CPD Toolkit Guidance for Assessors and Internal Verifiers of SVQs and Other Workplace Standards and/or Awards

Purpose of toolkit

This toolkit guidance has been designed to help previously qualified assessors and internal verifiers (IVs) of Scottish Vocational Qualifications (SVQs) and other workplace standards or awards provide evidence of their continuing professional development (CPD) activities in relation to the current assessor and verifier units accredited in March 2025:

Assess Learner Achievement in the Workplace Using Direct Methods (J8RP 04) (CLDLD9D).

Assess Learner Achievement in the Workplace Using Direct and Indirect Methods (J8RR 04) (CLDLD9DI).

Internally Monitor and Maintain the Quality of Workplace Assessment (J8RT 04) (CLDLD11SQA).

The above units will be referred to throughout this toolkit as 'the assessor and/or verifier units'. Where the term 'assessment and/or verification standards' has been used, this refers to the criteria and knowledge contained in each of the above units.

The toolkit has been developed to help previously qualified assessors — (those with D32 and/or 33, A1 and/or A2, L&D9D and/or L&D9DI or TQFE) and previously qualified internal verifiers — (those with D34, V1 or L&D11), provide CPD evidence of practising to the current assessor and/or internal verifier standards as listed above.

It is an SQA requirement that all assessors and verifiers of SVQs that are previously qualified, practice in line with the current assessment and verification standards by undertaking continuing professional development.

The toolkit guidance is not meant to represent the only way of providing CPD in relation to the assessor and/or verifier units, it is merely an aid. The toolkit guidance includes examples mainly relating to the internal verifier unit — J8RT 04 (CLDLD11SQA), however, all principles are transferable to the assessor units J8RP 04 and J8RR 04 (CLDLD9D and CLDLD9DI).

How to use this toolkit

The toolkit has been divided into four sections. Each section of the toolkit includes advice along with implementation examples. There are templates for assessors and verifiers available on the SQA website to record their CPD activities.

What does practising to assessor and internal verifier standards actually mean?

Practising to the standards, in the context of SQA policy, simply means that assessors and internal verifiers are using the assessor or verifier units as their 'code of practice'. This does not mean for previously qualified assessors and internal verifiers that they have to enrol for or actually achieve the assessor or verifier units (although this would also be considered good practice).

What it does mean for those already holding previous assessor and verifier qualifications, is that they are required to prove they are practising to the standards contained in the current assessor or verifier units by familiarising themselves with the standards, followed by a period of adjusting their practice accordingly (if necessary). Adjustment may not be significant or even required in some cases, this will vary from person to person dependent on factors such as the extent to which they currently **practise** to the current standards and how well their centre's assessment and quality assurance system already aligns with these units. These particular issues are explored further in the next section.

How does the term 'practising to the standard' differ from gaining the assessor or verifier units?

Those already qualified are required to show that they are 'practising to the current assessor and/or verifier standards'. This means using the assessor or verifier units as a set of 'standards of performance'. Used in this way, individual assessors and verifiers can use the standards to self-measure themselves and provide evidence of compliance through their natural work. They do not need to compile a portfolio, nor does their evidence require to be formally assessed. Their evidence can be proved through CPD records. This toolkit guidance can assist with this process.

Gaining the assessor or verifier units is a different process as it is about assessor or verifier-candidate taking part in the full assessment process, enrolling with an Awarding Body and then embarking on a schedule of evidence gathering and internal assessment which will then be internally quality assured, the end result being certification.

All assessors and internal verifiers of SVQs require to be qualified or working towards an appropriate assessor and/or verifier qualification. Refer to subject specific Assessment Strategies for detailed requirements.

Reviewing current procedures

Assessors and internal verifiers do not work in isolation of each other or the centre or organisation they work for. The way in which they practice will be influenced by their centre's assessment and quality assurance policies and procedures. This inevitably means that the centre itself has first-line responsibility for ensuring that its policies and procedures support assessment and internal verification in a way that enables assessors and verifiers to prove they are working in-line with the assessor and verifier units. An internal verifier, for example, would find it difficult to prove compliance with the SQA unit J8RT 04 (CLDLD11SQA) if they were not required by their centre to plan and monitor assessor performance.

Therefore, an important first stage in the CPD process is for centres to check that their procedures encompass the requirements of the current assessor and/or verifier units. This helps provide assessors and internal verifiers with natural opportunities to prove compliance as they perform in their roles.

One way for centres to check their procedures and processes meet the necessary unit requirements is to conduct an official review.

The following page shows an example of such a review.

The following is an extract from a review conducted on procedures in relation to the J8RT 04 (CLDLD11SQA) unit. Templates like the one on next page can be found on the SQA website.

Table 1: Excerpt from Stage 3 — Carry Out Planned Monitoring of the Quality of Assessment (review example)

Note:

1. *The first column shows the standard that the internal verifier must perform to.*

2. *The middle column is where the internal verifier annotates the centre or organisational procedures matched to the appropriate criterion.*

3. *The text in bold (middle column) identifies that existing procedures require updating and strengthening.*

What the internal verifier or internal verifier-candidate must do:	Supporting procedures	I already include in my practice = C I need to include in my practice = X
(a) Determine whether assessment processes and systems meet and operate according to relevant quality assurance and regulatory requirements.	Centre already has assessment processes and systems that meet internal quality requirements.	
(b) Verify that assessors meet relevant assessment strategy requirements and that assessment plans are appropriate.	Process in place for documenting assessors meet Awarding Body and Assessment Strategy requirements.	
(c) Check that assessments are planned, prepared for and carried out according to agreed principles of assessment procedures.	Monitoring records cover all of the assessment phases covered in this criterion.	

What the internal verifier or internal verifier-candidate must do:	Supporting procedures	I already include in my practice = C I need to include in my practice = X
(d) Check that assessment methods are valid, authentic, reliable, robust, and current.	The assessment principles are included in internal verification forms and checked when verification is carried out.	
(e) Sample assessor decisions to ensure that they are consistent, reliable, and valid and meet the assessment requirements.	Decisions are discussed **but not required to be routinely compared,** this need to be incorporated into standardisation activities.	
(f) Provide assessors with feedback, advice and support to help them maintain and improve their assessment practice.	Feedback, advice and support is routinely required as part of internal verification procedures.	

Once a check on procedures has been carried out, centres should be in a position to decide how best to update them if this is necessary. It would generally be expected that approved centres would not have an extensive list of updating to do. The actual process of agreeing what should be updated and by who is usually more effective when it involves as many relevant parties as possible, gaining early commitment and avoiding potential conflicts of interest in the later stages.

It is worth noting that procedures cannot always effectively cover every performance criterion. In Stage 4 of J8RT 04 (CLDLD11SQA) for example, the criterion *work with others to ensure the standardisation of assessment practice and outcomes* is also about the effort the internal verifier makes to work with their colleagues to achieve standardisation. It would be difficult to cover this criterion purely by following a set of procedures as this is as much about an individual's behaviour as it is about following procedures. The next step would involve confirming the revised procedures with the complete assessment or verifier team.

Reviewing current procedures

Following on from the last table, this updated table exemplifies where procedures in the middle column have been updated.

You will see the end column has now been filled in. It has been used by the internal verifier to compare their practice in relation to performance criteria for the stage concerned in the unit specification (left-hand column) and current organisation procedures (middle column).

Table 2: Excerpt from Stage 3 — Carry Out Planned Monitoring of the Quality of Assessment (example)

Note:

1. *The end column is where the internal verifier makes notes on their current and future practice.*
2. *The text in bold in the middle column on the following page shows that procedures have been updated to meet J8RT 04 (CLDLD11SQA) requirements.*

What the internal verifier or internal verifier-candidate must do:	Supporting procedures	I already include in my practice = C I need to include in my practice = X
(a) Determine whether assessment processes and systems meet and operate according to relevant quality assurance and regulatory requirements.	Centre already has assessment processes and systems that meet internal quality requirements.	C — I have been involved with reviewing our IV procedures in relation to new assessor and verifier units.
(b) Verify that assessors meet relevant assessment strategy requirements and that assessment plans are appropriate.	Process in place for documenting assessors meet Awarding Body and Assessment Strategy requirements.	C — I carry out an Induction and Review once per year
(c) Check that assessments are planned, prepared for and carried out according to agreed principles of assessment procedures.	Monitoring records cover all of the assessment phases covered in this criterion.	C — I carry out as part of IV monitoring and sampling.

What the internal verifier or internal verifier-candidate must do:	Supporting procedures	I already include in my practice = C I need to include in my practice = X
(d) Check that assessment methods are valid, authentic, reliable, robust, and current.	The assessment principles are included in internal verification forms and checked when verification is carried out.	C — Methods are dictated by unit requirements to certain degree but checked.
(e) Sample assessor decisions to ensure that they are consistent, reliable, and valid and meet the assessment requirements.	Routine comparisons of assessor decisions now part of **updated standardisation procedures**.	X — I will routinely include cross-verification as part of standardisation.
(f) Provide assessors with feedback, advice and support to help them maintain and improve their assessment practice.	Feedback, advice and support is routinely required as part of internal verification procedures.	C — Routine.

Updating workshops or meetings can be an effective way of communicating that procedures have been updated. This also gives assessors and verifiers the opportunity to discuss what the implications are for them and gives more senior staff an opportunity to answer any queries. Assessors and internal verifiers will have dedicated time to identify where their current practice does and does not meet assessor or verifier unit standards, with the aim of gaining their commitment to adjusting their practice if required and/or to confirm that their practice is already compliant.

Reviewing practice against the Assessor and/or Verifier units

The end column in Table 2 (IV response column), highlights where individual internal verifiers can carry out a self-review and comment on what they currently do and what they may still need to do to meet the requirements of J8RT 04 unit (CLDLD11SQA).

Once a self-review has been completed for each stage of the unit, each assessor and internal verifier should have an overall picture of where they comply with the assessor and/or verifier standards (specific standards dependant on the type of job roles held) and their organisation's related procedures and where they still need to undertake CPD. The next section of the toolkit covers the recording of the CPD identified.

The knowledge requirements sections of the assessor and verifier units have not been exemplified in the tables to keep the key messages about updating brief and hopefully more effective. However, knowledge is important in that it underpins successful performance and so has an essential link with performance, even more apparent in the current assessor and verifier units.

A knowledge template is also available on the SQA website and it is recommended that knowledge is taken into consideration when conducting competence reviews.

Recognising compliance

As well as identifying possible CPD, it is important that the self–review covered in the previous section recognises and confirms where assessor and/or verifier practice conforms to assessor and/or verifier standards and organisational procedures. It could be demotivating for staff if the focus is solely placed on identifying gaps. This is one reason why a two-pronged approach (focusing firstly on centre procedures and then individual responsibility) is recommended as it shares the responsibility for updating between the centre or organisation and the individual assessors and verifiers, therefore, supporting the CPD process in a balanced way.

Centres and organisations that carry out the necessary groundwork (as covered in the previous section) before, for example, running updating workshops and/or meetings can help ease some of the individual pressures on assessors and internal verifiers in relation to CPD and of course will be in a better position to answer queries and concerns and provide the relevant support.

Identifying gaps in practice

On completion of the self-review, individual assessors and verifiers should be able to identify what they need to be able to do in the future to fully meet centre procedures, assessor and/or verifier requirements. Taking this forward, one way of dealing with this is to transfer the identified gaps onto an Action and/or Development plan. You will be able to see an example of an Action and/or Development plan used for this purpose on the following page.

Table 3: Action and/or Development Plan (example)

Practice and/or knowledge identified as a shortfall	Action you plan to take to address shortfall
Standardisation procedures to include, routinely and systematically, cross-verifying candidate evidence on a rotational basis to cover all units and all assessors overtime. Updated standardisation procedures to be carried out.	Bring to attention of Quality Team and propose wording for revised procedure by … Incorporate new procedures when carrying out summative verification and during group standardisation meetings by…

Action and/or Development plan templates for assessor and verifier units can be found on the SQA website.

When used, they prove you have taken the necessary action and are working in line with the assessor and/or verifier standards.

CPD is more than just attending a course or taking part in group exercises or indeed stopping at creating an action plan like the one above. CPD is also about putting what has been learned or identified into practice. The next section covers this issue in more depth.

Confirming practice aligns with the assessor and verifier units

Every centre offering SVQs will have, as part of its internal verification procedures, a system for developing and monitoring assessor practice. This is in keeping with the principles contained within J8RT 04 (CLDLD11SQA.)

It is suggested, therefore, that natural mechanisms already exist within centres and organisations (through internal verification procedures) that could be used to confirm assessors are working in line with the appropriate assessor and/or verifier standards.

An Action and/or Development plan such as the one in Table 3 provides evidence of intent. However, it is the achievement of the points included in the Development Plan when it is followed up at a later stage, that will eventually provide the confirmation required.

Table 4 is an example of an Assessor Monitoring Record. The text in the second paragraph of the 'Feedback to Assessor' section, shows how the internal verifier has put their plans into action.

Assessor Monitoring Record

Name of Internal Verifier	Name of Assessor
Louise Ramsay	Barry Dixon

Performance criteria		Yes = Y	No = N
(a)	Plans assessments effectively.	Y	
(b)	Interprets outcomes reliably and in relation to other assessors.	Y	
(c)	Applies principles of validity, authenticity, reliability, currency, and sufficiency (VARCS).	Y	
(d)	Applies relevant health, safety and environmental protection.	Y	
(e)	Maintains an effective working relationship with candidates.	Y	
(f)	Candidate reviews are effective and frequent.		N
(g)	Constructive advice and/or feedback is given to candidates at appropriate intervals.	Y	
(h)	Assessment decisions and next stages of the assessment process are clearly explained to candidates.	Y	
(i)	Conforms to all quality assurance procedures.	Y	
(j)	Contributes to standardisation procedures.	Y	
(k)	Works in line with assessor standard and appropriate Assessment Strategy requirements.	Y	

Assessor observation of assessment practice

I reviewed a number of assessment plans, reviewed products of work and professional discussion. I also interviewed three learners. I observed Barry assessing one of his learners who was delivering a short training session. The assessment encompassed units CLDLD6, CLDLD8, CLDLD10 and CLDLD13.

I observed him giving feedback to his learner at the end of the session. He was very specific in his feedback, and checked his candidate understood what he had said and discussed what would be assessed next. The feedback was balanced and highlighted Barry's clear understanding of the unit requirements.

I am confident that Barry made the correct assessment decisions in relation to the units he assessed.

Site: Lochaber Training Rooms

Feedback to Assessor

Although planning effectively, Barry needs to ensure plans are re-visited, reviewed and taken through to a conclusion. Planning is important from his learners' perspective as it keeps them on track.

This monitoring record confirms Barry applies appropriate procedures at each stage of the assessment cycle in line with current assessment standards. I have included Barry's assessment decisions in standardisation meetings and during summative verification. I have made comparisons against other assessors' decisions in relation to six units with very favourable feedback.

Barry has no major queries and has settled into the team well and brings a lot of valuable experience.

Next monitor, 20th May 2026.

Internal verifier's signature: Louise Ramsay   **Date:**   22/09/2025

Assessor's signature: Barry Dixon   **Date:**   22/09/2025

Confirming practice aligns with the Verifier unit

It is more challenging for internal verifiers to confirm their practice, however suggestions as to how confirmation might be provided would include:

- Internal quality audits

- External verifier reports

- Other external inspections

- Any combination of the above

Maintaining records

Although confirmation is the ultimate goal for assessors and internal verifiers, it is important to maintain records of the complete CPD process in order to provide centres and external verifiers with an audit trail of CPD activity.