



Systems Quality Assurance Criteria 2015–18

(valid from 1 August 2015)

1 Management of a centre: Quality assurance is managed effectively and documented processes that support all SQA qualifications are implemented, reviewed and continuously improved.

Number	Criteria	Impact rating
1.1	Policies and procedures must be documented and reviewed to ensure full compliance with SQA quality criteria.	High
1.2	Policies and procedures must be endorsed by senior management and disseminated to all relevant staff.	Low
1.3	SQA must be notified of any changes that may affect the centre's ability to meet the quality assurance criteria.	High
1.4	The roles and responsibilities of those involved in the administration, management, assessment and quality assurance of SQA qualifications across all sites must be clearly documented and disseminated.	Medium
1.5	Suspected candidate or staff malpractice must be investigated and acted upon, in line with SQA requirements.	High
1.6	No-one with a personal interest in the outcome of an assessment is to be involved in the assessment process. This includes assessors, internal verifiers and invigilators.	Low
1.7	There must be an effective process for communicating with staff, candidates and SQA.	Medium
1.8	Feedback from candidates and staff must be sought and used to inform centre improvement plans.	Low
1.9	The centre must comply with requests for access to records, information, candidates, staff and premises for the purpose of external quality assurance activities.	High
1.10	Outcomes of external quality assurance must be disseminated to appropriate staff and any action points addressed within agreed timescales.	Medium

2 Resources: The centre procedures for managing resources must be documented, implemented and monitored to meet SQA requirements.

Number	Criteria	Impact rating
2.1	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	High
2.2	Assessors and internal verifiers must be given induction training on SQA qualifications and requirements.	Medium
2.3	There must be a documented system for initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	Medium
2.5	All sites where candidates undertake assessments for SQA qualifications must be safe and appropriately resourced, and must provide access for candidates, staff and SQA personnel.	Medium

3 Candidate support: Candidates are supported and guided through the qualifications for which they are entered.

Number	Criteria	Impact rating
3.1	Candidate induction must include information about the SQA qualification and SQA requirements.	High
3.4	Policies and procedures must give SQA candidates equal opportunities for assessment.	Low
3.5	Individual candidates' requirements for assessment arrangement must be discussed, identified, implemented and recorded.	Medium
3.6	Candidate complaints must be handled in line with a documented complaints procedure which meets SQA requirements.	Medium

4 Internal assessment and verification: The centre’s internal assessment and verification procedures must be documented, implemented and monitored to meet SQA requirements.

Number	Criteria	Impact rating
4.1	Internal assessment and verification procedures must be documented, monitored and reviewed to meet SQA requirements.	Medium
4.5	Assessment materials and candidate evidence (including examination question papers, scripts and electronically-stored evidence) must be stored and transported securely.	High
4.7	Candidate evidence must be retained in line with SQA requirements.	High
4.8	Internal assessment appeals must be handled in line with a documented procedure which meets SQA requirements.	Medium

5 External assessment: The centre’s external assessment procedures must be documented, implemented and monitored to meet qualification and SQA requirements.

Number	Criteria	Impact rating
5.1	Assessment evidence must be the candidate’s own work, generated under SQA’s required conditions.	High
5.2	Assessment materials and candidate evidence, (including examination question papers, scripts and electronically-stored evidence) must be securely stored and transported.	High
5.3	The centre must submit, where appropriate, within published timelines, results services requests.	Medium

6 Data management: The centre procedures for supplying complete, current and accurate information to SQA for the purposes of registration, entries and certification must be documented, implemented and monitored to meet SQA requirements.

Number	Criteria	Impact rating
6.1	Candidates' personal data submitted by centres to SQA must accurately reflect the current status of the candidate.	High
6.2	Data on candidate entries submitted by centres to SQA must accurately reflect the current status of the candidate and the qualification.	High
6.3	Data on candidate results submitted by centres to SQA must accurately reflect the current status of the candidate and the qualification.	High
6.4	There must be an effective and documented system for the accurate recording, storage and retention of assessment records, internal verification records and candidate records of achievement in line with SQA requirements.	Medium