

# Systems Verification

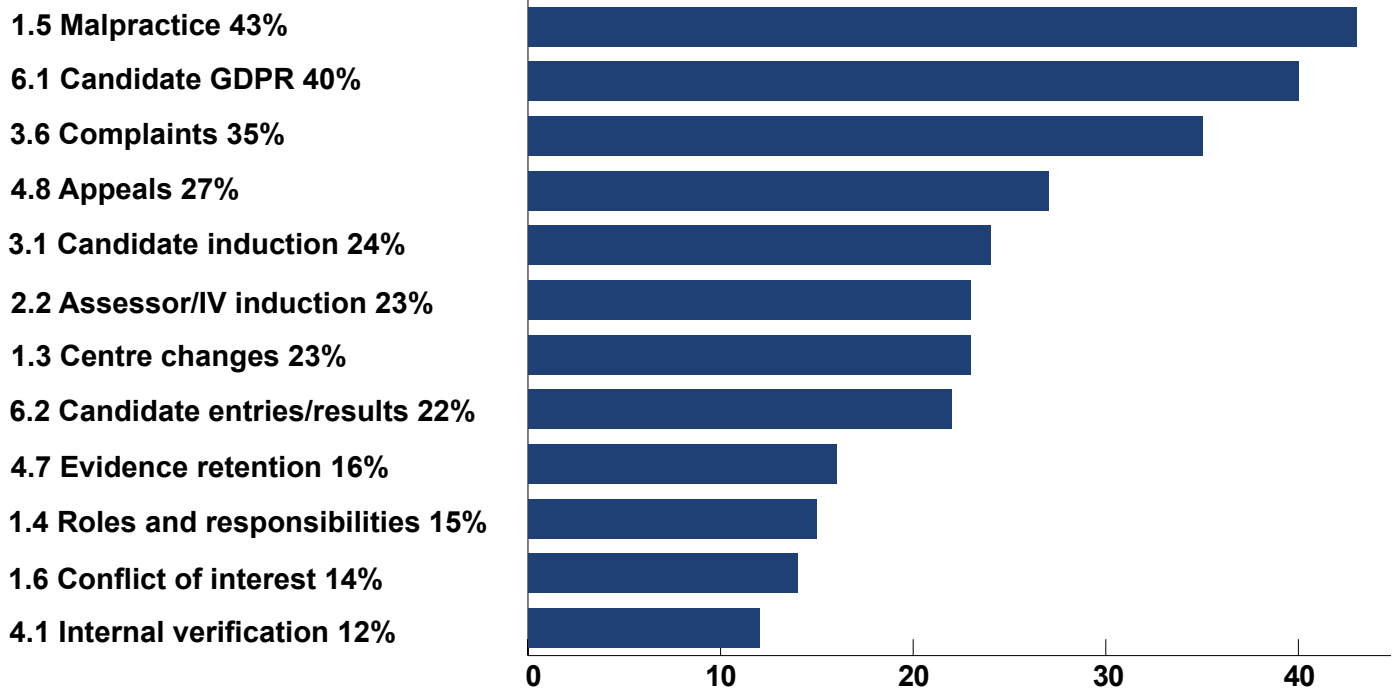
## Key Messages 2020

- The number of centres with an outcome of High Confidence across all categories has increased from 9% in 2015-2016, to 32.5% in 2018-2019
- With improvements over a small number of criteria, most centres could lift their Systems Verification outcomes across all categories
- The category most in need of improvement is Management of a Centre
- Not including everything from our SQA Awarding Body Requirements (ABRs) is the most common reason for being allocated a required action, especially the additional quality assurance measures needed for regulated qualifications
- Sometimes centres have a perfect written policy, but are not implementing this in practice – other times, centres are doing the right things but have not covered this in written documentation. Successful verification needs both

### How to improve

The table below shows the individual Systems Quality Assurance criteria most frequently allocated an action after systems verification.

### Top 12 non compliant Systems Verification criteria 2018-19



# Top tips

Apply these using the Systems Verification Criteria Guidance for Centres

- 1.5** Insert SQA's definition of malpractice and remember to include in your malpractice policy a commitment to tell SQA of suspected candidate malpractice (regulated qualifications only) and suspected centre malpractice (all qualifications) as well as commitment to keep records of malpractice investigations for x6 years (regulated qualifications only) or x3 years (all qualifications). See ABRs 1.5.
- 6.1** If you have candidate certificates sent to the centre address, you must have a written procedure for using SQA Connect to enter in the candidate's home address, change to the centre address before entering results and reinstating the candidate's home address immediately after the certificate is received. Remember that you also need to gain written permission from candidates to open their mail, delivered to your centre address. See ABRs 6.1. You must sign-post candidates to SQA's Privacy statement. See ABRs 6.1
- 3.6** Your candidate Complaints procedure must include their right to complain to SQA – but only about “assessment-related” issues. Candidates taking regulated qualifications can also escalate to the relevant Regulator – check you name the right one. See ABRs 3.6.
- 4.8** Your internal assessment Appeals policy must include additional stages if you have candidates taking regulated qualifications. See ABRs 4.8.
- 3.1** Your candidate induction processes must show clear evidence that all ABRs are clearly covered – if you have a checklist, check your checklist! See ABRs 3.1
- 2.2** Your assessor/IV induction process must show clear evidence that all ABRs are clearly covered – if you have a checklist, check your checklist! See ABRs 2.2
- 1.3** Include the list of all times when you will tell SQA of changes to your centre. See ABRs 1.3.
- 6.2** Keep your data up-to-date. Candidate entries on SQA Connect should not have completion dates that are in the past. Check your entries regularly and update them if necessary. Remember to enter candidates promptly and to comply with the 10 week rule if you are offering SVQs. See ABRs 6.2
- 4.7** You must clearly commit to keeping candidate records and evidence for the right periods of time. See ABRs 4.7 and 6.4
- 1.4** Include all of the tasks expected of an SQA coordinator (these can be distributed between different staff) as found in the support section of criterion 1.4. See Support Information 1.4
- 1.6** You must have a conflict of Interest procedure that specifically applies to assessors, internal verifiers and invigilators (if applicable). See criterion 1.6.
- 4.1** Your internal verification process must clearly include the 3 stage of pre-assessment, during assessment and post-assessment. See ABRs 4.1.