



SNAP Cymru Internal Verification Procedure

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 be competent in Agored Unit Based Assessment and have appropriate experience.

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. Verifying Assessment
2. Developing and supporting Assessors and Moderators (SDO's)
3. Managing the quality of the Agored Cymru unit delivery

1. 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, supported by the Internal Moderators (SDO's) 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%

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 (supported by the Internal Moderators / SDO's) 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 Moderators and Assessors. Notes of such events/Training Task Group events should be kept by documenting the methodology.

2. 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.

3. 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.

4. Document Retention & Distribution of Certificates

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 Moderators (SDO's) 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.

The Learner Database will retain learner information for 5 years

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.

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 SDO 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 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