Quality Assurance Criterion:

SQA Advanced/Higher National and Vocational Qualifications

Category 1: Management of a Centre Quality assurance is managed effectively and documented processes that support all SQA qualifications are implemented, reviewed and continuously improved.		Impact rating
1.1	Policies and procedures must be documented and reviewed to ensure full compliance with SQA quality criteria	High
1.2	Policies and procedures must be endorsed by senior management and disseminated to all relevant staff	Low
1.3	SQA must be notified of any changes which may affect the centre's ability to meet the quality assurance criteria	High
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	Medium
1.5	Suspected candidate or staff malpractice must be investigated and acted upon, in line with SQA requirements	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, IVs and invigilators	Low
1.7	There must be an effective process for communicating with staff, candidates and SQA	Medium
1.8	Feedback from candidates and staff must be sought and used to inform centre improvement plans	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	High
1.10	Outcomes of external quality assurance must be disseminated to appropriate staff and any action points addressed within agreed timescales	Medium

Category 2: Resources The centre procedures for managing resources must be documented, implemented and monitored to meet SQA requirements.		Impact rating
2.1	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	High
2.2	Assessors and internal verifiers must be given induction training on SQA qualifications and requirements.	Medium
2.3	There must be a documented system for initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	Medium
2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	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.	Medium

Category 3: Candidate Support Candidates are supported and guided through the qualifications for which they are entered.		Impact rating
3.1	Candidate induction must include information about the SQA qualification and SQA requirements.	High
3.2	Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.	Medium
3.3	Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.	Medium
3.4	Policies and procedures must give SQA candidates equal opportunities for assessment.	Low
3.5	Individual candidates' requirements for assessment arrangement must be discussed, identified, implemented and recorded.	Medium
3.6	Candidate complaints must be handled in line with a documented complaints procedure which meets SQA requirements.	Medium

Category 4: Internal Assessment and Verification The centre's internal assessment and verification procedures must be documented, implemented and monitored to meet SQA requirements.		Impact rating
4.1	Internal assessment and verification procedures must be documented, monitored and reviewed to meet SQA requirements.	Medium
4.2	Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.	Medium
4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High
4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High
4.5	Assessment materials and candidate evidence (including examination question papers, scripts and electronically-stored evidence) must be stored and transported securely.	High
4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements	High
4.7	Candidate evidence must be retained in line with SQA requirements.	High
4.8	Internal assessment appeals must be handled in line with a documented procedure which meets SQA requirements.	Medium
4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	Medium

Category 5: External Assessment The centre's external assessment procedures must be documented, implemented and monitored to meet qualification and SQA requirements.		Impact rating
5.1	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High
5.2	Assessment materials and candidate evidence, (including examination question papers, scripts and electronically-stored evidence) must be securely stored and transported.	High
5.3	The centre must submit, where appropriate, within published timelines, results services requests.	Medium

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