



# SNAP Cymru Internal Verification Procedure

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## Internal Verification

The purpose of Internal Verification is to establish a centre-devised system for systematic monitoring of the quality of our Agored provision - to make sure that it is consistent, fair and reliable across all Assessors in our centre.

## Internal Verifiers

The Internal Verifier is at the heart of Quality Assurance in Agored Accreditation - both within the national framework and in the quality and management systems of the approved centre. The role is central to maintaining public confidence in each and every accredited unit. The Internal Verifier is a key factor in managing risk and ensuring that when Accreditation is claimed for a Learner, they have achieved the agreed standard. Internal verifiers must have:

- good knowledge and understanding of Agored Cymru units and qualifications in the chosen sector(s)
- good knowledge and understanding of Agored Cymru assessment requirements
- good knowledge and understanding of Agored Cymru's internal verification requirements

Internal verifiers must be familiar with the level of the unit(s)/qualification(s) being delivered and must have subject specific knowledge and/or experience of the course being internally verified. Internal verifiers do not currently need to have a formal internal verification qualification to internally verify Agored Cymru units and/or qualifications, unless stated in the qualification guide or unit criteria

Internal verifiers cannot internally verify their own assessment materials, tasks or assessment decisions. To prevent over-reliance on any one person and provide Welsh speaking IV SNAP Cymru will maintain more than one IV

**SNAP Cymru's Internal Verification system will ensure that Assessment practices and decisions are regularly reviewed and evaluated to maintain the validity of the award of credit.**

Our Internal Verifiers confirm the award of credit; they do **NOT** make the Assessment decision.

Internal Verification confirms that the quality assurance of the training preparation, delivery, Assessment, documentation and certification complies with Agored Cymru procedures.

There are three aspects of the Internal Verification role:

1. Pre-delivery review of units/qualifications
2. Verifying Assessment
3. Developing and supporting Tutors and Assessors
4. Managing the quality of the Agored Cymru unit delivery

## 1. Pre-delivery review of units/qualifications

SNAP Cymru Internal verifiers must review the selected Agored Cymru unit(s)/qualification(s) to check their suitability in terms of currency, content, level and credit value for the particular group of learners. Internal verifiers will check that the unit(s)/qualification(s) are current, suitable and appropriate for the intended learners and that the unit(s)/qualification(s) are currently approved by Agored Cymru (visit the unit/qualification library on the Agored Cymru website to check)

If a unit/qualification is no longer suitable then an alternative must be sourced from the Agored Cymru library of approved units/qualifications. If a centre identifies that a unit is unsuitable (out of date, incorrect, inaccurate), not suitable for delivery and needs to be reviewed by Agored Cymru then contact a member of Agored Cymru's Business Development directorate- [unitreview@agored.org.uk](mailto:unitreview@agored.org.uk).

The outcomes of the pre-delivery review will be recorded and must be made available for external quality assurance.

## 2. Pre-delivery internal verification

SNAP Cymru IV's will regularly internally verify assessment materials, tasks and assessment methods before they are given to learners to identify if any changes/modifications are required. Assessment materials and tasks must not be internally verified by the person who wrote/designed them. Assessment materials and tasks must be internally verified to check that they are fit for purpose and:

- a) can be delivered using the available resources
- b) allow learners to meet **all** assessment criteria
- c) allow learners to meet **all** learning outcomes
- d) allow learners to generate evidence that can be authenticated
- e) allow learners to meet the level specified by the unit/qualification criteria
- f) are written using language appropriate to the level

Centres must record the outcomes of pre-delivery internal verification. If changes/modifications are required they must also be recorded to create an auditable trail. This evidence must be available for external quality assurance.

Agored Cymru form IV1 will be used

### **3. Verifying Assessment**

The frequency of Internal Verification can be flexible, although SNAP Cymru Internal Verification/Moderation activities are held each academic term. This ensures that there are frequent procedures in place to provide regular feedback to Tutors and/or Assessors, and have a significant impact on standards.

#### Sampling

Sampling Assessments will include reviewing the quality of Assessors' judgments at the interim stage (during the delivery of the unit) and at the summative stage (at the end of the unit). The Internal Verifiers must ensure that the process is not 'end-loaded' although the process does allow for reflective practice.

#### Interim sampling

The IV will:

- ✓ Review assignments to ensure that Learners have the opportunity to meet all the assignment criteria
- ✓ Review the Assessment schedule
- ✓ Review the feedback given to the Learner by the Assessor
- ✓ Review the Assessment activities
- ✓ Identify any training needs of the Tutor/Assessor
- ✓ Identify and share good practice

#### Summative Strategy

This involves reviewing the quality of the assessment decision by evaluating how the Assessor has reached their decision.

The IV must be able to follow an audit trail which clearly demonstrates that the Assessor has checked that the evidence presented meets the rules of evidence.

Evidence must have been confirmed by the Assessor as:

- ✓ Valid – relevant to the standards for which competence is claimed
- ✓ Authentic – produced by the Learner
- ✓ Reliable – accurately reflects the level of performance which has been consistently demonstrated by the candidate
- ✓ Current
- ✓ Sufficient – meets in full all the requirements of the standards

- ✓ Fit for purpose
- ✓ Inclusive
- ✓ Consistency

## Sampling Strategy

The sample will **include all Assessment sites/ locations, all courses and all units**. The full range of Assessment methods used for any unit will be sampled.

**The sampling strategy will take into account the following:**

- ✓ The size sample required to ensure reliability
- ✓ The various Assessments methods used
- ✓ Unit level and credit level
- ✓ The Learners – short course, flexible course, age, inclusivity (where there are reasonable adjustments/special arrangements) etc
- ✓ All units, particularly units with identified problems where there have been issues from a previous Verification
- ✓ New and revised units
- ✓ A range of achievement

The sample size should be sufficient to ensure that all the issues in the above list have been considered.

**AGORED have suggested as a rule of thumb a square root or 10%**

**The minimum number of samples in an IV process should be 3 pieces of work and should include work that is boarder line in achievement, average in achievement and above average in achievement.**

## Where there are issues with a unit

For example, if there are criteria which are difficult to assess, or where, as in the RESPECT Unit, Learner achievement is assessed in a group portfolio, all issues should be discussed with the Assessors and resolved at an early stage. In these circumstances all Assessments practices and decisions should be looked at.

## Monitoring Assessments

The IV should aim to monitor all Assessors/Tutors annually, either by observation or professional discussion and by the quality of Assessment records. This is linked to our ongoing Assessment Training programme.

## Standardising Assessment Judgements

The IV's will hold Standardisation reviews with all Assessors. Notes of such events/Training Task Group events should be kept by documenting the methodology.

## 4. Developing and Supporting Assessors

The Internal Verifiers will ensure that all Assessors have:

- ✓ Copies of recording documentation, including Assessment tools, feedback forms etc.
- ✓ Awareness of the Moderation and Internal Verification process and understand their role in it.
- ✓ Induction training to the Assessment /Moderation and Verification cycle.
- ✓ Ongoing support and advice regarding accessibility and any special Assessment requirements.
- ✓ Support with any development needs including identifying any appropriate additional training or mentoring required.
- ✓ Termly training team meetings
- ✓ Feedback from every IV, standardisation event and Annual Quality Review

## 5. Managing the Quality of Delivery

The IV provides a quality assurance role within SNAP Cymru's training provision, ensuring that Assessments and Internal Verification documents are completed correctly, according to the procedure and are filed appropriately.

**All Learners' Assessment records, Moderation and IV documents including records of registrations and certificates awarded should be kept for 3 years.** These should be readily available upon reasonable request by External Verifiers, Agored Cymru and the Learner.

**Samples of copied Learners work should be kept for 3 years.**

The IV's provide a formal link between the Tutors/Assessors; the EV's and the Awarding Body.

The IV's will maintain the Learner Database and make all decisions regarding Recommendations for the Award of Credit.

### Plagiarism

Plagiarism is defined as 'Using or copying the work of others (whether written, printed or in any other form) without proper acknowledgement in any coursework'

SNAP Cymru Staff responsible for assessment and internal verification should be aware of the plagiarism policy. Learners should receive guidance about appropriate ways to reference materials and the implications of plagiarism.

Guidance will be provided to learners about appropriate methods to reference sources of information. All learners should be required to confirm that evidence submitted for assessment is their own work.

Any instances of plagiarism will be investigated fairly. An effective appeals procedure is in place, with which learners are familiar and which is applied to all learners using Agored Cymru units and qualifications.

## **6. Malpractice Procedure**

### Scope

Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process, and/or the validity of certificates. Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates. Failure to deal with identified issues may in itself constitute malpractice.

### **The principles**

Snap Cymru is committed to provide a fair and consistent approach to assessment and the award of credit and does not tolerate attempts or any instances of malpractice by learners or staff.

The awarding bodies have the right to impose sanctions on SNAP Cymru as a centre, on staff or on learners where attempts or instances of malpractice have been confirmed or during an investigation following a report of suspected malpractice.

SNAP Cymru aims to be vigilant about malpractice and will be open and prompt and all instances of malpractice will be reported to the awarding body using the appropriate documentation.

Appropriate investigations will be followed in all cases of suspected malpractice; the fundamental principle of any investigations is to conduct them in a fair, reasonable and legal manner, ensuring that all relevant evidence is considered without bias.

The process of investigation will be conducted in accordance with regard to:

- Confidentiality
- Retention and storage of evidence
- Conclusions reached and remedial action to be taken

## **7. Record Keeping**

All assessment and IV materials will be kept in line with SNAP Cymru's Data Protection Policy and stored securely. SNAP Cymru will retain assessment materials for 28 working days following a verification process allowing sufficient time for an appeal against an assessment decision. All assessment and IV materials will be kept and made available for the awarding bodies Quality manager and EV and copies will

be retained. Materials may be provided for the awarding bodies training and standardisation events-these will be anonymised.  
All templates for IV purposes are available on the SNAP Cymru intranet.

## **IV Role Summary**

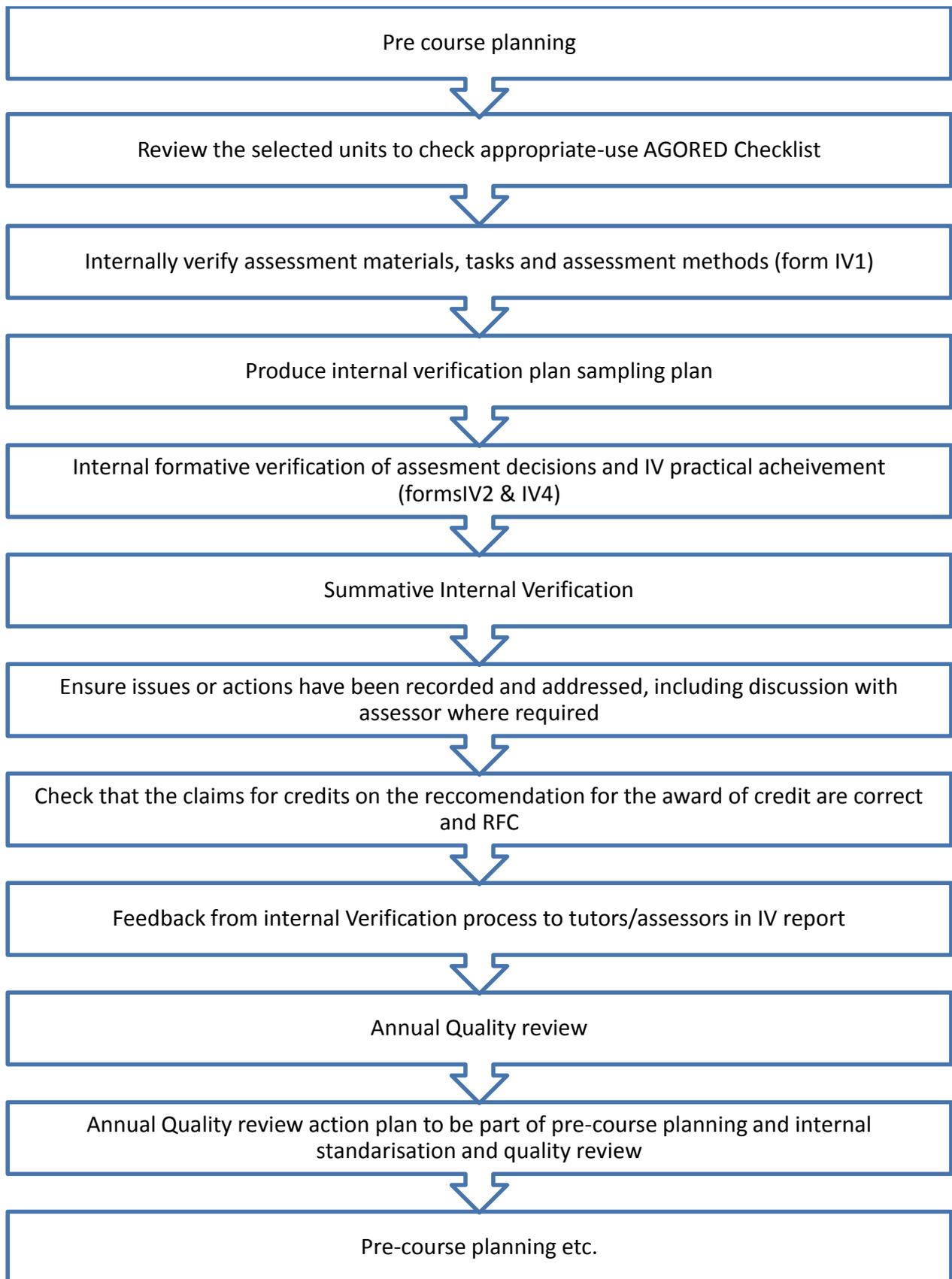
Internal Verifiers will be responsible and accountable for:

- Regularly sampling evidence of Assessment decisions made by all Assessors across all units; sampling must include some direct observation of Assessment practice.
- Establishing procedures to develop a common interpretation of the Assessment requirements between Assessors
- Monitoring and supporting the work of Assessors within SNAP Cymru
- Maintaining up-to-date records of Internal Verification and sampling activity and ensuring that these are available for the purposes of External Verification in order to monitor, and ensure, consistency in the interpretation and application of standards
- Facilitating appropriate staff development and training for Assessors
- Providing feedback to the External Verifier of the effectiveness of Assessment ensuring that any corrective actions required by AGORED are implemented within agreed timescales
- Only verifying evidence they have not assessed themselves.

Assessors will be responsible and accountable for:

- Managing the system of Assessment - from Assessment planning, through to marking and recording Assessment decisions, as required by the awarding body.

## Internal Verification Procedure Flowchart



## SNAP Cymru Preparation Checklist for EV Visit

### Prior arrangements

- Suitable room reserved for use by EV
- Requested Assessors, Learners and IVs notified of required attendance at visit
- Names of all Learners for each Accreditation to be externally verified by this EV to be sent to co-ordinators to request copies of Assessment evidence/ Moderation paperwork
- Details of Centre staffing structure
- A copy of the last EV report and any other relevant reports
- Previous action points checked and evidence of completion to target date be available

### Internal Verifier arrangements

- Procedures for initial Assessment
- Sampling strategy; planned and completed Moderation/IV activity
- Feedback to Assessors - action required and taken
- All completed IV and Assessor records
- Notes of any action carried out, since the last visit
- Minutes of Assessment/Moderation team meetings including standardisation activities

### Portfolio sampling

- Learners portfolios are available
- An auditable trail
- Roles and responsibilities of Assessors including subjects and/or units
- All Learner records including pre-delivery IV records, formative and summative Assessment documents, signed by the appropriate people (including witnesses and other Learners where appropriate)

### Candidates available for interview (with portfolio)

- Details of Learners' training needs/plans
- Details of Learners' Assessment plans with updates and revisions