

# Diploma in Digital Application Support SCQF5 and SCQF6

## Assessment Strategy

Document prepared by: Dr G Dixon for The Tech Partnership Ltd

Contact: 1 Castle Lane, London, SW1E 6DR  
Tel: 0207 963 8920  
Mobile: 07885 407344  
E-mail: [genny@towardsmaturity.org](mailto:genny@towardsmaturity.org)

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## Assessment Strategy

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Competence qualifications are first and foremost about what people can do. They go beyond technical skills to include planning, problem solving, dealing with unexpected occurrences, working with other people and applying the knowledge and understanding that underpins overall competence.

### Assessment requirements for IT & Telecom qualifications

1. Standardisation of assessment methodology across centres
  - a. Awarding organisations are required to make sure their recognised assessment centres understand how learners are to be assessed.
2. Unit assessment

Unless otherwise specified (see 3 below) all units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.
3. Real work activities
  - a. Learners must complete real work activities for work-based units in order to produce evidence to demonstrate they are occupationally competent.
  - b. Simulation is an allowed assessment method for all units not specified under a. above.
  - c. Simulation is also allowed for aspects of units specified in a. above when:
    - a learner is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise
    - a learner is required to respond to a situation that rarely occurs, such as responding to an emergency situation
    - the safety of a learner, other individuals and/or resources will be put at risk.
  - d. When simulation is used, assessors must be confident that the simulation replicates the workplace to such an extent that learners will be able to fully transfer their occupational competence to the workplace and real situations.
4. Assessment
  - a. Assessors must hold or be working towards the appropriate assessor qualification as identified by the qualification regulator, SQA Accreditation.
  - b. Assessors must be competent in the areas they are assessing i.e. have sufficient and relevant technical/occupational competence in the unit, at or above the level of the unit being assessed
  - c. Assessors must be fully conversant with the unit(s) against which the assessments are to be undertaken.
  - d. Assessment of real work or simulation must be to recognised standards.
  - e.

## Quality assurance requirements

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1. Awarding organisations are required to make sure their recognised assessment centres understand how the qualification will be quality assured.
2. Quality control and assurance
  - a. Digital Application Support CBQs must be verified:
    - internally by an internal verifier, who is accountable to the assessment centre; and
    - externally by a verifier or moderator<sup>1</sup>, who is accountable to the awarding organisation or an agent of the awarding organisation.
  - b. internal verifiers must:
    - hold or be working towards the appropriate internal verifier qualification as identified by the qualification regulator, SQA Accreditation;
    - have sufficient and relevant technical/occupational familiarity in the unit(s) being verified;
    - be fully conversant with the standards and assessment criteria in the units to be assessed; and
    - understand the awarding organisation's quality assurance systems and requirements for this qualification.
  - c. external verifiers and moderators must:
    - hold or be working towards a suitable External Verification qualification to confirm they understand and are able to carry out external verification;
    - have no connections with the assessment centre, in order to maintain objectivity;
    - have sufficient and relevant technical/occupational understanding in the unit(s) being verified;
    - be fully conversant with the standards and performance criteria in the units to be assessed; and
    - understand the awarding organisation's quality assurance systems for this qualification.
  - d. Trainee external verifiers must have a plan, which is overseen by the awarding organisation, to achieve the external verifier qualification within an agreed timescale.
3. Awarding organisations must decide the frequency and type of external monitoring (including verification or moderation where required under 2 above) activities. Any decision must be based on:
  - the risks associated with a qualification that is designed to help a learner demonstrate occupational competence; and
  - an evaluation of the centre's performance and past record.
4. Awarding organisations will have in place suitably constituted audit processes. For CBQs these should make use of any quality assurance and monitoring systems that already exist in workplace assessment environments.

### End of document

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<sup>1</sup> Verification involves visiting the candidate's assessment location; moderation takes place at the awarding organisation's location.

The Tech Partnership  
1 Castle Lane  
London  
SW1E 6DR

Tel: 020 7963 8920  
Fax: 020 7592 9138

For more information:

[tony.venus@thetechpartnership.com](mailto:tony.venus@thetechpartnership.com)  
<https://www.thetechpartnership.com/standards-and-quality/>

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Registered office: Victoria House, 39 Winchester Street, Basingstoke, Hampshire RG21 7EQ - VAT no. 830 3758 35 GB