



Quality Assurance Criteria 2015–18

Mapping to the four quality assurance processes (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.						
	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
1.1	Policies and procedures must be documented and reviewed to ensure full compliance with SQA quality criteria.	1.1, 1.2, 1.4	X		X		High
1.2	Policies and procedures must be endorsed by senior management and disseminated to all relevant staff.	1.5	X		X		Low
1.3	SQA must be notified of any changes that may affect the centre's ability to meet the quality assurance criteria.	1.3	X		X		High

	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
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.	1,4, 1.7	X		X		Medium
1.5	Suspected candidate or staff malpractice must be investigated and acted upon, in line with SQA requirements.	3.5	X		X		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.	4.9	X		X		Low

	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
1.7	There must be an effective process for communicating with staff, candidates and SQA.	1.6, 1.9, 5.9	X		X		Medium
1.8	Feedback from candidates and staff must be sought and used to inform centre improvement plans.	1.10	X		X		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.	4.6, 5.2	X		X		High
1.10	Outcomes of external quality assurance must be disseminated to appropriate staff and any action points addressed within agreed timescales.	4.8 (now split between 1.10 and 4.9)	X		X		Medium

2	RESOURCES						
	The centre procedures for managing resources must be documented, implemented and monitored to meet SQA requirements.						
	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
2.1	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	2.1, 2.2, 2.3, 2.4 (2.2 was only in SV, 2.3 was only in QV)	X	X	X	X	High
2.2	Assessors and internal verifiers must be given induction training on SQA qualifications and requirements.	2.5	X		X		Medium
2.3	There must be a documented system for initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	2.7, 5.4	X		X		Medium

	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	2.8		X		X	High
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.	1.8	X		X		Medium

3	CANDIDATE SUPPORT						
	Candidates are supported and guided through the qualifications for which they are entered.						
	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
3.1	Candidate induction must include information about the SQA qualification and SQA requirements.	3.9, 5.6	X		X		High
3.2	Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.	3.2		X		X	Medium
3.3	Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.	3.3	Moving from SA to QA	X	Moving from SV to QV	X	Medium

	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
3.4	Policies and procedures must give SQA candidates equal opportunities for assessment.	2.6	X		X		Low
3.5	Individual candidates' requirements for assessment arrangement must be discussed, identified, implemented and recorded.	3.4	X		X		Medium
3.6	Candidate complaints must be handled in line with a documented complaints procedure which meets SQA requirements.	3.6	X		X		Medium

4	INTERNAL ASSESSMENT AND VERIFICATION						
	The centre's internal assessment and verification procedures must be documented, implemented and monitored to meet SQA requirements.						
	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
4.1	Internal assessment and verification procedures must be documented, monitored and reviewed to meet SQA requirements.	4.1, 4.4 (4.4 was only covered in SV)	X	Now split between SA and QA	X	Now split between SV and QV	Medium
4.2	Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.	4.1		X		X	Medium
4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	4.2		X		X	High

	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	4.5		X		X	High
4.5	Assessment materials and candidate evidence (including examination question papers, scripts and electronically-stored evidence) must be stored and transported securely.	New (previously only in Category 5 — now in Category 4 as well)	X		X		High
4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.	4.3		X		X	High
4.7	Candidate evidence must be retained in line with SQA requirements.	4.7 (now also covered in SA/SV)	X	X	X	X	High

	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
4.8	Internal assessment appeals must be handled in line with a documented procedure which meets SQA requirements.	3.7	X		X		Medium
4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	4.8 (now split between 1.10 and 4.9)	Now 1.10	X	Now 1.10	X	Medium

5	EXTERNAL ASSESSMENT						
	The centre's external assessment procedures must be documented, implemented and monitored to meet qualification and SQA requirements.						
	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
5.1	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	5.3, 5.8	X (where applicable)		X		High
5.2	Assessment materials and candidate evidence, (including examination question papers, scripts and electronically-stored evidence) must be securely stored and transported.	5.5	X (where applicable)		X		High
5.3	The centre must submit, where appropriate, within published timelines, Results Services requests.	5.10	X (where applicable)		X		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.						
	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
6.1	Candidates' personal data submitted by centres to SQA must accurately reflect the current status of the candidate.	6.4, 6.8	X (6.4 formerly only in SV)		X		High
6.2	Data on candidate entries submitted by centres to SQA must accurately reflect the current status of the candidate and the qualification.	5.7, 6.2, 6.5	X		X		High
6.3	Data on candidate results submitted by centres to SQA must accurately reflect the current status of the candidate and the qualification.	6.3	X		X		High

	2015 criteria	Former 2013 criteria	Systems approval	Qualifications approval	Systems verification	Qualifications verification	Impact rating
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.	6.7, 6.9	X		X		Medium