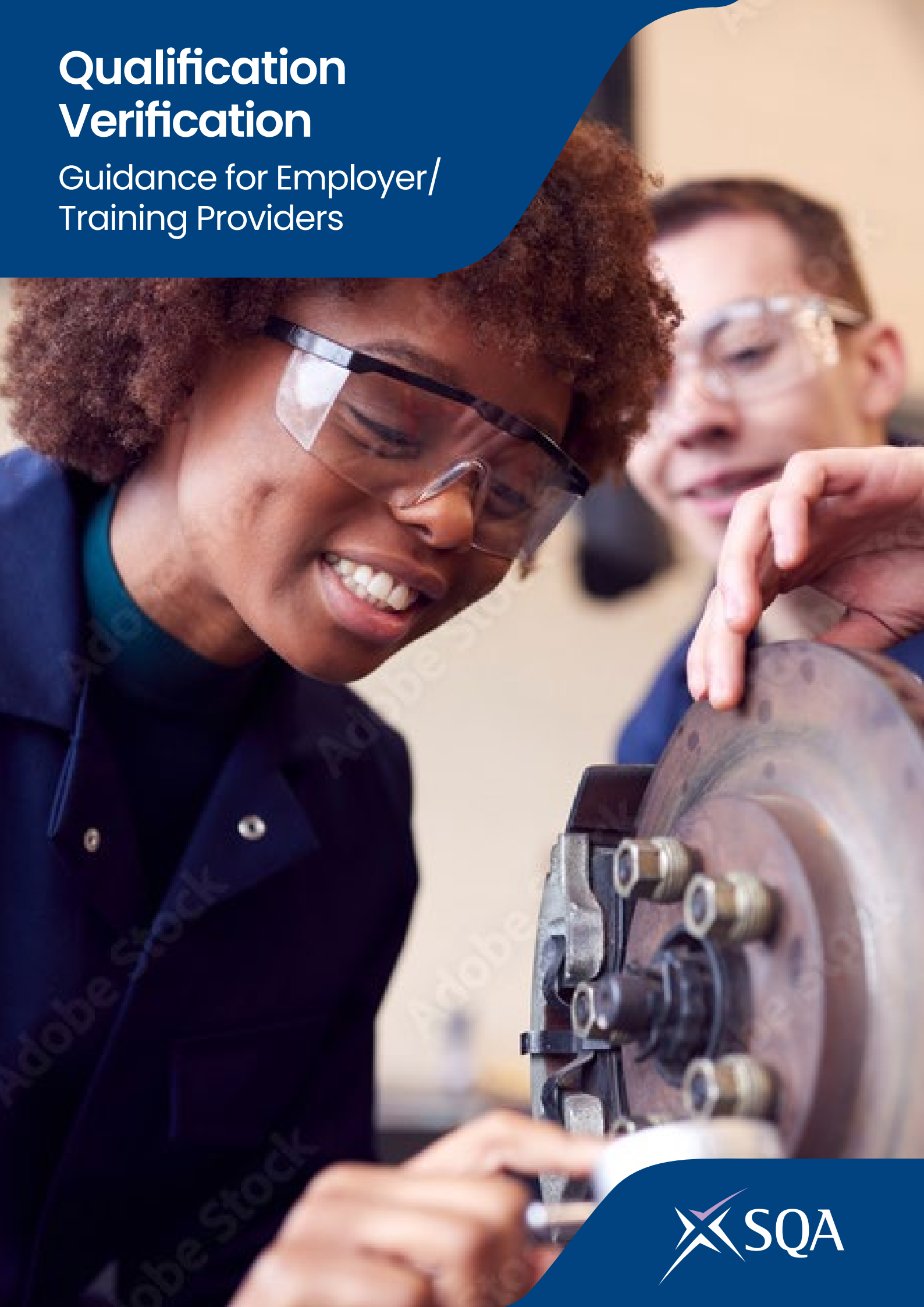


Qualification Verification

Guidance for Employer/
Training Providers





Qualification Verification:

Guidance for employers and training providers

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Introduction

This guidance document covers all models and approaches of qualification verification for all qualification types.

Section 1 of this document covers the planning process for all qualification types.

Section 2 covers the qualification verification process for the following qualifications:

- ◆ National Workplace
- ◆ Scottish Vocational Qualifications (SVQs)
- ◆ Customised Awards

Section 3 covers the group award verification process for the following qualifications:

- ◆ Higher National, including NextGen: HN
- ◆ SQA Advanced Certificates and Diplomas
- ◆ Professional Development Awards
- ◆ National Progression Awards
- ◆ National Certificates
- ◆ Foundation Apprenticeships

Our approach varies slightly depending on qualification type.

This guidance document will outline:

- ◆ the purpose of qualification verification
- ◆ what qualification verification looks like
- ◆ what qualification verification for a group award looks like
- ◆ how to work with SQA and external verifiers to plan, manage and take part in a qualification verification event

What happens during qualification verification?

Qualification verification is the process by which SQA verifies that your centre is assessing candidates in line with national standards, and that your assessment decisions comply with SQA's quality assurance (QA) criteria.

The SQA staff who carry out qualification verification are external verifiers (EVs). They are experienced subject experts who are appointed by SQA and we ask that all EVs are treated with courtesy and respect. We also expect our verifiers to conduct themselves professionally and uphold our values at all times. If your experience with an EV falls short of this, please don't hesitate to get in touch and let us know.

There is specific guidance on each QA criterion for qualification verification in [Qualification Verification Criteria: Guidance for centres](#). You will find this on our website. It includes:

- ◆ the rationale for each QA criterion in qualification verification
- ◆ specific SQA requirements for each criterion
- ◆ examples of types of evidence required to demonstrate how a criterion has been met
- ◆ additional sources of information and guidance available from SQA

Please note: There are other QA criteria that cover 'systems verification'. Systems verification is an additional QA process during which a systems verifier will review your QA systems, policies and procedures.

Modes of qualification verification

There are four main methods of qualification verification: virtual, visiting, remote and central.

Virtual verification

- ◆ We will liaise with your SQA co-ordinator to plan the virtual verification event.
- ◆ During planning, you will agree:
 - the evidence submission date
 - method of evidence submission
 - a date and time for a virtual feedback meeting
- ◆ Evidence should be submitted at least two weeks before the agreed virtual feedback meeting.
- ◆ You may provide the EV with internal access to your own platforms, such as your OneDrive, to review the requested evidence.
- ◆ The feedback meeting will be conducted using Microsoft Teams. The EV will send you the meeting link for this.
- ◆ Your QA report will be released 15 working days after the virtual visit.

Visiting verification

- ◆ The EV will contact your SQA co-ordinator to arrange a visit date.
- ◆ The EV will issue the visit plan at least six weeks before the agreed visit date.
- ◆ Verification is likely to be carried out in one day at your centre.
- ◆ Evidence will be reviewed on the day at your centre.
- ◆ Your QA report will be released 15 working days after the visit.

Remote verification

- ◆ Remote verification will address criteria 2.1 (where applicable) and 4.2–4.7.
- ◆ The focus will be on internal assessment and verification and, where applicable, on the assessors' and internal verifiers' (IVs) competence to assess and internally verify in line with the qualification requirements.
- ◆ Evidence will be submitted and reviewed remotely.
- ◆ No feedback meeting will take place.
- ◆ Your QA report will be released 15 working days after the verification event takes place.

Central verification

- ◆ SQA will contact you to indicate when and how central verification will take place for a specific qualification
- ◆ You will receive clear instructions about the process and procedures to follow for the central verification event.
- ◆ You will liaise with the QA logistics officer on how to submit evidence.
- ◆ Where your centre is found to be non-compliant in some aspect of assessment of the qualification, you will have an opportunity to have a virtual feedback event.

- ◆ Your QA report will be released 15 working days after the verification event takes place.

For visiting and virtual verification activity, it's important to prioritise planning with your EV to ensure the smooth running of the process. Any dates agreed should allow sufficient time for remedial action, if required. Please note that delays in qualification verification events can impact candidate certification.

1: Planning for all product types

The QA team will email you when you are selected for verification activity and ask:

- Which units are you delivering as part of the qualification?
- Are any of the units being delivered for the first time?
- Are there any units that you specifically wish to have verified?
- When will you have evidence available for each unit?

Once the QA team have gathered the above information, they will:

- 1 Establish whether there is enough available information to progress to qualification verification activity and where there is not, we will advise of next steps.
- 2 Release the allocation to the EV within the appropriate timeframe. For example, we may contact you in October with your selection information. If you advise us that evidence won't be available until March the following year, we will not release the allocation to the EV until nearer the time. Candidate evidence must be retained from when we first contact you until this verification event has been undertaken.

Once the allocation has been released to an EV, the approach to verification will be different based on qualification type. You can click on the link below to take you to the information relevant for each qualification type.

[SVQs, National Workplace, Customised Awards](#)

[Higher National, Advanced Certificates and Diplomas, Professional Development Awards, National Progression Awards, National Certificates, Foundation Apprenticeships](#)

2: SVQs, National Workplace and Customised Awards

2.1 Undertaking the activity

Following the allocation of the activity, we'll give the delivery information you have provided to the EV. You will receive an automated email from our Quality Assurance Management System (QAMS) advising you of this selection.

The EV will:

- 1 Make initial contact with your SQA co-ordinator within 10 working days. The EV will not contact subject staff directly unless authorised to do so by the SQA co-ordinator.
- 2 Using the information you provided about qualification delivery and evidence availability, request additional information on:
 - names of assessors and IVs
 - candidate Scottish Candidate Numbers (SCN) and stage of progression
 - level of qualification of assessors and IVs
- 3 Confirm with you:
 - for virtual verification: the method of evidence submission, the date and time of the virtual feedback session, and any candidate, assessor or IV interviews required.
 - for visiting verification: the date and time of the visit, and any candidate, assessor or IV interviews required.
- 4 Send a completed visit plan to the SQA co-ordinator by:
 - for visiting verification: six weeks before the event
 - for virtual verification: two weeks before the agreed evidence submission date

This visit plan will include:

- A list of the assessors, verifiers and candidates who are selected for interview. It's generally best for interviews to be conducted face-to-face, but other formats such as MS Teams, tele- or video- conference, and telephone interviews are also acceptable.
 - An outline of what will be covered during the event, and an indication of the running order.
 - An outline of the rationale for sampling (please see next section for more information on sampling).
 - A list of the standard documentation required for the activity (this is advised at the bottom of the EV visit plan and applies to both virtual visits and in-person visits).
- 5 Arrange the verification event (such as using MS Teams for virtual verification).

If you request that verification takes place prior to the units being completed, and if this would result in partial evidence being provided, your EV will determine whether the evidence available is sufficient before scheduling the qualification verification activity.

2.2 Qualification verification process for your SQA co-ordinator

Your SQA co-ordinator should:

- 1 Respond to the initial email from SQA and confirm:
 - whether you are delivering the selected qualification
 - if so, when you will have evidence available
 - ensure that all relevant evidence is retained from the date of initial contact from SQA
- 2 Liaise directly with the verifiers involved to finalise the visit plan and make arrangements for the feedback event or the in-person visit.
- 3 For a virtual verification event, ensure that all documentary evidence is available for review electronically, in the timeframe agreed with the EV. You can use your own electronic format or the HNVQ Centre Hub. If providing access to your own platform, it is your responsibility to ensure that the EV has been given sufficient support and guidance to allow them to review the evidence. Failure to do so may impact on the EV's ability to review the evidence appropriately, which could impact on the outcome of your activity. To protect SQA systems, web links and downloadable systems such as Dropbox are not acceptable methods of evidence submission. If your evidence is 'paper-based', the EV will contact SQA for guidance.
- 4 For an in-person visiting activity, ensure that all evidence is available for the EV to review at the centre on the agreed date.
- 5 Ensure that the relevant evidence is submitted for review in line with SQA QA criteria. Please refer to the [Qualification Verification Criteria: Guidance for centres](#).
- 6 Tell all relevant staff the date of the activity.
- 7 Arrange for assessors, IVs and candidates to be available for interview during the event, or by telephone or MS Teams (where applicable).
- 8 Ensure all requested staff are available for the feedback session.

2.3 Feedback sessions — important points to note

- ◆ For virtual verification: the EV will review the evidence before the arranged MS Teams feedback session.
- ◆ For visiting verification: the EV will review the evidence while at your centre, and carry out the feedback session in person at the end of the visit.
- ◆ For both visiting and virtual verification:
 - Where required, you should arrange for any additional centre staff to attend.
 - At the end of the feedback session, the EV will provide you with an Outcome of Qualification Activity form which summarises their findings. Please note that this

is not the final decision, but a summary of the EV's findings. The final decision is SQA's responsibility. We will confirm it in the qualification verification report.

2.4 Reporting for a qualification verification event

- ◆ For both visiting and virtual verification:
 - Your QA report will be sent to your SQA co-ordinator within 15 working days of the visit directly from our Quality Assurance Management System
 - This report will detail your outcome ratings for each criterion.
 - You have the right to appeal the findings of your report.

3: Higher National, Advanced Certificates and Diplomas, Professional Development Awards, National Progression Awards, National Certificates, Foundation Apprenticeships

These qualifications will be verified using our group award approach to verification. This approach looks at a qualification framework, reviewing evidence from candidates across units within the selected group award and across multiple verification groups.

3.1 Undertaking the activity

Following the allocation of the activity, we'll give the delivery information you have provided to the EV. You will receive an automated email from our Quality Assurance Management System (QAMS) advising you of this selection.

The EV will:

- 1 Make initial contact with your SQA co-ordinator within 10 working days. The EV will not contact subject staff directly unless authorised to do so by the SQA co-ordinator.
- 2 Using the information you provided about qualification delivery and evidence availability, request additional information on:
 - names of assessors and IVs
 - candidate Scottish Candidate Numbers (SCN) and stage of progression
 - level of qualification of assessors and IVs
- 3 Confirm with you:
 - for virtual verification: the method of evidence submission, the date and time of the virtual feedback session, and any candidate, assessor or IV interviews required.
 - for visiting verification: the date and time of the visit, and any candidate, assessor or IV interviews required.
- 4 Send a completed visit plan to the SQA co-ordinator by:
 - for visiting verification: six weeks before the event
 - for virtual verification: two weeks before the agreed evidence submission date

This visit plan will include:

- A list of the assessors, verifiers and candidates who are selected for interview. It's generally best for interviews to be conducted face-to-face, but other formats such as MS Teams, tele- or video- conference, and telephone interviews are also acceptable.
- An outline of what will be covered during the event, and an indication of the running order.
- An outline of the rationale for sampling (please see next section for more information on sampling).

- A list of the standard documentation required for the activity (this is advised at the bottom of the EV visit plan and applies to both virtual visits and in-person visits).

5 Arrange the verification event (such as using MS Teams for virtual verification).

If you request that verification takes place prior to the units being completed, and if this would result in partial evidence being provided, your EV will determine whether the evidence available is sufficient before scheduling the qualification verification activity.

3.2 Multiple EVs: the approach

Depending on the qualification, there may be more than one EV involved. Where this happens, we'll appoint a 'primary' EV. The primary EV will act as the main point of contact for the activity, liaise with any secondary EVs, and carry out visit planning and the review of the generic criteria. Secondary EVs will review subject criteria. There's more detail about this in the appendix.

We will share all information provided with the EVs. The EV (or the primary EV if applicable) will liaise with you (and if applicable any secondary EVs) to confirm all remaining visit planning information (date, time, evidence platform etc).

The visit plan for the group award activity will be generated via the primary EV's QAMS event ID and will be issued once the above details are confirmed.

- ◆ When there is more than one verifier involved in the activity, the primary verifier will review both the 'generic' criteria and their 'subject' criteria. Any additional EVs will review their 'subject' criteria only.

We will only talk about 'generic' criteria where there is more than one verifier involved in the group award activity. We've introduced this so that verifiers don't repeat verification activity, and to make for a more streamlined verification experience for centres. Details of the generic criteria, subject criteria and EVs' responsibility can be found in the appendix.

3.3 Qualification verification process for your SQA co-ordinator

Your SQA co-ordinator should:

- 1 Respond to the initial email from SQA and confirm:
 - whether you are delivering the selected qualification
 - if so, when you will have evidence available
 - ensure that all relevant evidence is retained from the date of initial contact from SQA
- 2 Liaise directly with the verifiers involved to finalise the visit plan and make arrangements for the feedback event or the in-person visit.
- 3 For a virtual verification event, ensure that all documentary evidence is available for review electronically, in the timeframe agreed with the EV. You can use your own electronic format or the HNVQ Centre Hub. If providing access to your own platform, it is your responsibility to ensure that the EV has been given sufficient support and guidance to allow them to review the evidence. Failure to do so may impact on the EV's

ability to review the evidence appropriately, which could impact on the outcome of your activity. To protect SQA systems, web links and downloadable systems such as Dropbox are not acceptable methods of evidence submission. If your centre is 'paper-based', the EV will contact SQA for guidance.

- 4 For an in-person visiting activity, ensure that all evidence is available for the EV to review at the centre on the agreed date.
- 5 Ensure that the relevant evidence is submitted for review in line with SQA QA criteria. Please refer to the [Qualification Verification Criteria: Guidance for centres](#).
- 6 Tell all relevant staff the date of the activity.
- 7 Arrange for assessors, IVs and candidates to be available for interview during the event, or by telephone or MS Teams (where applicable).
- 8 Ensure all requested staff are available for the feedback session.

3.4 Candidate lists

Candidate lists for the units selected for verification should be provided at an appropriate time during the visit planning process, to allow the EV to determine the candidate sample. You can provide this using your usual data sharing platform and processes. If using email to share candidate data, do not include candidate names – only SCNs can be shared via email.

Candidate information should include, for each unit selected:

- ◆ SCN
- ◆ Name of candidate (when only using secure data sharing platform)
- ◆ Assessor and Internal Verifier name against each candidate
- ◆ Stage of completion

3.5 Graded unit activity

Where a graded unit (GU) has been selected for verification, this will be included as part of the overall group award verification activity. If the delivery of the graded unit is taking place later in the session, we will undertake verification separately. We'll confirm this when you provide us with candidates' SCNs and their stage of completion.

Where graded units are verified separately, this will be treated as an independent activity with its own QAMS event allocation. It will no longer be included within the overall group award verification activity, and standard verification process will apply. This will ensure that graded unit verification does not delay overall group award verification activity.

3.6 Review of evidence

During the visit planning process, you will have agreed dates and methods for submitting evidence. Each EV will review the evidence for their verification group. When the reviews are completed, the primary EV will liaise with all EVs to agree the format of the virtual feedback session.

3.7 Feedback session

- ◆ Feedback activity for the full group award will take place during one event, where possible.
- ◆ The primary EV will chair the virtual event.
- ◆ All EVs, where possible, will attend the virtual event.
- ◆ The primary EV will feedback on behalf of any EV who cannot attend.
- ◆ The primary EV will feedback on outcomes against each category of criteria and any potential sanctions.
- ◆ The primary EV will complete the outcome of summary form and email it to the SQA Co-ordinator. Please note that this is not the final decision, but a summary of the EV's findings. The final decision is the responsibility of SQA and will be confirmed in the qualification verification report.

3.8 Reporting for a group award event

- ◆ Each EV will have their own event ID for their subject allocation — we will advise you of these event IDs by email when we release your allocation. This is to ensure that each verifier has their own QA report to complete after the QA activity.
- ◆ Each EV will complete a QA report — one report per event ID that was provided to you during the visit planning process.
- ◆ Each report will be issued to the centre 15 working days after the virtual feedback event, directly from our Quality Assurance Management System.

4: Accepted methods of evidence

Please note our preferred methods of submitting evidence:

- ◆ SQA Centre Hub
- ◆ Centre platforms: MS Teams, OneDrive, Canvas, Moodle, other E-portfolio platforms

We cannot accept information shared using WeTransfer, Dropbox or any other third-party platforms.

4.1 SQA Centre Hub

The SQA Centre Hub is a Microsoft SharePoint platform, which can be used to upload evidence for virtual verification events. It can also be used to store policies and procedures that apply to multiple verification events. Please note that its use is not mandatory. If you would like a demonstration of the HNVQ Centre Hub, or to set up access, please contact operationshmvq@sqa.org.uk.

Your centre will have its own folder library within HNVQ Centre Hub. This will contain a 'qualification verification' folder arranged as follows:

For National Workplace, SVQs, Customised Awards: the folder set-up for these qualifications will be arranged by individual event ID folder within the 'Qualification Verification' folder in your centre library.

For Higher National, Professional Development Awards, National Progression Awards, National Certificates, Foundation Apprenticeships: the Centre Hub folders for group award activity will be arranged in the following way:

- ◆ A folder will be set up for each event ID within the group award in your centre's qualification verification folder, with the naming convention: '[group award name] [event ID] XXXX'.
- ◆ Each verification group subfolder will have the standard set of folders for the criteria categories: 2. Resources, 3. Candidate support, 4. Internal assessment and verification.
- ◆ Evidence specific to each of the verification groups should be placed within the respective verification group event ID folder.

5: Qualification verification: essential information

5.1 Sampling: the risk-based approach

Responsibility for, and control of, sampling lies with the EV. These are the risks we consider as the basis of our risk-based approach:

Factor	Risks
Assessors and IVs	New and / or inexperienced
Qualification	New or revised qualification framework
Unit	New or revised units Lapsing units New assessments or marking guides
Locations	New location Remote location
Mode of attendance	Full time vs evening or infill
Class groups	High class numbers Number of groups per assessor
Intelligence	Required actions or recommendations from the previous verification report Information from senior EV, QA logistics team

The sampling approach is to sample over time:

- ◆ large numbers of assessors and IVs
- ◆ assessment sites (locations)
- ◆ class groups
- ◆ modes of attendance
- ◆ range of qualifications (such as Higher National / Vocational Qualifications / National Qualifications / Customised Awards / Regulated Qualifications)

There can be no one-size-fits-all approach. The sampling approach for your centre will vary according to your centre's needs.

5.1.1 Rationale for sampling

The general purpose of qualification verification sampling is to:

- ◆ confirm that centres are interpreting standards correctly and that they have in place internal verification and assessment systems that allow valid, reliable and fair assessment decisions to be made
- ◆ choose an appropriate range of assessment and verification decisions to verify, based on management of QA risk

- ♦ vary the approach for each centre according to the needs of the centre and the type of qualifications being verified

Unless candidate numbers are very small, the EV will rarely scrutinise all candidates' work on a single visit. Instead, they will select a sample of candidates' evidence. It will be the verifier, and not centre staff, who decides (prior to the visit) which candidates' evidence will be scrutinised.

For units in Vocational Qualifications (QVs) and Regulated Qualification Frameworks (RQFs), the EV must adhere strictly to any sampling requirements detailed in the assessment strategy. If there are no sampling requirements in the assessment strategy, the sampling should be proportionate to the overall number of candidates enrolled and the numbers of assessors and verifiers involved in assessment and verification.

5.1.2 Retaining candidate evidence for sampling

SQA requires you to retain all candidate evidence for group awards and units until at least three weeks after the official completion date (the completion date you provided to SQA).

If we tell you that you have been selected for qualification verification, whether before or after the completion date, all candidate evidence must be retained from that point of contact until after the verification activity has taken place. Please refer to [Evidence Retention Guidance](#) on the SQA website.

5.1.3 Referencing evidence

It is helpful for EVs if assessors show which parts of the assessment evidence relate to which of the unit outcomes. This is called referencing (or tracking) evidence, and makes it easier for verifiers to navigate evidence quickly and efficiently.

- ♦ If evidence is clearly referenced to each outcome or unit, it is easier to make efficient judgements about whether the criteria have been satisfied. How you reference evidence will depend on the approach taken by your centre in terms of the detail and quantity of evidence being referenced — for example, the amount of holistic assessment taking place will have an effect on this.
- ♦ For Vocational Qualification (VQ) and Regulated Qualification Framework (RQF) units, you must show how the evidence covers each component of the unit standard. This is normally broken down into units and outcomes, and is sometimes further defined as evidence requirements, performance criteria and knowledge.
- ♦ At its best, referencing identifies the link between candidate evidence and assessment decisions. This also has benefits for candidates when they are collecting evidence to track their own progress and achievement. After verification is complete, referencing allows the tracking of evidence that has been assessed and accepted, which helps centres and their assessors with forward planning.
- ♦ Referencing should be a shared responsibility, agreed between assessor and candidate. There are no set rules about this. For VQ and RQF units at higher levels, candidates normally take more responsibility for gathering and referencing their evidence. At the same time, it is important that candidates are not overwhelmed with referencing responsibilities — their main priority is to show that they have the necessary skills and knowledge to meet the standard being assessed.
- ♦ Assessors and verifiers must be able to show clearly in an electronic record that they have confirmed assessment or verification decisions and the identity of the candidate. This could be done by the assessor or verifier using a code, such as a password, PIN,

electronic signature or symbol, or any combination of these. Whatever means is used, it must be secure and only available for use by the assessor or verifier it belongs to, much as a hand-written signature would be.

5.2 The three stages of internal verification

5.2.1 Before assessment

- ◆ Centre staff members should check and agree their interpretation of assessment materials and requirements.
- ◆ Your centre should also agree on how assessment should proceed, and check resources are up to date and sufficient.
- ◆ Evidence of your discussions and agreements should be included in a verification schedule, strategy or plan, showing proposed verification activities.

5.2.2 During assessment

- ◆ This stage keeps things on track and informs the IV as to the quality of assessment coming through.
- ◆ A 'dipping-in' process by IVs helps identify where additional assessor support may be required.
- ◆ Internal verification during assessment is especially important where new units are being offered or where assessors are assessing units for the first time.
- ◆ Final verification is related to checking the quality of final assessment decisions on completed outcomes/units.

5.2.3 After assessment

- ◆ This stage encompasses the review and evaluation of the overall assessment.
- ◆ This stage contributes to continuous improvement of awards and units.
- ◆ It will normally involve the review of previous assessment and verification decisions, processes, practices and resources.
- ◆ Where an assessor or IV is unqualified, their work must be countersigned by a qualified assessor or IV. This must be recorded and easily identifiable in the evidence submitted.
- ◆ Any unqualified assessor or IV must be working towards the relevant assessor or IV qualification.

5.3 Important points to note

- ◆ For visiting verification, you should allow a full working day for a verification event. A virtual verification event may be much shorter, with electronic evidence being reviewed before the actual virtual event.
- ◆ At the verification event, the EV will check that all your centre's QA policies and procedures, which may have been uploaded to the Centre Hub, are being reviewed as part of the qualification verification activity.
- ◆ Examples of the type of evidence you might present to the verifier have been provided in the SQA QA criteria document. You may provide different evidence, reflecting the actual practice in your centre, providing it clearly meets the relevant quality criterion. You may use different terminology to the terms used in our guidance.
- ◆ You should use the qualification verification activity as an opportunity to discuss with your EV any developmental or support requirements you have.

- ◆ You should receive your report within 15 working days of the visit or virtual event. It will reflect the feedback you were given on the day and will not include anything that you were not then made aware of.
- ◆ If you have difficulty meeting the agreed date for any action points in the report, it is important to contact SQA at the earliest opportunity.

5.4 Discussions with staff and candidates

While it is desirable for the EV to meet staff and candidates during the activity, it is not essential. Discussions can be conducted via telephone if this is easier.

5.4.1 Candidates

It is helpful to talk with candidates, individually or in groups. This will indicate the level of support they receive and their view of how procedures are applied.

Examples of areas for discussion include:

- ◆ frequency of contact
- ◆ induction to qualification
- ◆ support and guidance provided
- ◆ communication of progress and achievement

5.4.2 Assessors and IVs

Discussions with assessors and IVs will give the EV valuable insight into how assessment and verification takes place. This allows them an opportunity to get information that can't readily be found from looking at records of evidence and assessment. Example areas include:

- ◆ how standardisation is achieved
- ◆ maintaining CPD
- ◆ assessor support, candidate induction, internal verification methods and processes
- ◆ ensuring access to assessment
- ◆ how the process works

6: The verification decision

The verification decision you receive will include traffic light ratings — green, amber or red — for each criterion being verified:

Green

- ◆ You have provided evidence that fully meets the criterion.
- ◆ There are no required action points.

Amber

- ◆ You have provided some evidence in support of this criterion, but it is not sufficient.
- ◆ Required action points will be set.

Red

- ◆ The evidence you have provided falls well short of meeting the criterion.
- ◆ Required action points will be set.

6.1 Required action points, recommendations and good practice

Required action points are given when a judgement has been made that there is insufficient evidence, little evidence, or no evidence that a criterion has been met. They must be acted upon.

Recommendations are made so you can enhance your existing policies, procedures or practices. They are not mandatory, but we encourage you to consider and adopt them.

Good practice is over and above what might be expected, and may demonstrate a particularly creative approach.

An amber or red rating against a criterion will result in a required action point. The EV will explain why your evidence does not meet our requirements and what you must do to fix this.

If the outcome rating for a category is 'minimal confidence' or 'no confidence', the verifier will ask for your head of centre to be present during the feedback session. The verifier will agree with you a timescale within which you must submit evidence of how you have addressed each required action. They will also tell you how to submit your evidence electronically, or agree a date for a follow-up virtual event, if necessary.

- ◆ The verifier will explain how they reached each decision and tell you the rating for each of the categories: resources; candidate support; and internal assessment and verification.
- ◆ The criteria have different impact levels, which affect the overall rating for each category.
- ◆ The verifier will calculate the outcome for each category, which will be one of the following: high confidence, broad confidence, reasonable confidence, minimal confidence or no confidence.

6.2 Outcome ratings and sanctions

Depending on the outcome of the visit, sanctions may be imposed on your centre. These could range from entry in an action plan to address the agreed required actions, through to suspension or removal of qualification approval. It is important that you submit evidence of how you have addressed each required action on or before the agreed date.

Please remember that your EV is there to offer advice and guidance; our aim is the same as your aim: for your SQA centre to be running smoothly, with efficient and effective systems that make your job more straightforward and meet our quality criteria.

Potential sanctions for non-compliance in qualification verification activity:

Outcome rating	Sanction in relation to qualification verification
High confidence	
Broad confidence	Entry in action plan
Reasonable confidence	Suspension of specific qualification certification: by verification group by qualification Suspension of approval application by verification group Suspension of direct certification claim status: by verification group by qualification
Minimal confidence	Suspension of specific qualification approval: by verification group by qualification
No confidence	Withdrawal of specific qualification approval: by verification group by qualification

Where a centre repeatedly has non-compliant QA outcomes, across multiple activities and consistently over a period of time, this may result in the severity of sanctions being increased.

Please note: where non-compliance is found for a unit within a group award being verified, and this unit is also delivered as part of one or more group awards, any sanctions applied will potentially impact certification of group awards that the affected unit is also part of.

Ongoing support

We are committed to supporting centres through their group award verification activities. If you have any questions about your activity, please do not hesitate to contact your QA Logistics Officer or email gav@sqa.org.uk to get in touch with the Qualification Verification team.

Feedback

Your feedback is important to us — we welcome your thoughts and experiences. If you wish to provide any feedback on any aspect of your qualification verification experience, please complete the [online feedback form](#).

Appeals

If you disagree with the outcome of the visit you can appeal. The head of centre or their representative should contact the head of HN / Vocational Qualification delivery within 10 working days of receiving the written report to agree a time to discuss the matter.

If the outcome of this discussion is not satisfactory, you should submit your appeal in writing. For more information, see: [Appeals Process: Information for Centres](#) on our website.

Appendix: Higher National, Advanced Certificates and Diplomas, Professional Development Awards, National Progression Awards, National Certificates, Foundation Apprenticeships

Quality assurance criteria by role

Quality assurance criteria	Primary EV	Secondary EV and / or Primary EV (if additional VGs allocated)
2.1 Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	Yes – for their allocated units*	Yes – for their allocated units*
2.4 There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	Yes – for all units selected	No: generic criterion
3.2 Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.	Yes – for all units selected	No: generic criterion
3.3 Candidates must have scheduled contact with their assessor to review their progress and revise their assessment plans accordingly.	Yes – for their allocated units	Yes – for their allocated units
4.2 Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.	Yes – for their allocated units	Yes – for their allocated units
4.3 Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	Yes – for their allocated units	Yes – for their allocated units
4.4 Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	Yes – for their allocated units	Yes – for their allocated units
4.6 Evidence of candidates' work must be accurately and consistently judged by assessors against SQA requirements.	Yes – for their allocated units	Yes – for their allocated units
4.7 Candidate evidence must be retained in line with SQA requirements.	Yes – for all units selected	No: generic criterion

4.9 Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	Yes – for all units selected	No: generic criterion
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* where the qualification stipulates assessor or IV qualification requirements