explain your decision, along with the rationale for making it, to relevant centre staff and at the same time, communicate the final verification outcome rating of either: Significant strengths, Strengths outweigh weaknesses, Some strengths and some weaknesses, Weaknesses outweigh strengths or Significant weaknesses.

The following stages can be applied when delivering feedback:

Explore – ensuring all evidence sources have been considered

Confirm – your thoughts, concerns, ideas with those concerned (this gives centre a chance provide additional information/evidence or confirm its totality)

Decide – make an informed decision

Centre staff should be encouraged to ask questions to clarify any points during this period of communication.

In some instances centres may challenge your verification decision. This only happens on rare occasions but if it does, it is important that you can justify your decision, giving the centre a clear rationale for the decision you have made.

Should any of the centres you visit remain unhappy with the verification decision you have made they can exercise the right to appeal.

Where you suspect this might be the case, you should advise the centre that they have this right and provide them with information on how to access [SQA's Appeals Procedure](#).

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Agreeing clear action points

When centres are given action points they must be written based on the **SMART** objectives principle. This means that action points must be:

Specific: Centres should be clear in terms of the action they need to take to close-off the action point.

Measurable: How will SQA or the centre know that the action point has been met and what will be the measure of success?

Achievable: The centre must have sufficient time in which to achieve the agreed action. Please factor in the time it takes for SQA to receive, process and edit the report and send it to the centre.

Relevant: The action must directly relate to the criterion.

Time bound: Agree a specific date for the action to be completed by.

Where your verification decision results in the centre being required to action for a specific criterion the required action should be communicated verbally and in writing for each criterion using the Summary of Agreed Actions Form. This should be signed by the SQA Co-ordinator or centre representative and yourself before the end of the visit. If the overall outcome rating is Weakness outweigh strengths or Significant weaknesses, you should ask for the Head of Centre to be present at the feedback session and they should also sign the Summary of Agreed Actions Form.

A copy of the Agreed Actions Form should be given to the SQA Co-ordinator and a copy held by the Qualification Verifier and not submitted to SQA unless specifically requested.

Where the overall outcome rating is Weaknesses outweigh strengths or Significant weaknesses, the Qualification Verification (QV) team should be contacted the same day, if feasible, by email to: gav@sqa.org.uk or telephone: 0345 213 5978.

The communication of the verification decision normally constitutes the last part of the overall verification visit.

It is understood that the duration of a visit will vary depending on a number of factors. However, on average, SQA recommends that a single centre visit should take no less than approximately 3 hours but not last longer than 6 hours.

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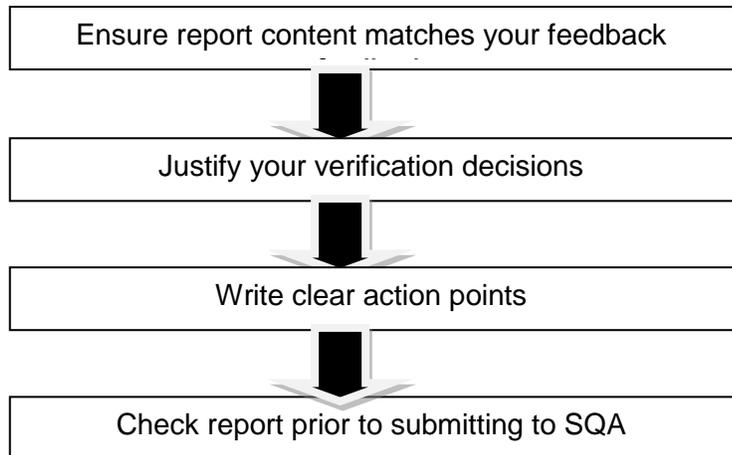
Complete the Qualification Verification Report

This section includes:

- Ensuring report content matches your feedback
- Justifying your verification decisions
- Writing clear action points
- Checking your report prior to submitting to SQA
- After submitting your report to SQA

The stages of completing your Qualification Verification Report

The following flow chart outlines the stages associated with writing up your report and checking it prior to submitting it to SQA.



This last section covers general guidance on completing the qualification verification visit report. It does not go into detail as to how each section of the report should be completed as this is available as a demonstration on SQA's QA Appointee web pages.

The report content should match your feedback

Your report should not hold any surprises. If you have fed back that the centre is making accurate assessment decisions they will expect to see this in your report. Agreed action points should never be altered or extended post-visit after feedback has been given and agreed.

Prepare for qualification verification

Planning qualification verification

Carry out qualification verification

Communicate qualification verification decision

Complete qualification verification report

Recording decisions that you can justify

As the focus of the SQA's Quality Assurance is based on establishing sufficiency of evidence in relation to each criterion, you are looking for evidence of what the centre is actually doing to show they comply.

If, for example, in Criterion 3.2: *"Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award. These must then be related to an agreed personal action/training plans"*, the centre provides you with evidence in the form of a policy and procedure for dealing with candidates' development needs, this in itself is not evidence (although is good supporting evidence). In this example you are looking for evidence of what actually happens in terms of on-going practice i.e. recorded evidence of candidates' needs having been met. This same principle applies to all criteria.

In summary, the comments section relating to each criterion should include the sources of evidence you have found in justifying your verification decision.

Writing clear action points

When centres are given action points they must be written based on the **SMART** objectives principle. This means that action points must be:

Specific: Centres should be clear in terms of the action they need to take to close-off the action point.

Measurable: How will SQA or the centre know that the action point has been met and what will be the measure of success?

Achievable: The centre must have sufficient time in which to achieve the agreed action. Please factor in the time it takes for SQA to receive, process and edit the report and send it to the centre.

Relevant: The action must directly relate to the criterion.

Time bound: Agree a specific and realistic date for the action to be completed by.

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The following as an example of a well written action point:

Specifies the action to be taken by the centre, allowing centre and SQA to **measure** successful achievement. The required action is **relevant** to the criterion.

| Criterion not met | Criterion | Action Required by Centre | Required By Date |
|-------------------|---|--|------------------|
| 2.4 | Records must be maintained to provide evidence the centre has sufficient competent staff who have the necessary qualifications, occupational experience and understanding to support the assessment and internal verification of qualifications being offered in the centre. | Provide SQA with a record of planned and agreed target achievement dates for the L&D9DI and L&D11 Units for all SVQ assessors and internal Verifiers who are currently unqualified | June 30th 2013 |

The action is **time-bound** and the achievement date specific. "By the end of the month" is not acceptable). The required action is **achievable** in terms of what has to be done and by what date.

Where a number of action points have been identified it is beneficial to establish a single date by which all actions have to be achieved. Where a single date is not feasible e.g. because a particular action point requires more urgent attention than the rest, it is acceptable to allocate a separate date(s).

Centres might have to be reminded at this point that they should submit completed evidence for each action point to gav@sqa.org.uk rather than to the Qualification Verifier. This ensures that actions can be tracked by SQA.

Prepare for qualification verification

Planning qualification verification

Carry out qualification verification

Communicate qualification verification decision

Complete qualification verification report

Checking your report prior to submitting it to SQA

Naming staff and candidates in reports

It is permissible to name centre staff, e.g. Assessors, Internal Verifiers and Centre Co-ordinators in visit plans and qualification verification reports. For data protection reasons it is **not permissible to mention the names of candidates**. However, you can identify candidates by their Scottish Candidate Number (SCN).

Reports should be written professionally

Reports should be written in clear and concise language avoiding the overuse of technical jargon. You should refrain from naming individuals in your reports, either to criticise or praise.

Read your report back for overall cohesiveness and clarity.

Check your reports for accuracy, spelling and grammar before submitting to SQA.

The following SQA publications can assist you with report writing:

http://www.sqa.org.uk/files_ccc/Writing_for_SQA_part_A.pdf

http://www.sqa.org.uk/files_ccc/Writing_for_SQA_part_B.pdf

Submitting your report to SQA

It is advisable to write your report as soon as possible after the visit when the details are still fresh in your mind. **SQA guidelines state you must complete and submit your report within 5 working days of the visit taking place.**

Guidance on how to **complete the visit report** can be found on SQA's QA Appointee web pages.

After submitting your report to SQA

Once you have submitted your report it will be reviewed by a Qualification Verification Officer and once approved, it will be forwarded on to the centre. A copy will be sent to you at the same time.

If your report included agreed action point(s), on receipt of the evidence associated with the agreed action point(s) from the centre, SQA will forward on the evidence to you for your acceptance (or otherwise) with a copy of the original qualification verification visit report for you to update.

Guidance on how to **complete the evidence review report** can be found on SQA's QA Appointee web pages.

Electronic housekeeping

Qualification Verifiers have a duty of care in the way they use and dispose of information provided to undertake qualification verification visits including qualification verification visit plans, qualification reports and candidate lists. Once visits are complete and the report has been submitted and signed off (with any action points cleared, where appropriate), Qualification Verifiers should undertake personal housekeeping to remove any personal or sensitive data relating to the visit from personal computers or data sticks.

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Annex 1

SQA's Quality Assurance Criteria: requirements and guidance

About this resource

The resource is designed to provide support for those working with SQA's Quality Assurance and who have a direct or indirect role in assessing or quality assuring HN and VQ provision.

Features

The resource is designed to:

- Promote transparency and consistency in the interpretation of criterion requirements.
- Allow access to essential information quickly. It is deliberately not too wordy – but provides hyperlinks for further reading where more information is sought.
- Allow information to be accessed on a per criterion basis. The resource mirrors the categories of the qualification verification visit report.
- Provide SQA requirements and guidance relating to each criterion - making a clear distinction as to what is a requirement and what is purely guidance.

Layout and format of the resource

Has been developed per criterion to facilitate easy referencing.

| SECTION 2 RESOURCES | |
|---|--|
| Resources are managed in line with documented policies and procedures | |
| Criteria 2.4 | Records must be maintained to provide evidence the centre has sufficient competent staff who have the necessary qualifications, occupational knowledge and understanding to support the assessment and internal verification of qualifications being offered in the centre. |
| Rationale for criterion inclusion | To ensure the validity and integrity of the qualifications offered by SQA, Assessors/Internal Verifiers have the appropriate levels of experience in relation to the qualifications they are assessing/verifying. |
| Awarding/Regulatory Body requirements | <p>All Assessors/Internal Verifiers</p> <ul style="list-style-type: none"> In general terms, SQA requires all Assessors/Internal Verifiers to be competent in the subject/occupational area to a level appropriate to the qualification and competent in assessment/internal verification of the type involved in the qualification. <p>Internal Verifiers</p> <ul style="list-style-type: none"> Assessors and Internal Verifiers should achieve a relevant qualification within 12 months of practising. |
| Sector specific requirements | <ul style="list-style-type: none"> VQ Assessors and Internal Verifiers must also meet the qualification requirements of their sector's Assessment Strategy – where any parts differ from SQA's general requirements, the Sector Assessment Strategy should be followed. |
| Support information | |
| The support information provided underneath each criterion is purely there for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | <p>The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion.</p> <ul style="list-style-type: none"> List of Assessor/Verifiers confirming qualification achievement CVs, SQA Staff Information Sheets, copies of certificates Records of planned training to meet 18 month timescale |
| Additional sources of information | <p>Sector Assessment Strategies can be found by clicking on SQA's Sector Assessment Strategies link.</p> <p>Which qualifications should Assessors/Verifiers check for link provides a list of Assessor/Verifier qualifications and the types of assessment most suited.</p> <p>This link provides an Abbreviated list of current Assessor and Internal Verifier requirements.</p> |

Some criterion include mandatory Sector/Awarding Body requirements.

Gives a reason for criterion inclusion.

A support section is included to offer guidance.

Wherever possible, links to SQA publications are included.

| SECTION 2 RESOURCES Resources are managed in line with documented policies and procedures | |
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| Criteria 2.3 | For regulated qualifications (VQs and QCF Units), there must be documented evidence of CPD activities. This criterion only relates to VQs and QCF Units. |
| Rationale for criterion inclusion | In all occupational areas, the skills and knowledge requirement of the workforce changes continuously in line with e.g. new legislation, new technology, and updated industry practice. In order to maintain the integrity of the workplace qualifications being assessed, Assessors and Verifiers are required to provide evidence of how they keep their own skills and knowledge up to date. |
| Awarding/Regulatory Body requirements | VQ/QCF Unit Assessors/Internal Verifiers: <ul style="list-style-type: none"> are required to show CPD evidence of practising in line with the most up to date standards in assessment and verification. Ref: SQA's Accreditation Body Statement on Assessor and Verifier Competence must adhere to the specific CPD requirements (qualifications, technical/occupational skills and knowledge etc.) laid down in their Sector's Assessment Strategy. |
| Support information | |
| The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion. <ul style="list-style-type: none"> CPD records Records of appraisals Personal Development Plans Staff review records |
| Additional sources of information | A CPD Toolkit facilitating the process of evidencing 'working in line' requirements (ref Accreditation Body Statement) and is available on www.sqa.org.uk/qualityassurance . The use of this toolkit is optional. The National Occupational Standards for Learning and Development includes assessment and internal verification standards 9 and 11 on which Assessor/Verifier qualifications are based. |
| Criteria 2.4 | Records must be maintained to provide evidence the centre has sufficient competent staff who have the necessary qualifications, occupational experience and understanding to support the assessment and internal verification of qualifications being offered in the centre. |
| Rationale for criterion inclusion | To ensure the validity and integrity of the qualifications offered by SQA, it is important that Assessors/Internal Verifiers have the appropriate levels of experience and/or qualifications in relation to the qualifications they are assessing/verifying. |
| Awarding/Regulatory | All Assessors/Internal Verifiers <ul style="list-style-type: none"> In general terms, SQA requires all Assessors/Internal Verifiers to be competent in |

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| | <ul style="list-style-type: none"> • Course/ programme reviews, reference/assessment materials reviews • Health and safety/risk assessment checks, health and safety certificates |
| <p>Additional sources of information</p> | <p>It is the centre's responsibility to ensure that there is appropriate, sufficient and up to date equipment, reference, learning and assessment materials in place to support candidates in achieving the competences defined in SQA's qualifications. This applies to all sites where the qualification is being offered.</p> <p>Health and safety in relation to accommodation and equipment is an on-going responsibility for all those operating in the assessment environment.</p> <p>In line with the Health and Safety Act 1974, candidates/staff should be clear about the procedures for identifying and reporting:</p> <ul style="list-style-type: none"> • faulty, or potentially dangerous equipment • working conditions/environments that may cause discomfort/harm <p>As part of the checking and review process, sites should be initially checked before assessment takes place and periodically checked thereafter as and when appropriate.</p> <p>Page 18 of SQA's Guide to Approval provides more information on accommodation and equipment.</p> <p>Note about site checklists</p> <p>Site selection checklists are required where the assessment site is owned by a third party e.g. an SQA approved health board assessing candidates in a facility owned by a different health board.</p> <p>Site selection checklists are not required where an assessment site is owned by the SQA approved centre e.g. an approved health board assessing candidates in any of its owned sites, an approved hotel assessing a candidate in another hotel owned by the same chain, or a college assessing on several of its own campuses.</p> |

| SECTION 3 CANDIDATE SUPPORT Information, advice and guidance about qualification procedures and practices are provided to candidates and potential candidates | |
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| Criteria 3.2 | Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award. |
| Rationale for criterion inclusion | Identifying and agreeing development needs ensures a more targeted approach is taken in helping candidates achieve their award(s). Where the planning process takes account of relevant prior achievements, this can help streamline pathways to achievement which can benefit candidates and centres. |
| Support information | |
| The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | <p>The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion.</p> <ul style="list-style-type: none"> • APL/RPL/APA evidence • Initial/diagnostic/formative assessment, skills profiles, training needs analyses • Personal development/action plans, competence reviews, learner agreement/contracts assessment plans |
| Additional sources of information | <p>Generic development needs (for all candidates) is normally factored into programme design, where a structured programme is being delivered. Structured programme delivery is not an absolute requirement for VQ/QCF Units as they can be obtained without a period of development i.e. candidates can in principle move straight to assessment without undertaking any formal learning if they have enough background experience and can prove competence. However, undertaking a set programme/course for VQ/QCF Units also remains a common route for many candidates.</p> <p>Individual candidate development needs, where they exist should, where possible, largely be identified and agreed before assessment commences but it is accepted that for a number of reasons this cannot always be achieved.</p> <p>Diagnostic and formative assessment can play a significant role in determining development needs. Pages 3 and 4 of SQA's Guide to Assessment provides more information on diagnostic and formative assessment.</p> <p>Individual needs: HN - Individual candidate development needs will vary and will be based on meeting the requirements of the learning outcomes driven by the particular scheme of work.</p> <p>Individual needs: VQ/QCF Units - In the case of less experienced candidates development plans could be quite substantial. On the other hand, candidates claiming prior achievement, for example, with considerable prior experience could have minimal or no development requirements prior to assessment.</p> <p>Summary In relation to this criterion, both generic and individual candidate development needs can be considered in terms of evidence. If no or only minimal development plans exist evidence of</p> |

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| | a planned process of needs identification should be evident as justification. |
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| SECTION 4 INTERNAL ASSESSMENT AND VERIFICATION Internal assessment and verification activities are clearly documented, consistent with SQA requirements and ensure the quality and consistency of assessment | |
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| Criteria 4.1 | The centre's assessment and verification procedures must be documented and implemented to meet qualification and SQA requirements. |
| Rationale for criterion inclusion | This criterion is about Assessors and Verifiers practising in line with centre procedures that have been subject to review and take account of SQA, Regulatory Body and Sector Assessment Strategy requirements where they exist. |
| Awarding/Regulatory Body requirements | VQ Assessors/Verifiers only <ul style="list-style-type: none"> VQ Assessors and Internal Verifiers must meet any specified assessment/verification practice requirements detailed in their sector's Assessment Strategy. This may include for example the countersigning of decisions of unqualified Assessors/Verifiers, internal verification sampling strategies/ratios or any other requirements relating to assessment and internal verification practice. |
| Support information | |
| The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion. <ul style="list-style-type: none"> Records of assessment Records of internal verification/audits, monitoring of assessors practice Reviews of assessment and verification practices |
| Additional sources of information | Pages 58-70 of SQA's Guide to Assessment includes guidance on the assessment process for SQA Units. SQA's Internal Verification: A Guide for Centres offering SQA Qualifications and Internal verification; A Guide for Centres offering Ofqual Regulated Qualifications includes the purpose and function of internal verification. |
| Criteria 4.2 | The centre must provide documented evidence that assessments are valid, reliable, equitable and fair. |
| Rationale for criterion inclusion | This criterion is about how a centre demonstrates its system of assessment (evidenced through its records) effectively takes account of the quality assurance principles of validity, reliability, equitability and fairness. |
| Support information | |
| The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion. <ul style="list-style-type: none"> Signed pre-delivery checklist Assessment records, candidate evidence |

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| | <ul style="list-style-type: none"> Records of standardisation meetings/activities Internal audit, internal verification records, records of review |
| Additional sources of information | <p>SQA's Internal Verification: A Guide for Centres offering SQA Qualifications includes the purpose and function of internal verification. Pages 3 and 4 of this guide, and page 4 of the Ofqual guide, include a section on ensuring validity and prior verification. Internal verification: A Guide for Centres offering Ofqual Regulated Qualifications.</p> <p>Pages 8-10 of Guide to Assessment includes information on the principles of assessment: validity, reliability, practicability, equalness and fairness.</p> |
| Criteria 4.3 | Evidence of candidates' work must be accurately and consistently judged by assessors against SQA requirements. |
| Rationale for criterion inclusion | Accuracy and consistency in making assessment judgments not only ensure integrity in SQA qualifications but help ensure that the final assessment decisions made and communicated to candidates are fair. |
| Support information | |
| The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | <p>The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion.</p> <ul style="list-style-type: none"> IV records, Assessor monitoring records Assessor reports, records of authenticity checks Records of standardisation activities/events Instruments of assessment up to date unit specifications Candidate evidence |
| Additional sources of information | <p>Accuracy Pages 64-68 of SQA's Guide to Assessment includes information on judging evidence and avoiding bias.</p> <p>Consistency/standardisation Standardisation activities/meetings can help support Assessors at all stages of the assessment process and support the principles of accuracy and consistency. At the outset, agreeing instruments of assessment/assessment materials helps ensure validity in assessment – and that all staff are working with the same materials. During assessment, periodic standardisation activities/meetings can support Assessors and Verifiers in making accurate and consistent judgments by tuning each Assessor/Verifier into the others understanding of the unit requirements, helping identify any 'grey areas'.</p> <p>Physical meetings remain the most common mechanism for standardisation, but there are other methods that can also be used to achieve interactive standardisation, for example, the use of discussion forums, email trading, webinars, tele/video conferencing.</p> <p>The above approaches are not a definitive list and it is important to remember that the examples given above could be used in combination with each other or with other methods.</p> |

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| | <p>Standardisation is also about keeping the assessment team up to date (one way communication). This can be achieved through emails, newsletters and intranet portals etc. This is sometimes referred to as informative standardisation.</p> <p>Centres should include both interactive as well as informative standardisation as part of their internal quality assurance arrangements.</p> <p>When standardisation takes place, whether that be through physical meetings or by electronic means, it is important that the outcomes of the process are recorded. Minutes and/or Standardisation Logs are useful for capturing the outcomes of the standardisation process.</p> <p>On page 4 of SQA's Internal Verification: A Guide for Centres offering SQA Qualifications there are examples of different types of standardisation exercises and page 5 and 6 of SQA's Internal verification: A Guide for Centres offering Ofqual Regulated Qualifications.</p> |
| Criteria 4.5 | The centre must take steps to ensure that assessment evidence is the candidate's own work. |
| Rationale for criterion inclusion | Assessors can only make valid, reliable and fair assessment decisions if the evidence they are assessing distinguishingly belongs to the candidate they are assessing. |
| Support information | |
| The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | <p>The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion.</p> <ul style="list-style-type: none"> • Centre policy/procedures for plagiarism/copying, use of plagiarism detection software • Records of Assessor and/or Internal Verifier authenticity checks • Signed candidate disclaimer, induction materials/handbook relating to ensuring own work |
| Additional sources of information | <p>SQA's web page entitled Your Coursework covers information widely available to centres and candidates on topics such as plagiarism and collusion and can be applied to the assessment of both HNs and VQ/QCF Units.</p> <p>Product evidence, generated by the candidate e.g. for VQ/QCF Units, should be subject to proportional authenticity checks (i.e. witness/colleague assessor statements) where the making of the products are not directly observed by the Assessor.</p> |

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| Criteria 4.6 | The centre must comply with requests for access to premises, records, information, candidates and staff for the purpose of external quality assurance. |
| Rationale for criterion inclusion | In order to make an objective assessment of a centre's compliance against SQA Quality Assurance Criteria the Qualification Verifier must have access to the relevant people and documentation. |
| Support information | |
| The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion. <ul style="list-style-type: none"> • Timely replies to Qualification Verification requests to carry out a visit • The provision of requested pre-verification information • Granted access to people and information during verification |
| Additional sources of information | More information on the type of access SQA requires can be accessed in the planning section of SQA's Quality Assurance: Guidance on HN and VQ Verification. |
| Criteria 4.7 | Candidate evidence must be retained in line with SQA requirements. |
| Rationale for criterion inclusion | SQA's retention requirement provides Qualification Verifiers with a window of opportunity to sample completed evidence in circumstances where live evidence would otherwise not be available at the time of the visit or where the sampling of completed evidence is required to satisfy a specific external quality assurance purpose. |
| Awarding/Regulatory Body requirements | SQA requires centres to retain all candidate evidence for the Group Award/Units until at least three weeks after the official completion date. If they are contacted by the Qualification Verifier before three weeks after the completion date, all candidate evidence must be retained until after verification has taken place. |
| Support information | |
| The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion. <ul style="list-style-type: none"> • Candidate evidence available for Qualification Verification • Evidence that assessment records are retained in line with SQA's retention policy |
| Additional sources of information | This requirement should not be confused with SQA's Retention Policy for SQA centres offering Higher National and Vocational Qualifications which can be accessed from this link: http://www.sqa.org.uk/sqa/46525.html |

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| Criteria 4.8 | Outcomes of external quality assurance must be disseminated to appropriate staff and any action points must be monitored against agreed timescales. |
| Rationale for criterion inclusion | If the results of Qualification Verification are made known to all relevant centre staff, this helps affirm the positive aspects of what a centre is doing well and also makes staff aware of any development issues. In terms of the latter, staff must be clear about the specific roles they play in ensuring action points are addressed so that realistic timescales can be agreed. |
| Support information | |
| The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion. | |
| Examples of evidence | <p>The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion.</p> <ul style="list-style-type: none"> • Internal procedures on the meeting of SQA's required action points • Evidence of how previous action points have been addressed • Records of meetings and/or other forms of communication relating to external quality assurance |

SECTION 6 RECORDS/DATA MANAGEMENT

Information is managed effectively within the centre and between the centre and SQA

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| Criteria 6.6 | Comments/queries about the qualification specification, assessment guidance, qualification verification or related SQA matters must be resolved and recorded. |
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| Rationale for criterion inclusion | To help ensure fair and consistent assessment, Assessors and Verifiers must have the same interpretation of the specified standard, associated evidence requirements and the conditions required for valid assessment to take place. |
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Support information

The support information provided below is purely for guidance purposes only and should not be used to extend the requirements of each criterion.

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| Examples of evidence | <p>The following are examples only, and do not constitute a complete list of all possible types of evidence to support the above criterion.</p> <ul style="list-style-type: none">• Correspondence files• Standardisation meeting minutes• Decision Logs |
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| Additional sources of information | <p>It is important centres have processes for resolving queries in a timely way. The standardisation process (i.e. meetings and other standardisation activities) can be an effective way to reach group consensus.</p> <p>The recording of the resolution to queries is all important in ensuring that Assessors and Verifiers have access to the same information/interpretation.</p> <p>It is incumbent upon the centre to get in contact with SQA when they cannot satisfactorily resolve queries internally.</p> |
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Annex 2

Email 1 - Introduction to Centre

Dear (***Name of SQA Coordinator***)

Verification Group Name:
Verification Group Number:
Block:

As part of SQA's on-going Quality Assurance programme your centre has been selected for qualification verification activity this session.

As a Qualifications Verifier for (***Your Qualification Group name e.g. Learning and Development***) I would wish to ascertain the optimum time for arranging a visit to verify the following qualifications/units your centre has entries for:

List Units/Awards e.g.

FD41 04 Assess Workplace Competence using Direct and Indirect Methods

FD43 04 Internally Monitor and Maintain the Quality of Workplace Assessment

In order for me to initiate my sample, I would appreciate if you could advise which of the above your Centre is delivering this session.

Please can you indicate the optimum time for a QV Visit where there is evidence of sufficient quantity available across the qualifications/units detailed above?

If you could please come back to me with an **estimate** of the best month/week to visit, I will then make contact to agree an appropriate visit date with you.

Thank you in advance for your co-operation.

Kind regards,

A Verifier

SQA Qualifications Verifier

Tel:

Mobile:

Annex 3

Email 2 - Information Request Form for Visiting Verification (*at least six weeks before visit*)

Dear **Name of SQA Coordinator**

Verification Group Name:
Verification Group Number:
Block:

Further to my email of **date** agreeing to carry out a Qualifications Verification visits for **Qualification Group Name i.e. Learning and Development**, I am re-contacting you to ask you to supply me with some important information ahead of my visit which will help inform my visit planning.

I have attached a template for you to complete which includes candidate details/progress, site and Assessor and Verifier details. Alternatively, I am happy to receive the required information (*ref template*) in whatever format you feel is appropriate. I would be obliged if you would return the information directly to me: **your email address. Alternatively, if you are in a position to provide all candidates' evidence across all Assessors and IVs on the day of the qualification verification visit, this will be deemed sufficient.**

Having already provided me with a profile of the qualifications that you are delivering this session, the information that I seek relates to the following:

List Units/Awards e.g.

D94L 04 Assess Candidates Using a Range of Methods (26)

D94P 04 Conduct Internal Quality Assurance of the Assessment Process (2)

Thank you in advance for your co-operation. Once I have the required information, I will get back in touch regarding the Visit Plan.

Kind regards,

A Verifier

SQA Qualifications Verifier

Tel:

Mobile:

Information Request Form for Visiting Verification (HNs/VQs/QCF)

Information for Centre:

To enable appropriate evidence selection as part of the visit planning process, the Qualification Verifier requires you to provide some information in advance of the visit.

Please complete the pro-forma provided **or** provide the same information in a format of your own choice.

On receipt of this information, the verifier will select an appropriate sample and confirm this to you in a Visit Plan (with attachments if appropriate) approximately two weeks before the visit date.

Alternatively, if you are in a position to provide all candidates' evidence across all Assessors and IVs on the day of the qualification verification visit, this will be deemed sufficient.

QUALIFICATION VERIFICATION DETAILS

Date of Visit:

Qualification Block:

Verification Group Name:

Verification Group Number:

Qualification Verifier Name:

Qualification Contact Details:

CENTRE DETAILS

Centre Name:

Centre Number:

SQA Co-ordinator:

All site locations concerning the assessment of these Awards/Units:

Annex 4

Email 3 - The Visit Plan (*at least two weeks before visit*)

Dear ***Name of SQA Coordinator***

Verification Group Name:
Verification Group Number:
Block:

Further to our recent communications regarding my forthcoming visit, I have attached the Visit Plan, Sample Record Rationale and a Candidate List highlighted with the candidate evidence I wish to sample.

As agreed, I have included in the Visit Plan, the centre personnel and candidates I would like to meet/have a conversation with.

Should you have any questions you would like to discuss in relation to the Visit Plan, please do not hesitate to contact me.

I look forward to visiting you on the **date event/visit due to take place**.

Kind regards,

A Verifier

SQA Qualifications Verifier

Tel:

Mobile:

Annex 5

Assessor and Internal Verifier qualifications: a quick reference guide

NOTE: A number of the EV Report Codes cover both a Unit and a single-Unit PDA. These are identical in content and demand; only the SQA codes and titles are different. One SQA code/title is for the Unit and the other SQA code/title is for the single-Unit PDA.

| Workplace assessor qualifications for S/NVQs and QCF competence-based Units awarded by SQA | |
|---|--|
| EV Report Code | Titles and SQA Awarding Body Unit/Qualification codes |
| L&D9DI (replaced A1) | FD41 04 Assess Workplace Competence using Direct and Indirect Methods [Unit] GA2E 48 Workplace Assessment Using Direct and Indirect Methods [PDA] |
| L&D9D (replaced A2) | FD40 04 Assess Workplace Competence Using Direct Methods [Unit] GA28 47 Workplace Assessment Using Direct Methods [PDA] |
| *A1 (replaced D32 & D33) | D94L 04 Assess Candidates Using a Range of Methods [Unit] G7ET 15 Certificate in Assessing Candidates Using a Range of Methods [PDA] |
| *A2 (replaced D32) | D94M 04 Assess Candidates' Performance through Observation [Unit] G7EV 15 Certificate in Assessing Candidates Through Observation [PDA] |
| *D32 | B2WH 04 Assess Candidate Performance |
| *D33 | B2WJ 04 Assess Candidate using Differing Sources of Evidence |
| *D32 D33 | B2WH 04 Assess Candidate Performance B2WJ 04 Assess Candidate using Differing Sources of Evidence |
| *TQFE | Scottish Teaching Qualification (Further Education) |
| QCF (WA) | GA2M 69 Level 3 Award in Assessing Competence in the Work Environment |
| QCF (CA) | GA2X 70 Level 3 Certificate in Assessing Vocational Achievement |

| Workplace internal Verifier qualifications for S/NVQs and QCF competence-based Units awarded by SQA | |
|--|---|
| EV Report Code | Titles and SQA Awarding Body Unit/Qualification codes |
| LD11 (replaced V1) | FD43 04 Internally Monitor and Maintain the Quality of Workplace Assessment [Unit] GA2F 48 Internal Verification of Workplace Assessment [PDA] |
| *V1 (replaced D34) | D94P 04 Conduct Internal Quality Assurance of the Assessment Process [Unit] G7ER 15 Certificate in Conducting Internal Quality Assurance of the Assessment Process [PDA] |
| *D34 | B08W 04 Internally Verify the Assessment Process |
| QCF (IQA) | GA2P 78 Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice |
| QCF (LIQA) | GA2Y 63 Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice |

Holders of those qualifications marked with an asterisk* must also provide CPD evidence of working in line with current assessor/Verifier national standards.

Many of the Assessor and Verifier Units listed on this page are also contained within a number of PDAs and S/NVQs in Learning and Development and other sector qualifications. If presented with those PDAs or S/NVQs as proof of achievement, please check that the appropriate **optional** Assessor/Verifier Unit(s) have been achieved.

| Assessor qualifications for non-workplace qualifications awarded by SQA (eg HNs, NQs, NCs, NPAs, non-workplace PDAs, Skills for Work, PC Passport, Core/Key Skills) | |
|---|--|
| EV Report Code | Titles and SQA Awarding Body Unit/Qualification codes |
| TQFE | Scottish Teaching Qualification (Further Education) |
| TQSE | Scottish Teaching Qualification (Secondary Education) |
| COAP | G9DA 47 Carry Out the Assessment Process [PDA] F7BV 34 Carry Out the Assessment Process [Unit] |
| CAP (replaced COAP) | GF8P 48 Conduct the Assessment Process [PDA] H290 35 Conduct the Assessment Process [Unit Code] |
| QCF (VA) | GA2N 69 Level 3 Award Assessing Vocationally Related Achievement |
| The following qualifications can also be accepted, but assessor-Candidates cannot achieve L&D9D, L&D9DI or the A Units by assessing HNs, NQs, NCs, NPAs, non-workplace PDAs, Skills for Work, PC Passport, Core/Key Skills) | |
| EV Report Code | Titles and SQA Awarding Body Unit/Qualification codes |
| L&D9DI (replaced A1) | FD41 04 Assess Workplace Competence using Direct and Indirect Methods [Unit] GA2E 48 Workplace Assessment Using Direct and Indirect Methods [PDA] |
| L&D9D (replaced A2) | FD40 04 Assess Workplace Competence Using Direct Methods [Unit] GA28 47 Workplace Assessment Using Direct Methods [PDA] |
| A1 (replaced D32 & D33) | D94L 04 Assess Candidates Using a Range of Methods [Unit] G7ET 15 Assessing Candidates Using a Range of Methods [PDA] |
| A2 (replaced D32) | D94M 04 Assess Candidates' Performance through Observation [Unit] G7EV 15 Assessing Candidates Through Observation [PDA] |
| D32 | B2WH 04 Assess Candidate Performance |
| D33 | B2WJ 04 Assess Candidate using Differing Sources of Evidence |
| D32 D33 | B2WH 04 Assess Candidate Performance B2WJ 04 Assess Candidate using Differing Sources of Evidence |
| QCF (CA) | GA2X 70 Level 3 Certificate Assessing Vocational Achievement |

| Internal Verifier qualifications for non-workplace qualifications awarded by SQA (eg HNs, NQs, NCs, NPAs, non-workplace PDAs, Skills for Work, PC Passport, Core/Key Skills) | |
|---|---|
| EV Report Code | Titles and SQA Awarding Body Unit/Qualification codes |
| TQFE | Scottish Teaching Qualification (Further Education) |
| TQSE | Scottish Teaching Qualification (Secondary Education) |
| IVAP | G9DC 48 Internally Verify the Assessment Process [PDA] F7BW 35 Internally Verify the Assessment Process [Unit] |
| CIVP (replaced IVAP) | GF8R 48 Conduct the Internal Verification Process [PDA] H291 35 Conduct the Internal Verification Process [Unit] |
| QCF (IQA) | GA2P 78 Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice |
| QCF (LIQA) | GA2Y 63 Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice |

| The following qualifications can also be accepted, but Verifier-candidates cannot achieve L&D11 by verifying HNs, NQs, NCs, NPAs, non-workplace PDAs, Skills for Work, PC Passport, Core/Key Skills) | |
|---|--|
| EV Report Code | Titles and SQA Awarding Body Unit/Qualification codes |
| LD11 (replaced V1) | FD43 04 Internally Monitor and Maintain the Quality of Workplace Assessment [Unit] GA2F 48 Internal Verification of Workplace Assessment [PDA] |
| V1 (replaced D34) | D94P 04 Conduct Internal Quality Assurance of the Assessment Process [Unit] G7ER 15 Conducting Internal Quality Assurance of the Assessment Process [PDA] |
| D34 | B08W 04 Internally Verify the Assessment Process |
| QCF (IQA) | GA2P 78 Level 4 Award The Internal Quality Assurance of Assessment Processes and Practice |
| QCF (LIQA) | GA2Y 63 Level 4 Certificate Leading the Internal Quality Assurance of Assessment Processes and Practice |

For more information go the Assessor/Verifier qualifications visit SQA's Learning and Development web pages

The Units L&D9D, L&D9DI and L&D11 are component Units in the following qualifications:

FD40 04 **L&D9D** *Assess Workplace Competence Using Direct Methods* is in:

- GA28 47 **PDA Workplace Assessment Using Direct Methods**
- GA29 23 **SVQ3 Learning and Development**

FD41 04 **L&D9DI** *Assess Workplace Competence Using Direct and Indirect Methods* is in:

- GA29 23 **SVQ3 Learning and Development**
- GA2C 24 **SVQ4 Learning and Development**

- GA2E 48 ***PDA Workplace Assessment Using Direct and Indirect Methods***
- GD0R 23 ***SVQ3 Healthcare Support (Clinical)***
- GD0T 23 ***SVQ 3 Healthcare Support (Non-Clinical)***

FD43 04 **L&D11** *Internally Monitor and Maintain the Quality of Workplace Assessment* is in:

- GA2F 48 ***PDA Internal Verification of Workplace Assessment***
- GA2C 24 ***SVQ4 Learning and Development***

For qualifications in which the lapsed assessor and Verifier Units A1, A2, V1, D32, D33 and D34 are component Units, visit SQA's Learning and Development web pages.