

## **Unit L&D11 Internally Monitor and Maintain the Quality of Workplace Assessment (FD43 04)**

**Source: Learning and Development Standard 11**

### **Who this Unit is for**

This Unit is for those monitoring assessment processes and decisions within an organisation and helping to maintain and improve the quality of workplace assessment. The internal quality assurance process being conducted by the internal verifier-candidate can be for SVQs, work-based qualifications or in-company standards.

### **What this Unit is about**

The types of activities the internal verifier-candidate will be involved in include:

- 1 Preparing to carry out internal quality assurance
- 2 Planning internal quality assurance
- 3 Carrying out planned monitoring of the quality of assessment
- 4 Providing assessors with feedback, advice and support to help them maintain and improve their assessment practice
- 5 Meeting appropriate external quality assurance requirements

To achieve this Unit the verifier-candidate is required to carry out the monitoring activities defined in their organisation's quality assurance procedures in accordance with appropriate external quality assurance requirements.

Their knowledge will be assessed by taking part in a discussion with their assessor, answering questions (written or oral), verifier-candidate statement or a combination of all of these.

The verifier-candidate's performance will be assessed by the assessor looking at products of work, for example:

- ◆ Notes of meetings with assessors and other quality assurance staff in the organisation.
- ◆ Notes on the planning process for their monitoring activities.
- ◆ Quality assurance documentation the verifier-candidate uses to record their monitoring of at least two assessors' work with at least two candidates each, covering at least three assessment decisions in total. Monitoring will include observation of assessors providing feedback to their candidates.
- ◆ Records of their use of the results of monitoring to provide feedback, including advice and support on practice and planned CPD processes, to assessors and other relevant people and agreeing any remedial action or changes to assessment procedures to meet internal and external quality assurance requirements.

The verifier-candidate will be observed monitoring the activities of one assessor.

## Terminology

Within this Unit the following explanation and examples apply:

Assessment method	<i>Observation, questioning, checking of products of work, witness testimony.</i>
Authentic evidence	<i>Being the candidate's own work.</i>
Candidate	<i>The person being assessed.</i>
Organisation	<i>An awarding organisation, internal department or other organisation involved in assessment.</i>
Reliable	<i>Assessors achieving a consistent approach to the way they make judgements about candidate evidence.</i>
Role requirements	<i>Could include holding an assessor/verifier qualification and/or occupational experience in the area being assessed.</i>
Special assessment arrangement	<i>An agreement made with the candidate and the organisation to ensure fair assessment of the candidate without diluting the standards, for example, taking account of shift working by arranging assessment opportunities to suit the candidate's work patterns.</i>
Sufficient	<i>Enough evidence as specified in Evidence Requirements or Assessment Strategy.</i>
Valid	<i>Relevant to the criteria against which the candidate is being assessed.</i>

<b>Performance</b>	<b>Knowledge</b>
<b>What the internal verifier-candidate must do:</b>	<b>What the internal verifier-candidate must know:</b>
<p><b>1 Prepare to carry out internal quality assurance</b></p> <p>(a) Prepare to monitor the quality of assessment.</p>	<ol style="list-style-type: none"> <li>1 The standards being assessed and the assessment/evidence requirements.</li> <li>2 The relevant Assessment Strategy and external and internal quality assurance requirements.</li> <li>3 The principles of assessment and quality assurance.</li> <li>4 Procedures to follow when preparing for monitoring activity.</li> <li>5 Agreed procedures for planning, preparing for and carrying out assessment.</li> <li>6 Criteria for judging the quality of the assessment process.</li> <li>7 Roles, responsibilities of, and requirements for, assessors/lead IV/IVs/EVs.</li> <li>8 Special assessment arrangements.</li> <li>9 The uses, benefits and drawbacks of different assessment methods.</li> <li>10 Legal issues, policies and procedures including those for health, safety and welfare.</li> </ol>
<p><b>2 Plan internal quality assurance</b></p> <p>(a) Plan monitoring activities to ensure the quality of assessment is maintained.</p>	<ol style="list-style-type: none"> <li>1 Procedures to follow when planning monitoring activity.</li> <li>2 Principles of assessment (Validity, Authenticity, Reliability, Currency, Sufficiency (VARCS)).</li> <li>3 Assessment cycle — when you would use interim and final verification.</li> <li>4 Principles and techniques of sampling, and their application including the appropriate use of technology.</li> <li>5 Quality assurance risk management.</li> <li>6 Internal quality assurance policies/procedures/strategy.</li> <li>7 Policies, procedures and requirements re information management, data protection and confidentiality in relation to assessment and quality assurance.</li> </ol>

<b>Performance</b>  <b>What the internal verifier-candidate must do:</b>	<b>Knowledge</b>  <b>What the internal verifier-candidate must know:</b>
<p><b>3 Carry out planned monitoring of the quality of assessment</b></p> <p>(a) Determine whether assessment processes and systems meet and operate according to quality requirements.</p> <p>(b) Check that assessors meet the requirements for their role.</p> <p>(c) Check that assessments are planned, prepared for and carried out according to agreed procedures.</p> <p>(d) Check that assessment methods are safe, fair, valid and reliable.</p> <p>(e) Check that assessment decisions are made using specified criteria.</p> <p>(f) Compare assessor decisions to ensure that they are consistent.</p> <p>(g) Provide assessors with feedback, advice and support to help them maintain and improve their assessment practice.</p>	<ol style="list-style-type: none"> <li>1 Assessment and Quality Assurance principles, requirements, policy and practice (Validity, Authenticity, Reliability, Accuracy, Sufficiency (VARCS)).</li> <li>2 Agreed procedures for planning, preparing and carrying out assessment.</li> <li>3 Assessor/IV roles and requirements.</li> <li>4 Assessment specifications and risk identification and management.</li> <li>5 Criteria for judging quality of assessment.</li> <li>6 Methods of monitoring assessor practice and recording sampling to showing a clear audit trail.</li> <li>7 Standardisation processes and how to co-ordinate and contribute to these.</li> <li>8 Types of feedback, advice and support that assessors need and how to meet those needs.</li> <li>9 Procedures to use when there are disputes and concerns about quality of assessment and quality assurance.</li> <li>10 Equality and Diversity issues in relation to assessment and quality assurance and how these should be addressed.</li> <li>11 Requirements for information management, data protection and confidentiality and communication in relation to assessment and quality assurance.</li> <li>12 Continuous Professional Development (CPD) planning and implementation including working towards national standards in assessment and verification.</li> </ol>
<p><b>4 Meet appropriate external quality assurance requirements</b></p> <p>(a) Work with others to ensure the standardisation of assessment practice and outcomes.</p> <p>(b) Follow agreed procedures when there are significant concerns about the quality of assessment.</p> <p>(c) Follow agreed procedures for the recording, storing, reporting and confidentiality of information.</p>	<ol style="list-style-type: none"> <li>1 External quality assurance requirements prior to, during and post monitoring activities.</li> <li>2 Procedures to use when there are disputes and concerns about quality of assessment.</li> <li>3 Standardisation processes and how to co-ordinate and contribute to these.</li> <li>4 Methods of reporting on internal quality assurance and reviews of practice.</li> <li>5 Organisation's quality assurance responsibilities and requirements re information management, data protection, confidentiality and communication.</li> </ol>