



Glass Qualifications Authority

INTERNAL VERIFICATION

GQA Level 4 Award in Conducting Internal Quality Assurance
of the Assessment Process (V1)

National Accreditation Number: 100/2825/0

- ▼ V1 Personal Competence Summary (1 page)
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- ▼ V1 Knowledge Requirement (2 pages)

*Important Note: This document is regarded as a working document

Qualifying the glass industry

www.glassqualificationsauthority.com

National Occupational Standards

All national vocational qualifications (NVQ's and SVQ's) are based on the National Occupational Standards (NOS) of a nationally recognised Standards Setting Body. This award is no exception and is based on the NOS of ENTO.

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PERSONAL COMPETENCE SUMMARY

Name	Company/Centre
Job Title	GQA V1 registration number

ELEMENTS	ASSESSOR SIGNATURE Performance and knowledge assessment completed and supplemented with evidence over time	DATE
V1.1 Carry out and evaluate internal assessment and quality assurance systems		
V1.2 Support Assessors		
V1.3 Monitor the quality of assessors' performance		
V1.4 Meet external quality assurance requirements		

RELIABLE EVIDENCE: The forms of evidence available should include (Ü as appropriate)

- | | | | |
|---|---|---|---------------------------|
| Centre Assessment and IV policies & procedures | c | Candidate
Internal
Verifier
photo and
signature | |
| Confirmation of Awarding Body acceptability of centre systems | c | | |
| Induction Programme provided to Assessors | c | | |
| Personal Development plan for 2 assessors | c | | |
| Observation in the workplace of 2 Assessors | c | | |
| Observation in the workplace by the EV of the IV process | c | | |
| Portfolio incorporating signed off candidate documents | c | | Professional Discussion c |
| Portfolio containing the AB approved IV strategy | c | | Testimonial(s) c |
| Work records (linked to organisation systems and procedures) | c | | Witness statement(s) c |
| Standardisation meeting records c Records of prior experience | c | | Assessment of knowledge c |

COMPETENCE COMPLETION SIGNATURES

Candidate Internal Verifier(signature)
A1, V1 Qualified Assessor (name/signature)
A1, V1 Qualified Internal Verifier (name/signature)
A1, V1 Qualified Independent Assessor (name/signature)
A1, V1, V2 Qualified External Verifier (name/signature)
Date

Unit V1: Conduct internal quality assurance of the assessment process

Centre Declaration Record

V1 – GQA Level 4 Award in Conducting Internal Quality Assurance of the Assessment Process

1. V1 Candidate Internal Verifier Declaration

V1 Candidate Internal Verifier Name -----
 Company / Centre Name -----

‘I acknowledge receipt of this copy of the GQA qualification booklet. The contents detail the necessary evidence requirements that I must achieve. I understand that I will have an important role in preparing for and planning assessments with at least two S/NVQ candidates and, with guidance from the A1 & V1 qualified assessor, I will collect and record relevant evidence.

I have been informed of the appeals system, should I wish to appeal against any part of the assessment process.

I understand the assessments will be carried out in accord with the centres Equal Opportunities Policy.

I understand that practicing Internal Verifiers need to retain a Continual Professional Development record to contribute to ongoing quality improvement.’

V1 Candidate Internal Verifier signature -----
 Date -----

2. Records of those involved in the implementation of the V1 award for the above candidate Internal Verifier

	Observed Assessor 1	Observed Assessor 2
Observed Assessor Name		
S/NVQ Candidate Name		
S/NVQ Candidate registration no.		
S/NVQ Qualification and level		
Awarding Body		

List of any additional Assessors to be supported

Unit V1: Conduct internal quality assurance of the assessment process

Evidence Cross Reference Matrix

Evidence for V1.1	a	b	c	d	e	f	g	h					
record of the organisations' systems and procedures													
written confirmation from the Awarding Body													
Evidence for V1.2	a	b	c	d	e	f							
1 list of criteria for assessors													
1 set of documents for assessors													
1 assessor induction pack													
1 record of standardisation meetings													
1 record of a professional discussion													
personal development plan for assessor 1													
personal development plan for assessor 2													
1 action list													
Evidence for V1.3	a	b	c	d	e	f	g	h	i	j	k	l	m
observation of assessor 1													
observation of assessor 2													
observation by the EV													
1 sampling framework													
Evidence for V1.4	a	b	c	d	e	f	g	h	i				
a portfolio of the documentation and materials presented for one external verification													
a portfolio of evidence relating to the relationship with the Awarding Body													
Knowledge Evidence													
a written record of a professional discussion	1	2	3	4	5	6	7	8	9	10	11	12	13
	14	15	16	17	18	19	20	21	22	23	24	25	26
	27	28	29	30	31	32	33	34	35	36	37	38	39
	40												

NB This is an important working document to ensure that you have satisfied all the requirements of the standard.

Unit V1: Conduct internal quality assurance of the assessment process

Evidence Requirements - Checklist	Check	Portfolio reference
<p>For element V1.1</p> <p>1 written record of a written or spoken explanation, supported by detailed policies and documentation, of the organisation's procedures</p> <p>1 record of a written statement that the detailed systems documentation and evidence are acceptable to external awarding bodies (via centre approval or external verifier reports)</p> <p>A sampling framework applied to at least 2 assessors</p>		
<p>For element V1.2</p> <p>1 list of assessors with an explanation of criteria for assessors</p> <p>1 set of documents provided to assessors</p> <p>1 assessor induction pack</p> <p>1 record of standardisation meetings</p> <p>1 record of a professional discussion re standardisation arrangements</p> <p>personal development plans for at least 2 assessors</p> <p>1 action list (ie of actions taken by internal verifier)</p>		
<p>For element V1.3</p> <p>observations of at least 2 assessors</p> <p>1 observation by the external verifier</p> <p>1 sampling framework applied to at least 2 assessors</p>		
<p>For element V1.4</p> <p>a portfolio of the documentation and materials presented for one external verification involving the signing off of candidate achievement: this will be supported by documentary evidence from the external verifier confirming the sufficiency of the materials provided</p> <p>a portfolio of evidence relating to the relationship with the Awarding Body which provides details of the internal verification strategy in relation to a particular national award</p>		

NB This can be your working document for a self assessment of completion of your portfolio

Unit V1: Conduct internal quality assurance of the assessment process

<p>For the Knowledge Requirements</p> <p>a written record of a professional discussion during which the internal verifier reviews:</p> <ul style="list-style-type: none">i. procedures for ensuring that valid and reliable assessment methods are being used by assessors for one national set of standards which cover both knowledge and performance requirementsii. alternative methods of ensuring the accuracy and consistency of assessor judgements and why the particular methods used within the centre are effectiveiii. arrangements for setting up and monitoring sampling frames and internal audit of the assessment processiv. the complaints and appeals procedures required by awarding bodies and how they can be/have been appliedv. how access and equality issues have been addressed in relation to assessment processesvi. how to apply rigorous assessor selection and monitoring procedures and support for assessorsvii. external developments in assessment and national standards and their implications for the internal assessment processviii. how to use feedback on the assessment process to improve internal quality assurance arrangements		
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Full details of the evidence requirements are integrated in the V1 standard.

Unit V1: Conduct internal quality assurance of the assessment process

Commentary

This Assessment Unit comes from the national occupational standards developed by ENTO. The Unit has been produced in a different style from those produced by the glass industry. Our current policy is not to change the style of imported Units until further guidance is available from the Qualifications and Curriculum Authority and the Scottish Qualifications Authority. As such, the unit is presented in a style that has already been used in the industry, and should not cause any difficulties.

Overview

This unit is appropriate for you if your role involves:

- § evaluating the internal assessment process
- § monitoring and reviewing internal assessment audit systems
- § carrying out related internal verification or moderation activities

The activities you are likely to be involved in:

- ensuring health, safety and environmental protection procedures are applied within assessment arrangements
- applying and monitoring equal opportunities and access procedures throughout all assessment procedures
- monitoring the performance of assessors
- supporting assessors to develop their skills
- monitoring and supporting the people and organisations who provide administrative support to the assessment process
- monitoring and making recommendations on the resources needed to evaluate the assessment process
- ensuring an appropriate balance of candidates to assessors
- monitoring and reporting on the achievement rates of candidates
- monitoring the progress and satisfaction of candidates
- meeting the assessment requirements of awarding bodies and other external agencies

What the unit covers:

- 1 carrying out and evaluating internal assessment and quality assurance systems
- 2 supporting assessors
- 3 monitoring the quality of assessors' performance
- 4 meeting external quality assurance requirements

Unit V1: Conduct internal quality assurance of the assessment process

Scope

This unit covers the internal quality assurance system for assessment decisions. This system will meet the external requirements of the relevant awarding body, the accrediting bodies and internal procedures. These procedures may be ones that are already in place or ones that have been developed specifically to meet assessment requirements. This unit also involves monitoring assessors' decisions and the support they need, including sampling and standardisation arrangements. You will have to watch assessors at certain periods of the assessment process. You may not have to choose assessors as this may be the decision of others.

You will have to provide assessment information on particular sets of standards and give clear feedback on performance by using internal and external quality assurance processes. There must be evidence of having procedures in place for appeals and complaints within the local assessment centre, which meet external requirements.

Assessment in the Workplace and Use of Simulation

All evidence must be derived from performance in the workplace and none of the performance criteria in this Unit requires simulation.

Occupational Competence of your Assessor and Verifiers

The person who assesses you for this Unit will have already achieved their assessor and verifier Units: similarly the people who act as Internal and External Verifiers for this Unit will have already achieved their assessor and verifier Units.

Independent Assessment

The Candidate is required to present a substantive primary piece of outcome evidence which has been assessed by a second assessor who is independent from the Candidate. The independent Assessor may be employed by the same Assessment Centre or by another Assessment Centre. For Unit V1 the primary piece of outcome evidence is likely to be an observation of an assessor conducting the assessment process with the candidate

Unit V1: Conduct internal quality assurance of the assessment process

Element V 1.1. Carry out and evaluate internal assessment and quality assurance systems

Performance Criteria

You must be able to do the following:

- a Put your organisation's requirements into practice for auditing internal assessments and those of the external awarding body.
- b Identify the outcomes needed by the agreed standards and their consequences for internal auditing.
- c Carry out appropriate administrative and recording arrangements to meet external audit requirements.
- d Identify and ensure the agreed criteria for choosing and supporting assessors are applied.
- e Carry out assessment standardisation arrangements.
- f Ensure a procedure for complaints and appeals is in place, which meets the requirements of the awarding body - and that it is followed when necessary.
- g Identify and use internal and external measures of performance to adjust internal systems.
- h Make recommendations to improve internal quality assurance arrangements and develop a plan to put these improvements into practice.

The evidence you will need to achieve this element is

- a) a written record of a written or spoken explanation, supported by detailed policies and documentation, of the organisation's procedures for:
 - i. quality assuring assessment decisions made in relation to one or more national awards
 - ii. identifying and applying relevant performance measures in relation to one or more national awards
 - iii. recording assessment decisions in a way that meets external awarding body requirements
 - iv. conducting internal standardisation of assessment in a way that meets both internal quality assurance procedures and external awarding body requirements
 - v. dealing with complaints and appeals in a way that meets both internal quality assurance procedures and external awarding body requirements
 - vi. evaluating the effectiveness of internal quality assurance arrangements
 - vii. keeping up to date with assessment, verification and quality assurance requirements
 - viii. disseminating information on assessment and feedback from external verification
 - ix. monitoring health and safety and equal opportunities policies and practices

total: 1 record

- b) a record of a written statement that the detailed systems documentation and evidence are acceptable to external awarding bodies (via centre approval or external verifier reports)

total: 1 record

Unit V1: Conduct internal quality assurance of the assessment process

Element V 1.2. Support assessors

Performance Criteria

You must be able to do the following:

- a Ensure assessors have appropriate technical and vocational experience.
- b Ensure assessors are familiar with and can carry out the specific assessment and follow the recording and internal audit procedures.
- c Identify the development needs of assessors in line with:
 - ✓ principles of assessment
 - ✓ the needs of candidates
 - ✓ their technical expertise and competence
- d Give assessors the chance to develop their assessment experience and competence; and monitor their progress.
- e Ensure assessors have regular opportunities to standardise assessment decisions.
- f Monitor how assessors are capable of maintaining standards.

The evidence you will need to achieve this element is

- a) a list of assessors (which could include candidate assessors) used by the centre for the same qualification with an explanation of the criteria used to ensure their vocational experience in relation to the standards to be assessed

total: 1 list with an explanation of criteria

- b) the assessment information and support materials provided to assessors in relation to the same qualification and an explanation of how assessors are supported in their use

total: 1 set of documents

- c) the induction programme used within the centre to ensure that assessors can operate the specific assessment and recording requirements for at least one national award

total: 1 induction pack

- d) a record of assessor standardisation meetings and activities for at least 2 assessors which covers the same qualification over the complete assessment period up to and including final assessment of candidates which indicate how assessors are consistent and operate to a common standard.

total: 1 record

- e) a record of a professional discussion on how the standardisation arrangements ensure consistency between assessors over time and across candidates.

total: 1 record

- f) personal development plans for at least 2 assessors which identifies their training and development needs in relation to the conduct of assessments

total: 2 plans

- g) actions taken by the internal verifier to address the identified needs of assessors in conjunction with others (such as programme co-ordinators) as appropriate

total: 1 action list

Unit V1: Conduct internal quality assurance of the assessment process

Element V 1.3. Monitor the quality of assessors' performance

Performance Criteria

You must be able to do the following:

- a Ensure that individual assessors are preparing for and planning assessments effectively.
- b Ensure that individual assessors have effective processes for making assessment decisions.
- c Ensure that individual assessors understand the necessary outcomes.
- d Ensure that individual assessors apply safe, fair, valid and reliable methods of assessing candidates' competence.
- e Check individual assessor's judgements to ensure they are consistent over time and with different candidates, including watching them carry out assessments.
- f Check a sufficient number of assessors to ensure consistency between assessors over time and with different candidates.
- g Check different assessment sites to ensure assessment decisions are consistent.
- h Ensure that assessors set up and maintain effective working relationships with candidates at all stages of the assessment process.
- i Ensure assessors apply relevant health, safety and environmental protection procedures, as well as equality and access criteria.
- j Monitor how often assessment reviews take place and how effective these are.
- k Monitor how often assessors give feedback to candidates and how effective this is.
- l Monitor how accurate and secure assessors' record-keeping is.
- m Give assessors accurate and helpful feedback on their assessment decisions.

The evidence you will need to achieve this element is

- a) observation of at least 2 assessors on 2 occasions each conducting the assessment process with differing candidates, including providing feedback to candidates with a written record of the process

total: 2 observations

- b) one observation by the external verifier of the internal verifier monitoring the performance of one assessor. It would be acceptable for this observation to be conducted by qualified second internal verifier instead of the external verifier provided this was supported by a written report

total: 1 observation

- c) a sampling framework applied to at least 2 assessors which details:
 - i. checks to ensure that assessors have all the necessary information and materials needed to make assessment decisions
 - ii. when and how the assessor will be monitored making assessment decisions, including interim sampling arrangements and how feedback will be given to the assessor on performance
 - iii. how the full range of agreed assessment methods will be sampled and recorded
 - iv. how sampling arrangements will be varied to reflect the numbers and experience of different assessors
 - v. how sampling arrangements will take account of candidate experience of the process
 - vi. how the assessor/candidate relationship will be monitored
 - vii. how equality and access procedures are being followed by assessors
 - viii. the accuracy, completeness and promptness of assessor record keeping
 - ix. how and when assessors will be provided with timely feedback on their performance and any actions they need to take to improve performance

This sampling framework must be supported by appropriate reports from at least one external verifier for a national award which verifies that assessor support arrangements are satisfactory.

Unit V1: Conduct internal quality assurance of the assessment process

Element V 1.4. Meet external quality assurance requirements

Performance Criteria

You must be able to do the following:

- a Identify how internal assessments will be checked externally and the information needed for this purpose.
- b Plan, collect and analyse information on internal assessment decisions.
- c Agree the timing and nature of external assessment audit arrangements.
- d Give supporting background information to external auditors about the assessment process.
- e Explain any issues raised by external auditors and give them supporting information as necessary.
- f Raise concerns and disagreements about external audit decisions in a clear and constructive way.
- g Refer any questions or concerns, which could not be dealt with internally, to the awarding body.
- h Give assessors feedback on external audit decisions.
- i Ensure that external auditing decisions are included in internal reviews of procedures.

The evidence you will need to achieve this element is

- a) a portfolio of the documentation and materials presented for one external verification involving the signing off of candidate achievement which contains:
 - i. an explanation of their involvement with external verification visits
 - ii. confirmation of the timing and nature of external verification visits
 - iii. complete assessment records and supporting evidence as required by the awarding body
 - iv. external reports indicating the outcome of the external quality assurance process and the procedures followed to address quality issues from such reports
 - v. records of internal feedback on the quality assurance process and any reviews of procedures

This will be supported by documentary evidence from the external verifier confirming the sufficiency of the materials provided

- b) a portfolio of evidence relating to the relationship with the Awarding Body which provides details of the internal verification strategy in relation to a particular national award

Unit V1: Conduct internal quality assurance of the assessment process

Knowledge requirements

You need the following knowledge to perform this Unit of Competence. You will show this through the outcome of your work activities and through evaluations of your systems and processes.

You need to be able to show that you have general knowledge and understanding of the following:

The nature and role of internal quality assurance of assessments

- 1 how to monitor and review how candidate competence is assessed and recorded
- 2 how to ensure that individual assessors are consistent and accurate in their assessment judgements over time and with different candidates
- 3 how to ensure that assessment decisions between assessors are monitored so that assessment standards are applied consistently
- 4 how to set up effective systems for reviewing assessment decisions and the progress of candidates
- 5 how to create and apply complaints and appeals procedures in line with the requirements of awarding bodies
- 6 how to monitor equality and access to assessments and practices that do not discriminate
- 7 how to choose appropriate administrative arrangements to support internal assessment audits
- 8 how to give roles and responsibilities to the people involved in the internal audit process
- 9 how to set and apply clear and effective criteria for choosing assessors
- 10 how to choose and use appropriate internal assessment evaluation methods in line with your organisation's requirements and procedures
- 11 how to use assessment decisions as a way of evaluating internal audit arrangements

Principles and concepts

- 12 how to use different ways of collecting evidence and how to choose appropriate and efficient methods of doing this
- 13 how to choose different ways of presenting evidence for assessment
- 14 how to ensure that candidates' past experience and achievements can be recognised during their assessment
- 15 how to ensure candidates' knowledge and performance is assessed
- 16 how to adapt assessment procedures to meet individual needs
- 17 how to identify the difficulties you may have in making safe, fair, valid and reliable judgements of evidence
- 18 how to identify the personal characteristics good assessors need and how to measure them
- 19 how to evaluate assessors' technical competence against the agreed standards and assessment procedures
- 20 how to identify assessment principles and make these clear to assessors
- 21 how to identify appropriate standardisation procedures which will help assessors make effective decisions
- 22 how to ensure that enough resources are available to meet the needs of assessors
- 23 how to ensure assessors keep up to date with assessment practices and procedures
- 24 how to give constructive feedback and support to assessors
- 25 how to identify the development needs of assessors and where they can find the support they need
- 26 how to identify and present concerns about external audit decisions in a constructive way
- 27 how to give effective feedback to candidates and assessors on the external audit decisions
- 28 how to use external audit information in a constructive way to improve internal systems
- 29 how to identify where and how changes to internal assessment audit arrangements can and should be made

Unit V1: Conduct internal quality assurance of the assessment process

External factors influencing internal quality assurance

- 30 how to give candidates access to valid and reliable assessments in line with relevant legislation
- 31 how to identify and apply the requirements of examining and awarding bodies
- 32 how to ensure that internal systems meet the monitoring and inspection requirements of external agencies
- 33 how to identify and plan for issues of confidentiality and data protection during the assessment process
- 34 how to develop a sampling system which ensures that the audit process meets the needs of the awarding body
- 35 how to apply relevant health, safety and environmental protection and equal opportunities policies
- 36 how to plan for the requirements, order and timing of external auditing
- 37 how to choose and set up appropriate administrative arrangements to meet external auditing requirements
- 38 how to identify the extra information external auditors are likely to need and how best to provide it
- 39 how to identify and evaluate external factors that influence changes in your own area of competence
- 40 how to identify appropriate sources of support for your own development

The evidence you will to demonstrate the Knowledge Requirements is

a written record of a professional discussion during which the internal verifier reviews:

- 41 procedures for ensuring that valid and reliable assessment methods are being used by assessors for one national set of standards which cover both knowledge and performance requirements
- 42 alternative methods of ensuring the accuracy and consistency of assessor judgements and why the particular methods used within the centre are effective
- 43 arrangements for setting up and monitoring sampling frames and internal audit of the assessment process
- 44 the complaints and appeals procedures required by awarding bodies and how they can be/have been applied
- 45 how access and equality issues have been addressed in relation to assessment processes
- 46 how to apply rigorous assessor selection and monitoring procedures and support for assessors
- 47 external developments in assessment and national standards and their implications for the internal assessment process
- 48 how to use feedback on the assessment process to improve internal quality assurance arrangements.

Unit V1: Conduct internal quality assurance of the assessment process

NOTES

This page can be used by the candidate Internal Verifier to record information that will reinforce evidence of competence.



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