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**Award in the Internal Quality Assurance of Assessment  
Processes and Practice**

**Qualification Number – R476 04**

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## Document Control

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## Change History

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2.1	11/03/2020	Reasonable Adjustments and EQA visits	Paul Horsburgh

## Change Mechanism

Any person seeking to alter this document must consult the author before making any change.

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The person making the alteration must indicate every change between the previous (approved) document version and the altered document version.

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## Table of Contents

### **Contents** **3**

#### Section One

Contents	3
Qualification Outline	4
Mode of Delivery and Assessment	5
External Documents	5
Unit 1 - Understanding the principles and practices of internally assuring the quality of assessment	6
Unit 2 - Internally assure the quality of assessment	8
Candidates with proven special considerations	10
Guidance Notes and Prerequisites	10
ID Checks and Criminal Record Checks	11
Criminal Records Checks	11

#### Section Two

Deliver/Assessment Ratio's	12
Guidance on Assessment	12
Guidance on Internal Quality Assurance	12
Guidance on External Quality Assurance	13
Grading and Unit Certification	13
Centre Examination Procedures	13
Reasonable Adjustments	14

#### Section Three

Centre Staffing	15
• Criteria for Trainer/Assessors	15
• Criteria for Internal Verifiers	16
• Criteria for External Verifiers	16
• Delivery	16
• Useful Websites	17
• Qualification Summary	18

## Qualification Outline - IQA Verifier Award

### Introduction

There are one IQA qualification developed from a combination of 2 units. The qualification details are as follows:

#### 1.) SafeCert Award in Internal Quality Assurance of Assessment Processes and Practice

This qualification is intended for those who maintain the quality of assessment within an organisation or assessment centre.

### Qualification Details

#### SafeCert Award in Internal Quality Assurance of Assessment Processes and Practice

### Qualification Structure

The IQA qualification which consists of a combination of two units.

**Unit 1 – Understanding the principles and practices of internally assuring the quality of assessment**

**Unit 2 – Internally assure the quality of assessment**

SafeCert Award in Internal Quality Assurance of Assessment Processes and Practice		
<b>Unit 1</b> Understanding the Principles and Practices of Internally Assuring the Quality of Assessment	<b>Unit 2</b> Internally Assure the Quality of Assessment	

### Summary of Learning Outcomes

#### SafeCert Award in Internal Quality Assurance of Assessment Processes and Practice

This qualification has two units:

<b>Unit 1. Understand the principles and practices of internally assuring the quality of assessment</b>
<b>Unit 2. Internally assure the quality of assessment</b>

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## Mode of Delivery & Assessment

This award is delivered with at least an induction to the awards on the requirements of the award, the IQA process and the documentation to be used in the IQA process. The candidates would then complete a portfolio of evidence and submit for final assessment.

The IQA qualifications are a set of two units. The first unit is a theory unit assess by short questions and professional discussion. The second unit is assessed by portfolio of practical IQA activity at the centre. The practical unit requires the IQA of 2 assessors over two assessments each. Please see award guidance and support documents for full details

There are detailed requirements for the delivery and assessment of this qualification specified in this document. Therefore delivery and assessment must be undertaken in line with this guidance, regardless of the mode of delivery chosen. The programme may be applied flexibly, in accordance with Candidates' needs and local circumstances.

## External Document

There are a range of additional documents available, pertaining to this qualification. The main ones are as follows:

- Tutor/Assessor & IQA Support Guidance for this award. This is the assessment guidance together with the assessments. (This is only given to approved SafeCert centres for this award).
- Centre Handbook. (This is only for approved SafeCert centres).
- There are other policies such as appeals procedure and reasonable adjustments which can be seen in the about us page on the SafeCert website.

Centre's must be approved by SafeCert Awards, before they can provide any of the SafeCert Award qualifications. Qualifications approval can be included at initial approval. If a centre wishes to seek approval for further awards after the initial approval, they would complete and submit the additional awards approval form.

More Information about your qualification can be found on our website: [www.safecertawards.com](http://www.safecertawards.com)

## Unit 1: Understanding the Principles and Practices of Internally Assuring the Quality of Assessment

This theory unit can be assessed by question and answer plus professional discussion. Candidate IQA must be able to demonstrate their full understanding of the principles and practices of an IAQ. Therefore it would be beneficial to outline the evidence against each of the criteria, referring to practical examples of what you do in practice, or what best practice is when possible.

Learning Outcome	Assessment Criteria	Evidence	Date
<b>1. Understand the context and principles of internal quality assurance</b>	1.1 Explain the function of internal quality assurance in learning and development 1.2 Explain the key concepts and principles of internal quality assurance of assessment 1.3 Explain the roles of practitioners involved in the internal and external quality assurance process 1.4 Explain the regulations and requirements for internal quality assurance in own area of practice		
<b>2. Understand how to plan the internal quality assurance of assessment</b>	2.1 Evaluate the importance of planning and preparing internal quality assurance 2.2 Explain what an internal quality assurance plan should contain 2.3 Summarise the preparations that need to be made for internal quality assurance, including <ul style="list-style-type: none"> <li>• Information collection</li> <li>• Communication</li> <li>• Administrative arrangements</li> <li>• resources</li> </ul>		
<b>3. Understand techniques and criteria for monitoring the quality of assessment internally</b>	3.1 Evaluate different techniques for sampling evidence of assessment, including use of technology 3.2 Explain the appropriate criteria to use for judging the quality of the assessment process		
<b>4. Understand how to internally maintain and improve the quality of assessment</b>	4.1 Summarise the types of feedback, support and advice that assessors may need to maintain and improve the quality of assessment 4.2 Explain standardization requirements in relation to assessment 4.3 Explain relevant procedures regarding disputes about the quality of assessment		

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<b>5. Understand how to manage information relevant to the internal quality assurance of assessment</b>	5.1 Evaluate requirements for information management, data protection and confidentiality in relation to the internal quality assurance of assessment		
<b>6. Understand the legal and good practice requirements for the internal quality assurance of assessment</b>	6.1 Evaluate legal issues, policies and procedures relevant to the internal quality assurance of assessment, including those for health, safety and welfare 6.2 Evaluate different ways in which technology can contribute to the internal quality assurance of assessment 6.3 Explain the value of reflective practice and continuing professional development in relation to internal quality assurance 6.4 Explain requirements for equality and diversity and, where appropriate, bilingualism, in relation to the internal quality assurance of assessment		

Additional Information about the unit			
<b>Group Code</b>	R476 04	<b>Unit Code</b>	UH07 04
<b>Support for the award from SSC or another appropriate body</b>		<b>Assessment requirements and guidance</b>	
<b>Additional information about this unit</b>			
<b>Assessment requirements and guidance</b>	This unit must be assessed in accordance with the current SafeCert Assessment Guidance in the Trainer, Assessor and IQA Guidance document for the award		
<b>Details of the relationship between the unit and relevant NOS and/or professional standards</b>	<i>IQA – Internal Quality Assurance</i> , the IQA units are part of a full suite of qualifications. The qualifications are based on the <u>National Occupational Standards for Learning and Development</u> (NOS).		



## Unit 2: Internally Assure the Quality of Assessment

Candidate IQA must assess a minimum of 2 assessors occupational competence (4 assessments in total)  
 If both assessors choose one unit that is the same then this would allow demonstration of standardisation of assessment practice.

As minimum the candidate IQA must assess assessors in performance evidence for observation, examining products and questioning. Other forms of evidence for remaining methods of assessment can be from professional discussion, witness testimony, Candidate statements and prior learning.

Simulations are not allowed

Learning Outcome	Assessment Criteria	Evidence	Date
<b>1. Be able to plan the internal quality assurance of assessment</b>	1.1 Plan monitoring activities according to the requirements of own role  1.2 Make arrangements for internal monitoring activities to assure quality		
<b>2. Be able to internally evaluate the quality of assessment</b>	2.1 Carry out internal monitoring activities to quality requirements  2.2 Evaluate assessor expertise and competence in relation to the requirements of their role  2.3 Evaluate the planning and preparation of assessment processes  2.4 Determine whether assessment methods are safe. Fair and reliable  2.5 Determine whether assessment decisions are made using the specified criteria  2.6 Compare assessor decisions to ensure they are consistent		
<b>3. Be able to internally maintain and improve the quality of assessment</b>	3.1 Provide assessors with feedback, advice and support, including professional development opportunities, which help them to maintain and improve the quality of assessment  3.2 Apply procedures to standardize assessment practices and outcomes		
<b>4. Be able to manage information relevant to the internal quality assurance of assessment</b>	4.1 Apply procedures for recording, storing and reporting information to internal quality assurance  4.2 Follow procedures to maintain confidentiality of internal quality assurance information		
<b>5. Be able to maintain legal and good practice requirements</b>	5.1 Apply relevant policies, procedures and legislation in relation to internal quality assurance, including those for		



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<b>when internally monitoring and maintaining the quality of assessment</b>	<p>health, safety and welfare</p> <p>5.2 Apply requirements for equality and diversity and, where appropriate, bilingualism, in relation to internal quality assurance</p> <p>5.3 Critically reflect on own practice in internal quality assuring the quality of assessment</p> <p>5.4 Maintain the currency of own expertise and competence in internally assuring the quality of assessment</p>		
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<b>Additional information about this unit</b>	
<b>Assessment requirements and guidance</b>	<p>This unit must be assessed in accordance with the current SafeCert Assessment Guidance in the Trainer, Assessor and IQA Guidance document for the award</p>
<b>Details of the relationship between the unit and relevant NOS and/or professional standards</b>	<p><i>IQA – Internal Quality Assurance</i>, the IQA units are part of a full suite of qualifications. The qualifications are based on the <u>National Occupational Standards for Learning and Development</u> (NOS).</p>

### Additional Information about the Award

<b>Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice</b>			
<b>Award Code Number</b>	<b>R476 04</b>	<b>Unit Codes</b>	<b>UH07 04 + UH08 04</b>
<b>GLH – (Guided Learning Hours)</b>	<b>90</b>		

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## Candidates with proven Special Consideration

The SafeCert procedures can be found in the Guidance on Reasonable Adjustments and Special Consideration document which is on the SafeCert website [www.safecertawards.com](http://www.safecertawards.com)

## Guidance notes on delivery

Centres may choose to deliver this qualification via blended learning. ‘Blended learning’ means the combination of delivery by face to face methods and Candidate self-study.

There are detailed requirements for the delivery and assessment of these qualifications specified in this document. Therefore delivery and assessment must be undertaken in line with this guidance, regardless of the mode of delivery chosen.

Any training materials used for assessment purposes must either be endorsed by SafeCert Awards beforehand or approved by the SafeCert Awards external moderator prior to their usage in line with this document. Where SafeCert Awards – endorsed materials are available by training providers they will be listed on our website [www.safecertawards.com](http://www.safecertawards.com)

## Prerequisites

### Age ranges

The qualification is open to Candidates 16 years and above. You should also have good communication skills and a level of English that will allow effective learning of all the outcomes. You will also be expected to assess assessors in practice; therefore you should be knowledgeable and experienced in the subject that you plan to IQA.

## Qualification Structure

This qualification consists of 2 units. Details of the award are included from page 6 of this document.

Candidates must successfully complete the assessment for this unit to achieve the qualification.

## Opportunities for progression

Successful completers can progress to:

Progression and further learning routes include:

- EQA Awards

## Pre-course procedures

This qualifications is available to anyone who is capable of reaching the required standards. They have been developed free from any barriers that restrict access or progression thereby promoting equal opportunities.

There are no formal requirements for entry to these qualifications.

## Interview procedure & ID checking

All centre staff involved in the assessment or delivery of this qualification should understand the requirements of the qualification and match them to the needs and capabilities of individual candidates before entering them as candidates for one of these qualifications

All Candidates must be instructed to bring photographic identification to the assessment to be checked by the invigilator/assessor. This instruction should be given ahead of the course/assessment when the Candidate registers and/or with any pre-course materials.

It is the responsibility of the Centre to have systems in place to ensure that the person taking an examination/assessment is indeed the person they are purporting to be. All Centres are therefore required to ensure that each Candidate's photographic identification is checked before they are allowed to undertake the examination/assessment and write the type of photo identification provided by each Candidate on the Candidate List under "Identification Provided"

## Criminal Records Checks

Centres should note that it is now a requirement for teachers in further education to undergo Criminal Records checks with Disclosure Scotland.

## Initial Assessment

All centres need to carry out an initial assessment that identifies what competence and knowledge a Candidate has already so that this can be taken into account. This should be recorded so that centres can identify any associated special requirements and record this in appropriate plans

## SECTION 2 - ASSESSMENT OVERVIEW

### Delivery/Assessment Ratios

In order to effectively deliver and assess this qualification, it is recommended that centres do not exceed the ratio of 1 qualified tutor/assessor to 16 candidates in the induction. It is essential all candidates get the feedback and support requirement which would be extremely difficult if the number of candidates increased more than 16. If a centre wishes to increase this ratio, they must first request approval and state how they would support candidate needs.

### Guidance on Assessment

SafeCert has worked with subject specialists to develop a robust and streamlined assessment process which can include a range of assessment activities including the following:

1. **Short Answer Questions** – Candidates will complete a list of questions related to each of the criteria to cover the knowledge criteria of the first unit
2. **Professional Discussion** – Candidates will complete a professional discussion on agreed points in the award with the assessor to cover the full criteria for the award.
3. **Portfolio** – Candidates need to complete a comprehensive portfolio which will include the assessment checklist so they can explain how they have achieved the criteria as well as show the practical evidence from the evidence list to prove they have competence in each criteria
4. **Assessment** – All assessments must be internal verified by competent IQA
5. **Action Plan** – Action plans must be developed and agreed with the candidates so both would sign and date after agreement. This assessment plan would then be reviewed and updated as they work their way through the award
6. **Questions** – When setting questions look at the assessment criteria as you can only ask questions where there is a need to satisfy the criteria. Therefore you can't ask questions on topics where it is not covered in the learning outcomes and criteria for the award. Please cross reference each question back to the criteria of the award
7. **Assessor Observations** – Assessors would complete an observation assessment of any practical elements of the award. Again it is very useful to cross reference back to the criteria each of the observation points you are assessing
8. **Products** – The assessment of produce evidence that is anything the assessors have produced during the assessment.
9. **IQA Reports** – These must be completed for each observation and assessment for which we have included an example IQA Report.

Full details and assessment materials are recorded in the Tutor/Assessor Guidance support information.

### Guidance on Internal Quality Assurance

SafeCert centres require having in place a robust internal quality assurance system. The Internal Quality Assurance must be completed by a suitably qualified person who has also not been involved with the delivery or assessment of the award.

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The Internal Quality Assurers Role is to monitor not only the assessment of the qualification but also how it is delivered. This can be completed in a number of ways such as observing a course delivery/assessment, sampling assessments, Candidate interviews in person or by telephone etc.

All assessment materials must be kept at the centre for a minimum of 3 years and made available for any quality assurance checks.

### Guidance on External Quality Assurance

SafeCert approved centres are required to be externally quality assured. This is to support centres in the implementation and management of the award and also to ensure the validity and value of the qualification.

SafeCert Awards employs a risk-based model to decide the frequency of EQA visits and each approved Centre will receive at least 1 EQA visit within a 3-year cycle. In addition to the EQA Visits SafeCert Awards will also conduct the following:

- Sample Desktop EQA Spot Checks on Assessment – This is where we will ask a sample of centres each year to send in all assessment paperwork so we can conduct an EQA desktop approval on assessment
- Sample EQA Centre Visits on Observation of Assessment – This is where we will conduct a sample of visits to monitor assessments during the assessment process at the centre.

SafeCert centres, must provide access to all records, for any EQA visits. Full details can be seen in the Centre Handbook.

### Reassessment Procedures

Candidates who are unsuccessful in any aspect of the assessment process will be offered feedback and further opportunity to be reassessed in the appropriate component of the assessment, ideally within the timeframe allocated. Candidates should be aware that there may well be an additional charge for conducting reassessments.

### Grading

Assessment is pass/ reassessment /fail. There is no grading.

### Unit Certification

Certification will be issued for each award once the minimum number of units has been achieved, all assessment components must be completed by the candidate and they must pass the centre quality assurance process to be certificated for the award.

### Centre Examination Procedures

SafeCert requires centres to monitor assessments in place:

## SafeCert – The Safe Awarding Body

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- Assessor must keep all assessment papers in secure locked area until the start of the assessment
- Assessor will ensure no candidates, have any written notes or other reference material during the assessment
- Assessor will ensure the assessment room is in a quiet area and the room has an Exam Notice – “Please keep quiet during the assessment”.
- Assessor will make sure there is no talking during the assessment
- Assessor will ensure there is a suitable distance between candidates to prevent copying of answers
- All candidates will need to sit at their desk and remain quiet until the full assessment period is complete
- All candidates must stop writing as soon as the assessor has indicated, that the assessment time is completed
- All question papers and answer sheets, should then be marked by the assessor. This is then sent to IQA for internal quality assurance of results and then held in secure locked area, for at least the duration of the validity of the award. SafeCert will then request full assessment materials sent in, if you are a new centre or for periodic EQA desktop spot checks on assessment. If you have direct claims, then only the registration and results are required to be sent in, unless otherwise requested. During external quality assurance visits, the EQA will need access to all assessment and IQA documents. SafeCert Awards will also conduct EQA observation of assessment visits to a sample of centres each year.

### Reasonable Adjustments

Awarding organisations and centres are only required by law to do what is ‘reasonable’ regarding giving access. What is reasonable will depend on the individual circumstances, the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, must also be taken into consideration.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation.

#### **Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:**

- changing standard assessment arrangements, for example allowing a candidate extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in large print
- providing access for facilitators during the assessment, such as a sign language interpreter or a reader
- re-organising the assessment room, such as adding or removing visual stimuli for an autistic candidate.

*Reasonable adjustments are approved and agreed before the assessment activity takes place. They constitute an arrangement to give the candidate access to the assessment activity. The use of a reasonable adjustment, will not be taken into consideration during the assessment of a candidate’s work.*

## SafeCert – The Safe Awarding Body

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All awarding organisations and centres have a responsibility to ensure that the process of assessment is robust and fair, while allowing the candidate to show what they know and can do, without compromising the assessment criteria.

### Adjustments to assessments:

- should not invalidate the assessment requirements of the qualification
- should not give the candidates an unfair advantage
- should reflect the candidate's normal way of working
- should be based on the individual need of the candidate.

SafeCert has a Reasonable adjustments policy which can be found on our website

<http://www.safecertawards.com/pdf/ReasonableAdjustmentsPolicy.pdf>, or you can obtain a copy by e-mailing SafeCert at [info@safecertawards.com](mailto:info@safecertawards.com).

## SECTION 3

### Centre Staffing:

Ensure that there are a sufficient number of people either trained or qualified to assess the number of candidates they anticipate to register. Ensure that there are a sufficient number of people either trained or qualified to internally verify for the number of candidates and assessors

Put verification systems and internal verifiers in place to ensure that all assessments are valid, reliable, authentic and sufficient and provide quality assured training for those people identified as being responsible for verification

Ensure that there is a system of standardisation in place to ensure that all assessments are consistent and fair and those undertaking the roles of verification and assessment maintain their skills, knowledge and understanding regarding assessment and verification and the associated qualification.

The occupational expertise of those undertaking the roles of assessment and internal verification is one of the key factors underpinning valid, fair and reliable assessment. The integrity of assessments and verifications is of paramount importance. Centres must ensure that there is sufficient time to conduct effective assessment and internal verification.

### Criteria for Trainer/Assessors

SafeCert requires that Nominated Trainers/Assessors have teaching experience and hold a qualification in the relevant subject area. ***Suitable Subject Area Qualifications may include:***

- Level 3 or 4 PTLLS
- Education and Training Award (or higher award of certificate/diploma)
- Diploma or Certificate in Education



## SafeCert – The Safe Awarding Body

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- Bachelors or Masters Degree in Education
- City and Guilds Teachers Certificate or equivalent
- IQA Verifier Award or D34 or V1 or other equivalent award

### Criteria for Internal Verifiers

All those who quality assure these qualifications internally must:

Have up-to-date working knowledge and experience of best practice in assessment and quality assurance, plus be occupationally competent in training.

Verifiers should either hold or be working towards one of the following:

- SQA Accredited Learning and Development Unit 11 – Internally Monitor and Maintain the Quality of Workplace Assessment, *or*
- QCF Qualifications based on the learning and Development NOS 11 Internally Monitor and Maintain the Quality of Assessment, *or*
- Level 4 Award in the Internally Quality Assurance of Assessment Processes and Practice (QCF), *or*
- Level 4 Certificate in Leading the Internally Quality Assurance of Assessment Processes and Practice (QCF).
- V1 or D34
- Other Equivalent Award

### Criteria for External Verifier

The External Verifier will need to hold or working towards:

- Level 4 QCF Award in the External Quality Assurance of Assessment Processes and Practice
- V2 or D35
- SQA Accredited Unit 12 Externally Monitor and Maintain the Quality of Assessment
- Other Equivalent Award

### Delivery

The qualification must be delivered using a programme of training that is approved by SafeCert Awards having been checked that the learning outcomes have been met. A qualification can be approved with initial centre approval form or after with an additional awards application form, these can be downloaded from [www.safecertawards.com](http://www.safecertawards.com), or you can contact SafeCert for more information.

The programme may be applied flexibly, in accordance with candidates' needs and local circumstances; facilitators/assessors are encouraged to repeat sessions that candidates have not fully grasped or introduce additional sessions to ensure understanding and competence. It is recommended that where possible the theoretical sessions are interspersed with practical aspects.

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## Facilities/Resources/Safety Considerations

Any training or assessment site must meet the requirements of health and safety and accepted safe practice in the delivery of SafeCert Award Qualifications.

Training and assessment must be able to provide a suitable teaching area/environment conducive to candidates' learning i.e. well lit, well ventilated and of adequate size

## Useful Websites

Company	Website
HSE	<a href="http://www.hse.gov.uk/">www.hse.gov.uk/</a>
Department of Education	<a href="http://www.education.gov.uk">www.education.gov.uk</a>
Society for Education and Training	<a href="http://www.set.et-foundation.co.uk">www.set.et-foundation.co.uk</a>
SafeCert Awards	<a href="http://www.safecertawards.com">www.safecertawards.com</a>

