Workplace Assessor and Internal Verifier Awards

Qualification Verification Summary Report 2022
Learning and Development

Verification group number: 242

Introduction

All visits were carried out virtually, with the majority of evidence being reviewed by the external verifier (EV) via electronic portfolio (e-portfolio) or via SQA's Evidence Hub.

Workplace Assessor and Internal Verifier Awards (noted below) were delivered in the majority of centres visited, although some centres also delivered some stand-alone workplace assessed units.

Workplace Assessor and Internal Verifier Awards:

FD40 04 Assess Workplace Competence Using Direct methods
FD41 04 Assess Workplace Competence Using Direct and Indirect Methods
FD43 04 Internally Monitor and Maintain the Quality of Workplace Assessment

General comments

There is a requirement for all qualified assessors and internal verifiers to demonstrate, through continuous professional development (CPD), that they are working in line with the current National Occupational Standards (NOS) for assessment and internal verification and the relevant assessment strategies. In addition, all assessors and internal verifiers working with the SCQF Assessor and Internal Verifier awards must show that they continue to meet the standards as set out in the Learning and Development (L&D)10 NOS: Reflect On, Develop and Maintain Own Skills and Practice in Learning and Development.

Category 2: Resources

Criterion 2.1: Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.

In almost all centres, assessors and internal verifiers were competent to assess and internally verify in line with the assessment strategy and almost all undertook the appropriate CPD to maintain current professional and occupational competence. In line with assessment strategy requirements, most centres clearly planned and recorded CPD in accordance with the L&D10 unit/NOS: Reflect On, Develop and Maintain Own Skills and Practice in Learning and Development. In more than a few centres, the L&D 10 unit had been completed as part of the centres' assessment team's CPD requirements. However, some centres required to review planning and recording CPD, to reflect the requirements of the assessment strategy.

Although the CPD template (for planning and recording activity for assessors and internal verifiers of the L&D Awards) has been available on the SQA open website since late 2020 (it was formerly on the SQA secure site), some centres were still unaware. EVs took the opportunity to signpost this resource on the SQA open website to the centres when conducting their visits. In a small number of centres, there was a requirement to reconsider their resources in order to be able to effectively deliver the awards.

Criterion 2.4: There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.

Almost all centres visited have a process to review their centre policy, procedures and learning materials provided to learners — recording all updates using a clear version control system. Systems verification audits, which have taken place in many centres over the last few years, have confirmed this has been implemented effectively.

Site selection checklists are also being completed as required, successfully monitoring risk and the assessment environments.

Almost all centres delivering Assessor and Internal Verifier awards and other Workplace Assessed units provide candidates with the SQA practical guides support packs, assessment principles guidance (VARCS), benefits and drawbacks templates, and the Guide to Assessment. These are available on the SQA open website. Where these have not been used, the EV has signposted the centre to these resources.

Category 3: Candidate support

Criterion 3.2: Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.

In almost all centres, candidates go through a careful selection process to ensure that they have the relevant skills and experience, and that the award they are undertaking is the relevant award and is suited to their working role. It is also reviewed as part of the selection process as to whether assessor and internal verifier candidates have access to sufficient and appropriate candidates to meet the relevant evidence requirements within the units. All candidates receive induction to the awards and all are given the opportunity to discuss any prior achievements that they may have which, if appropriate, could be matched to the award that they are undertaking. Most centres have developed an 'Induction checklist', clearly documenting that various key centre policies and procedures have been discussed and received. Initial assessment/planning agreements are completed with candidates, providing an opportunity to identify any specific development or additional needs. Assessment planning records are reviewed on an ongoing basis throughout the duration of the award, enabling any change in circumstances to be considered.

Criterion 3.3: Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.

In almost all centres there was evidence of clear and frequent candidate–assessor contact being recorded, with clearly documented assessment planning, action plans, progress reviews, updated action planning and clear and constructive feedback being provided to candidates. In the majority of centres, this was evidenced in an e-portfolio via assessment planning documentation and/or contact diary. For those centres not using e-portfolios, this was recorded via hard copy documents or email exchanges.

Category 4: Internal assessment and verification

Criterion 4.2: Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.

Almost all centres have a clear, three-stage internal verification procedure and clearly documented procedures for assessment and internal verification. Within these centres, there was evidence of procedures being implemented through completed assessment reports, internal verification (monitoring and sampling) planning, internal verification reports and evidence of relevant standardisation activities being carried out.

Standardisation activities evidenced consisted of the standards being implemented across centres and decision logs being maintained in many centres.

Criterion 4.3: Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.

Within almost all centres, evidence sampled for the awards met SQA's principles of assessment, ie that it was valid, reliable, practicable, equitable and fair. It met all the requirements detailed within the L&D NOS and the Learning and Development Assessment strategy. Assessment methods sampled included personal statement, observation of candidate performance, witness testimony/endorsement of statements, work products, questioning and professional discussion. Many centres had adopted the use of Skype/video recording assessor–candidate feedback to candidates, initially due to restrictions on the assessor accessing the place of work, and now as a new way of working. The use of this method of observing assessor–candidate/internal verifier feedback, requires to be carried out by the assessor, However, it does not require to be in real-time and so provides flexibility of delivery.

Almost all centres had adopted the evidence tracker for the award thus ensuring that all performance, knowledge and evidence requirements were being met. Internal quality assurance processes within the centres ensured that quality assurance principles are also being met and standardisation activity ensured that there is accuracy and consistency in decisions made.

Criterion 4.4: Assessment evidence must be the candidate's own work, generated under SQA's required conditions.

All centres have a documented malpractice policy which includes plagiarism. Centres cover the policy and relevant responsibilities with learners at the point of induction, with most centres recording this in the 'Induction checklist'. All centres ensure that the evidence on which an assessment decision is made solely belongs to the candidate. This is done by means of a candidate disclaimer being completed within paper portfolios and an electronic signature where e-portfolios are being used. Assessor observation and witness testimony are also used by centres to ensure authentication of candidate evidence.

All centres visited had chosen the appropriate Assessor and Internal Verifier qualification (workplace or non-workplace) in line with SQA's required conditions.
https://www.sqa.org.uk/files_ccc/Choosing_Appropriate_Assessor_and_Verifier_Qualifications.pdf

Criterion 4.6: Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.

Almost all centres demonstrated accurate and consistent assessment judgements, ensuring the integrity of the qualifications. The majority of centres adopted the evidence trackers ensuring that all performance criteria, knowledge and evidence requirements were being met and clearly recorded. Where these were not being used, they were signposted to the SQA secure site. Where they were not recorded on e-portfolios, it was discussed that a system would be required to record and track evidence requirements, as well as performance and knowledge evidence. All centres provided evidence of internal verification processes being implemented with interim and summative sampling being carried out (in line with the CAMERA principles and the L&D11 NOS). Standardisation activity demonstrated the consistent interpretation of standards and consistency and accuracy in making judgements.

Criterion 4.7: Candidate evidence must be retained in line with SQA requirements.

All centres had guidance on the retention of candidate evidence within their centre policies and procedures. All centres complied with the SQA requirements to retain all evidence in line with the current guidance issued by SQA and all complied with the requirement to retain all candidate evidence from the point of initial contact by the EV until the date of the visit.

Criterion 4.9: Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.

All centres provided appropriate evidence to demonstrate having disseminated feedback from the qualification verification report to relevant assessors and internal verifiers. Methods implemented by centres were via standardisation meetings, CPD events, team development days, learning portals and corporate manage systems. All actions and recommendations were actioned and recorded in either standardisation meetings and/or decision logs.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2021–22:

♦ Clear planning and recording of CPD activity
♦ Excellent resources being provided to candidates including online resources such as Moodle. Some centres had developed resources such as candidate booklets/induction packs
♦ Good use of technology (for example Microsoft Teams), ensuring regularity and availability of support to candidates. Use of 'channels' within Teams to provide focused

interest for example, issues with Learning Assistant or the interpretation of standards, allowing relevant standardisation discussions to take place

♦ Shadowing opportunities for new assessors and induction refreshers for assessors who have not assessed for some time

♦ 'Discussion log' recording less formal standardisation opportunities

♦ Feedback session on qualification verifier visit used as a development opportunity for all centre staff

Specific areas for development

The following areas for development were reported during session 2021–22:

♦ CPD recording in line with the L&D Assessment strategy and L&D 10 NOS

♦ Ensure performance criteria, knowledge and evidence requirements are clearly tracked. The use of the unit evidence tracker is recommended

♦ Consideration of ratio of assessors to candidates to ensure a quality delivery of awards