

# Systems Verification

## Key Messages 2021

Amid the challenges we all faced because of the COVID-19 pandemic, SQA paused systems verification in mid-March 2020. We resumed in July 2020, and statistics show that since then:

- 53% of centres received a High Confidence outcome, showing full compliance with the reduced Systems Quality Assurance Criteria
- 47% of centres had actions to complete to be fully compliant with the reduced Systems Quality Assurance Criteria

It is good to see that most of you have safeguarded the integrity of your SQA qualifications and centre systems by achieving a High Confidence outcome. This is our expectation of all centres; please use the information that follows along with our Systems Verification Criteria and guidance to ensure that you are always fully in line with our expectations.

### **Over the past year we have worked to improve our support for you by:**

- Clarifying our Systems Verification Criteria: Guidance for Centres using plain English, due to be published in early 2021
- Planning and delivering a series of Systems Quality Assurance Solutions webinars in January 2021
- Building a Centre Hub, where soon you will be able to upload systems and qualification verification evidence
- Developing a remote systems verification process using reduced criteria based on risk
- Conducting over 100 remote systems verifications, meeting with you using Microsoft Teams
- Engaging with SQA co ordinators from our Employer and Training Provider centres
- Issuing refreshed [Malpractice Guidance for Centres](#)
- Publishing Systems Verification Key Messages in January 2020

### **Over the next year, safeguard the integrity of your SQA qualifications and centre systems by:**

- Proactively checking that your policies and procedures meet all our Systems Verification Criteria and specific SQA requirements, as part of your own system for internal review
- Implementing your policies and procedures in practice and being prepared to show us that you do this
- Maintaining your document version control and archiving old versions
- Managing your candidate data: you should not have out-of-date candidate entries or enter and result candidates on the same day (except for a very few one-day courses)
- Implementing any policies and procedures that were updated because of previous systems verification: we have seen an increase in repeated non-compliance for the same Systems Verification Criteria. This is not acceptable and may in due course lead to sanctions being applied.

# How to achieve and maintain a High Confidence outcome

An effective review process is your best friend when checking that your SQA systems policies and procedures are compliant. We want you to:

- 1 Download the [Systems Verification Criteria: Guidance for Centres](#).
- 2 Map the guidance to your own policies and procedures.
- 3 Double check that SQA requirements are documented.
- 4 Amend your policies and procedures and record that you have done this. Disseminate refreshed policies and procedures to staff and candidates.

## Top 6 non-compliant criteria

- This table and chart show the percentage of centres who had a required action because they were not compliant with SQA's Systems Verification Criteria. In almost all cases, this was because you had not looked carefully at the specific SQA requirements and written these into your policy or procedure. In some cases, you had the right written policy or procedure but were not implementing this in practice. SQA requirements are detailed in the [Systems Verification Criteria: Guidance for Centres](#), and you must meet these in full. Here are the top 6 non-compliant criteria and the % of centres with a required action as a result:

