



# Systems Development Visit Request and Report Form

## Introduction

This form is for use by approved SQA centres to request a Systems Development Visit. It will subsequently be used to plan the visit and then to record the discussions which took place and any advice given during the visit.

**Important Notes** – To complete this form electronically please make sure that you are using Adobe Reader 9 or later. This can be downloaded free of charge from the [Adobe website](#).

Development visits are intended to provide advice and support to centres on the effective implementation of systems, policies and procedures which relate to SQA's quality assurance criteria.

Development visits are chargeable; please discuss costs with your account manager. An invoice for the agreed amount will be sent to the centre's SQA Coordinator after the visit.

## Section 1 – Development Visit Request

The centre should complete Section 1 electronically, and then email the whole form to [asv@sqa.org.uk](mailto:asv@sqa.org.uk)

### Centre Details

Name

Number

Address

Post/Zip code

Country

Tel. No.

### SQA Coordinator

Name

Email address

### Contact for Visit

Name

Position

Suggested Dates(s) of Visit

Site to be Visited



**Declaration (Centre Coordinator)**

I declare that I have read this request and agree that it should be submitted to SQA. I also agree that the centre will be liable for the cost of the visit which will be confirmed by SQA in advance.

Name of Centre Coordinator

Date

Use dd/mm/yyyy format

Thank you for completing this section of the Development Visit Request and Report Form.

Please email the whole form to [asv@sqa.org.uk](mailto:asv@sqa.org.uk)

## **Section 2 – Development Visit Action Plan**

**This section should be completed by the ASV Team within SQA.**

### **Visit Setup**

Date request received by ASV

Date allocated to Systems Verifier

Allocated by (ASV admin)

Systems Verifier's Name

## Section 3 – Development Visit Report

**This section should be completed by the Systems Verifier who undertakes the visit.**

Systems Verifier Name

Date of Visit

Use dd/mm/yyyy format

Please give details of the context of the visit and summarise your discussions, noting where they relate to the expected outcomes listed in the visit request. Please confirm which staff were present and comment on any evidence seen. Also highlight any development issues which were raised.

*Note: You may wish to refer to the Quality Criteria, details of which can be found in Appendix A.*

## Systems Development Visit Request and Report Form

Please use this section to detail any recommendations, feedback or further support that SQA could provide for this centre.

### Declaration (Systems Verifier)

I declare that this report is an accurate account of the Development Visit

Name of Systems Verifier

Date

Use dd/mm/yyyy format

Once this report has been completed please email it to [asv@sqa.org.uk](mailto:asv@sqa.org.uk)

### Report Confirmation (to be completed by SQA ASV staff)

Date report received

Use dd/mm/yyyy format

Authorised by (ASV staff)

Date report sent to centre

Use dd/mm/yyyy format

## Appendix A

### SQA Quality Assurance Criteria for Systems Verification

Effective from 1 August 2015

#### 1 Management of a Centre

- 1.1 Policies and procedures must be documented and reviewed to ensure full compliance with SQA quality criteria.
- 1.2 Policies and procedures must be endorsed by senior management and disseminated to all relevant staff.
- 1.3 SQA must be notified of any changes that may affect the centre's ability to meet the quality assurance criteria.
- 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.
- 1.5 Suspected candidate or staff malpractice must be investigated and acted upon, in line with SQA requirements.
- 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.
- 1.7 There must be an effective process for communicating with staff, candidates and SQA.
- 1.8 Feedback from candidates and staff must be sought and used to inform centre improvement plans.
- 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.
- 1.10 Outcomes of external quality assurance must be disseminated to appropriate staff and any action points addressed within agreed timescales.

#### 2 Resources

- 2.1 Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.
- 2.2 Assessors and internal verifiers must be given induction training on SQA qualifications and requirements.
- 2.3 There must be a documented system for initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.
- 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.

### **3 Candidate Support**

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

### **4 Internal Assessment and Verification**

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

### **5 External Assessment**

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

### **6 Records/Data Management**

- 6.1 Candidates' personal data submitted by centres to SQA must accurately reflect the current status of the candidate.
- 6.2 Data on candidate entries submitted by centres to SQA must accurately reflect the current status of the candidate and the qualification.
- 6.3 Data on the candidate results submitted by centres to SQA must accurately reflect the current status of the candidate and the qualification.
- 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.