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

Assessment Guidance

This Unit is suitable for those who carry out the internal quality assurance (QA) of the assessment process in accordance with appropriate external quality assurance requirements. It involves carrying out internal verification or auditing of assessments, supporting assessors through feedback and ensuring consistency in the assessment process. Unlike the previous V1 Unit, it does not require the internal verifier-candidate to be directly involved with the external QA process and does not require a responsibility for the overall management of the QA system.

The Evidence Requirements of the new Units compared to the 2001 versions are more succinct. They provide more contexts in terms of the type of evidence required whilst providing flexibility in terms of how the evidence can be assessed.

There is no requirement for independent assessment in any of these Units. Research in relation to the previous SVQ/Units, concluded that this type of assessment did not generally enhance the quality assurance of the assessment process as intended.

The qualifications are based on the new, more compact NOS with a very much reduced set of Performance Criteria compared with the previous Units. This is intended to improve the clarity of measurement for users when conducting assessments against the standards.

The Units have been designed in a way that will allow the simultaneous assessment of knowledge and performance. The knowledge and Evidence Requirements have been framed in such a way to facilitate this process.

All performance evidence must come from real workplace practice in learning and development, assessment and verification. The use of simulation is not allowed for these qualifications.

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

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

Terminology

Within this Unit the following explanations and examples apply.

Assessment method   O*bservation, questioning, checking of products of work, witness testimony.*

Authentic evidence   *Being the candidate's own work.*

Candidate   *The person being assessed.*

Organisation   *An awarding organisation, internal department or other organisation involved in assessment.*

Reliable   *Assessors achieving a consistent approach to the way they make judgements about candidate evidence.*

Role requirements   C*ould include holding an assessor/verifier qualification and/or occupational experience in the area being assessed.*

Special assessment arrangement *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.*

Sufficient   *Enough evidence as specified in Evidence Requirements or Assessment Strategy.*

Valid   *Relevant to the criteria against which the candidate is being assessed.*

Performance What the internal verifier-candidate must do:	Knowledge What the internal verifier-candidate must know:	Evidence Requirements
1 Prepare to carry out internal quality assurance (a) Prepare to monitor the quality of assessment.	1 The standards being assessed and the assessment/Evidence Requirements. 2 The relevant Assessment Strategy and external and internal quality assurance requirements. 3 The principles of assessment and quality assurance. 4 Procedures to follow when preparing for monitoring activity. 5 Agreed procedures for planning, preparing for and carrying out assessment. 6 Criteria for judging the quality of the assessment process. 7 Roles, responsibilities of, and requirements for, assessors/lead IV/IVs/EVs. 8 Special assessment arrangements. 9 The uses, benefits and drawbacks of different assessment methods. 10 Legal issues, policies and procedures including those for health, safety and welfare.	**Performance** The information the internal verifier-candidate gathered to inform planning of their monitoring of the assessment process covering at least two assessors' work with at least two candidates each, covering at least three assessment decisions in total. A report (verbal or written) with supporting documentation on how they gathered information on the standards being assessed, assessment and quality assurance requirements, numbers of candidates and assessors, assessment context, quality assurance risks. **Knowledge** Evidence that you have all the knowledge specified. This may be evidenced through one or more or a combination of the following: ♦ discussion with their assessor ♦ answering written or oral questions ♦ providing a personal statement

Performance What the internal verifier-candidate must do:	Knowledge What the internal verifier-candidate must know:	Evidence Requirements
2 Plan internal quality assurance (a) Plan monitoring activities to ensure the quality of assessment is maintained.	1 Procedures to follow when planning monitoring activity. 2 Principles of assessment (Validity, Authenticity, Reliability, Currency, Sufficiency (VARCS)). 3 Assessment cycle — when you would use interim and final verification. 4 Principles and techniques of sampling, and their application including the appropriate use of technology. 5 Quality assurance risk management. 6 Internal quality assurance policies/procedures/strategy. 7 Policies, procedures and requirements re information management, data protection and confidentiality in relation to assessment and quality assurance.	**Performance** A plan for the monitoring of at least two assessors appropriate to their experience, the assessment cycle, candidate cohorts, assessment methods, assessment principles, VARCS, Assessment Strategy, external quality assurance requirements. The monitoring plan should cover each assessor's work with at least two candidates covering at least three assessment decisions in total. A record of the internal verifier-candidate's communications with relevant people about the plan and the administrative arrangements. **Knowledge** Evidence that the internal verifier-candidate has all the knowledge specified. This may be evidenced through one or more or a combination of the following: ♦ discussion with their assessor ♦ answering written or oral questions ♦ providing a personal statement

Performance	Knowledge	Evidence Requirements
What the internal verifier-candidate must do:	**What the internal verifier-candidate must know:**	
3 Carry out planned monitoring of the quality of assessment (a) Determine whether assessment processes and systems meet and operate according to quality requirements. (b) Check that assessors meet the requirements for their role. (c) Check that assessments are planned, prepared for and carried out according to agreed procedures. (d) Check that assessment methods are safe, fair, valid and reliable. (e) Check that assessment decisions are made using specified criteria. (f) Compare assessor decisions to ensure that they are consistent. (g) Provide assessors with feedback, advice and support to help them maintain and improve their assessment practice.	1 Assessment and quality assurance principles, requirements, policy and practice (Validity, Authenticity, Reliability, Currency, Sufficiency (VARCS)). 2 Agreed procedures for planning, preparing and carrying out assessment. 3 Assessor/IV roles and requirements. 4 Assessment specifications and risk identification and management. 5 Criteria for judging quality of assessment. 6 Methods of monitoring assessor practice and recording sampling to showing a clear audit trail. 7 Standardisation processes and how to co-ordinate and contribute to these. 8 Types of feedback, advice and support that assessors need and how to meet those needs. 9 Procedures to use when there are disputes and concerns about quality of assessment and quality assurance. 10 Equality and diversity issues in relation to assessment and quality assurance and how these should be addressed. 11 Requirements for information management, data protection and confidentiality and communication in relation to assessment and quality assurance.	**Performance** Internal quality assurance records of planned monitoring activity for at least three assessment decisions for at least one qualification including monitoring of at least two assessors' practice including observation of them providing feedback to their candidates. Observation of the internal verifier-candidate monitoring the activities of one assessor. The observation need only cover a sample of the monitoring activities such as planning, feedback, or standardisation. A statement on how their monitoring activities were appropriate to assessor experience, the assessment cycle, candidate cohorts, assessment methods, assessment principles, VARCS, Assessment Strategy, external quality assurance requirements. Records of the internal verifier-candidate's feedback, including advice and support to relevant people, agreements about any remedial action or changes to assessment processes to ensure consistency and to inform plans for CPD activity.

Performance **What the internal verifier-candidate must do:**	Knowledge **What the internal verifier-candidate must know:**	**Evidence Requirements**
	12 Continuous Professional Development (CPD) planning and implementation including working towards national standards in assessment and verification.	**Knowledge** Evidence that the internal verifier-candidate has all the knowledge specified. This may be evidenced through one or more or a combination of the following: ♦ discussion with their assessor ♦ answering written or oral questions ♦ providing a personal statement

Performance	Knowledge	Evidence Requirements
What the internal verifier-candidate must do:	**What the internal verifier-candidate must know:**	
4 Meet appropriate external quality assurance requirements (a) Work with others to ensure the standardisation of assessment practice and outcomes. (b) Follow agreed procedures when there are significant concerns about the quality of assessment. (c) Follow agreed procedures for the recording, storing, reporting and confidentiality of information.	1 External quality assurance requirements prior to, during and post monitoring activities. 2 Procedures to use when there are disputes and concerns about quality of assessment. 3 Standardisation processes and how to co-ordinate and contribute to these. 4 Methods of reporting on internal quality assurance and reviews of practice. 5 Organisation's quality assurance responsibilities and requirements re information management, data protection, confidentiality and communication.	**Performance** Internal quality assurance reports covering the activities in '**Carry out planned monitoring of the quality of assessment'** and an endorsing statement in relation to the acceptability of the internal verifier-candidate's work from a quality assurance practitioner such as a qualified internal verifier, centre co-ordinator or External Verifier. Records of their contribution to standardisation activities/events to ensure consistency in assessment. **Knowledge** Evidence that the internal verifier-candidate has all the knowledge specified. This may be evidenced through one or more or a combination of the following: ♦ discussion with their assessor ♦ answering written or oral questions ♦ providing a personal statement

Assessment Strategy for:

SVQ level 3 in Learning and Development

SVQ level 4 in Learning and Development

LLUK Unit L&D12 — Externally Monitor and Maintain the Quality of Workplace Assessment

Scope of this Assessment Strategy

This Assessment Strategy applies to the 2010 level 3 and level 4 SVQs in Learning and Development and the Units that make them up in whatever other qualifications they are used. This Assessment Strategy also applies to LLUK Unit L&D12 *Externally Monitor and Maintain the Quality of Workplace Assessment* in whatever qualifications it may be used.

The SVQ Units for Learning and Development

All of the Units that make up the SVQs for Learning and Development are based on the Learning and Development National Occupational Standards that were approved in February 2010 and the National Occupational Standards for Management and Leadership approved in 2008.

For the purposes of assessing workplace competence Learning and Development Standard 9: Assess Learner Achievement has been contextualised to create two separate SVQ Units:

♦ Unit L&D9D *Assess Workplace Competence Using Direct Methods*
♦ Unit L&D9DI *Assess Workplace Competence Using Direct and Indirect Methods*

Unit L&D9D Assess Workplace Competence Using Direct Methods

This Unit must cover direct assessment methods including:

♦ observation
♦ related questioning
♦ inspecting work products (created at the time of the observation)

Unit L&D9DI Assess Workplace Competence Using Direct and Indirect Methods

This Unit must cover direct assessment methods including:

♦ observation
♦ related questioning
♦ inspecting work products (created at the time of the observation)

and must also cover indirect assessment methods including:

♦ examination of work products (created at the time of observation and not created at the time of observation)
♦ discussing with candidates
♦ testimony of others (witnesses)
♦ examining candidate statements
♦ assessing candidates in simulated environments
♦ Accreditation of Prior Learning or Achievement (APL or APA)

For each Unit, an appropriate range of methods will allow a trainee assessor to meet the requirements of the standards.

For the purposes of evaluating and improving Learning and Development, Learning and Development Standard 13 has been contextualised to create a new Unit for the level 3 SVQ:

♦ Unit L&D13S *Evaluate and Improve Learning and Development Sessions*

For the purposes of evaluating and improving Learning and Development, Learning and Development Standard 13 has been contextualised to create a new Unit for the level 4 SVQ:

♦ Unit L&D13P *Evaluate and Improve Learning and Development Programmes*

Quality assurance

Centres offering these qualifications must provide internal quality assurance to ensure assessment meets all Awarding Body requirements, and is standardised across individual assessors, assessment locations and learners. In addition, the Awarding Body must ensure there is a robust system of external quality assurance to ensure quality and standardisation across centres. Awarding bodies should apply appropriate risk rating measures to individual assessment centres and ensure that robust quality assurance systems are in place to manage these risks on an individual basis.

Workplace evidence and simulation

All performance evidence must come from real workplace practice in learning and development, assessment and verification. The use of simulation is not allowed for these qualifications.

Requirements for assessors

All those who assess these qualifications or Units must:

♦ have up-to-date working knowledge and experience of best practice in the relevant area of practice
♦ hold or be working towards one of the following:
  — L&D9DI *Assess Workplace Competence Using Direct and Indirect Methods*
  — A1 *Assess Candidate Performance Using a Range of Methods*
  — any appropriate QCF qualifications and/or Units as recognised by SQA accreditation
♦ or hold D32 *Assess Candidate Performance* and D33 *Assess Candidate Using Differing Sources of Evidence*

If they are assessing either L&D9D, L&D9DI, L&D11 or L&D12, they must hold one of the assessor qualifications specified above, not just be working towards it.

All assessors must show current evidence of continuing professional development in the relevant area of practice by demonstrating they continue to meet the standard set out in L&D10 *Reflect On, Develop and Maintain Own Skills and Practice in Learning and Development*.

Requirements for internal verification

All those who internally verify these qualifications or Units must:

♦ have up-to-date working knowledge and experience of best practice in the relevant area of practice
♦ hold one of the following:
   — L&D9DI *Assess Workplace Competence Using Direct and Indirect Methods*
   — A1 *Assess Candidate Performance Using a Range of Methods*
   — any appropriate QCF qualifications and/or Units as recognised by SQA accreditation
   — D32 *Assess Candidate Performance* and D33 *Assess Candidate Using Differing Sources of Evidence*

♦ They must either hold or be working towards one of the following internal quality assurance qualifications:
   — L&D11 *Internally Monitor and Maintain the Quality of Workplace Assessment*
   — V1 *Conduct Internal Quality Assurance of the Assessment Process*
   — Or D34 *Internally Verify the Assessment Process*

If they are internally verifying either L&D9D, L&D9DI, L&D11 or L&D12, they must hold one of the specified internal verifier qualifications, not just be working towards it.

All internal verifiers must show current evidence of continuing professional development in the relevant area of practice by demonstrating they continue to meet the standard set out in L&D10 *Reflect On, Develop and Maintain Own Skills and Practice in Learning and Development*.

Requirements for external verification

All those who externally verify these qualifications or Units must:

♦ have up-to-date working knowledge and experience of best practice in the relevant area of practice
♦ hold one of the following:
   — L&D9DI *Assess Workplace Competence Using Direct and Indirect Methods*
   — A1 *Assess Candidate Performance Using a Range of Methods*
   — any appropriate QCF qualifications and/or Units as recognised by SQA accreditation
   — D32 *Assess Candidate Performance* and D33 *Assess Candidate Using Differing Sources of Evidence*

- ♦ They must hold one of the following internal quality assurance qualifications:
  - — L&D11 *Internally Monitor and Maintain the Quality of Workplace Assessment*
  - — V1 *Conduct Internal Quality Assurance of the Assessment Process*
  - — any appropriate QCF qualifications and/or Units as recognised by SQA accreditation
  - — D34 *Internally Verify the Assessment Process*

- ♦ They must hold or be working towards one of the following external quality assurance qualifications:
  - — L&D12 *Externally Monitor and Maintain the Quality of Workplace Assessment*
  - — V2 *Conduct External Quality Assurance of the Assessment Process*
  - — any appropriate QCF qualifications and/or Units as recognised by SQA accreditation
  - — D35 *Externally Verify the Assessment Process*

If they are externally verifying either L&D9D, L&D9DI, L&D11 or L&D12, they must hold one of the specified external verifier qualifications, not just be working towards it.

All External Verifiers must show current evidence of continuing professional development in the relevant area of practice by demonstrating they continue to meet the standard set out in L&D10 *Reflect On, Develop and Maintain Own Skills and Practice in Learning and Development*.