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# Internal Verification and Quality Assurance Guidance for One Awards Provision

Version 5 November 2020



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# Internal Verification/Quality Assurance Guidance for One Awards Provision

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## 1. Principles of Internal Verification/Internal Quality Assurance

This guidance explains the purpose, principles and processes centres are required to follow in order to ensure that their One Awards provision is subject to a rigorous quality assurance system. The guidance is designed to help centres develop an internal verification/quality assurance process that is appropriate for their organisation and ensures fairness to learners and integrity in the award of credit.

### 1.1 What is Internal Verification/Quality Assurance?

This may be defined as:

'a process undertaken by a providing organisation in which assessment practices and decisions are regularly sampled and evaluated and findings are acted upon to ensure consistency and fairness'.

### 1.2 What is the Purpose of Internal Verification/Internal Quality Assurance?

The purpose is to ensure that:

- a) Assessment design and assessment judgements are valid, sufficient, current, authentic, reliable and transparent
- b) Learners are clear about assessment requirements and are given opportunities to achieve against the assessment criteria
- c) Evidence of learner achievement is mapped to the assessment criteria
- d) Learners' work is ready for external verification/external quality assurance
- e) Award of credit is valid and reliable
- f) Tutors/assessors receive ongoing support and development

## 2. The Internal Verification/Internal Quality Assurance Planning

A plan of internal verification/quality assurance activity must be developed indicating how the process will work. It is important that all tutors/assessors are aware of the plan and the part they play in it.

An induction process must be in place to ensure that all new tutors/assessors:

- a) Are supplied with the relevant updated course documents and assessment materials
- b) Clearly understand assessment requirements and procedures
- c) Have information about accessing One Awards Centre Guidance and Information support materials
- d) Know the name of the person who will manage the internal verification/quality process and the name of the Internal Verifier/Internal Quality Assurer
- a) Are aware of the Internal Verification/Internal Quality Assurance plan and their role in it
- b) Are informed about issues raised through previous internal and external verification/external quality assurance activity

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## 3. The Internal Verification/Internal Quality Assurance Process

### 3.1 Pre Course Quality Assurance Checking

- a) **Assessment Planning** – The Internal Verifier/Internal Quality Assurer should ensure the following activities are undertaken:
- allocation of roles and responsibilities
  - assessment planning/timeframes
  - design of assessment methods and assessment tasks
  - resourcing/including venues
  - internal verification of assessment plans and assessment tasks

### 3.2 Sampling learners' work (see also page 3)

The Internal Verifier(s)/Internal Quality Assurer(s) should:

- a) Sample assessment to ensure:
- assessment activities are valid and reliable
  - assessment evidence is authentic
  - feedback to learners is clear and constructive
  - assessment decisions are fair, consistent, valid, reliable and transparent
  - assessment records are clear and reliable
- b) Ensure learners understand assessment requirements
- c) Provide advice and support for tutors/assessors and identify and share good practice
- d) Record internal activities and findings, list action points, and report to tutors/assessors and the External Verifier/External Quality Assurer or The Lead Internal Verifier (LIV)\*
- e) Use outcomes to inform the development of the assessment process and practice (in-course as well as at the end of the course)

### 3.3 End of Course Checking

The Internal Verifier(s)/Internal Quality Assurer(s) should:

- a) Monitor progress against previous action points
- b) Ensure assessment records are complete and accurate
- c) Ensure evidence of achievement is appropriate and mapped to the assessment criteria
- d) Check that the electronic Recommendation for the Award of Credit form (eRAC) is completed accurately and uploaded on Quartz Web
- e) Record internal verification/internal quality activities and findings, list action points, and report to tutors/assessors and the External Verifier/External Quality Assurer or Lead Internal Verifier (LIV)
- f) Use outcomes to inform the future development of assessment processes and practice

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## 4. Lead Internal Verification (LIV)

Nominated Internal Quality Assurers/Internal Verifiers can achieve Direct Claims Status (DCS) for identified provision within their centre. This is referred to as **Lead Internal Verifier Status (LIVS)** and is issued for specific units or programmes where robust internal quality systems have been demonstrated and where the nominated person has met the requirements for the role. Achieving DCS in this way allows Centres to manage their own process for claiming certification to meet the needs of their learners.

Further information about Lead Internal Verification Status (LIV'S) can be obtained from your External Verifier/External Quality Reviewer or the Quality Team at [quality@oneawards.org.uk](mailto:quality@oneawards.org.uk)

## 5. Sampling learners' work

### 5.1 What do Internal Verifiers/Internal Quality Assurance sample and why?

Internal Verifiers/Internal Quality Assurers are responsible for monitoring the quality of assessment, hence the need for them to sample assessment practices and decisions. It is not usually possible or necessary to internally verify/internally quality assure every aspect of assessment at each internal verification/internal quality assurance event. A properly selected representative sample should identify any issues with assessment practices and decisions.

### 5.2 Selecting a sample

To select a representative sample, Internal Verifiers/Internal Quality Assurers must take account of different factors which may impact on the quality of assessment. These factors are used to define a sampling strategy. The sampling strategy determines the size of the sample.

### 5.3 The key factors to consider are:

Number of learners, different sites of delivery, number of tutors/assessors, number of units, delivery methods, previous internal verification/internal quality assurance recommendations, assessment methods and special arrangements, recommendations from External Verifiers/ External Quality Assurers, borderline cases, unit level and credit value.

The sampling strategy must be decided by the Internal Verifier/Internal Quality Assurer. It is not necessary to sample across every aspect of the delivery at each event but everything must be covered over a period of time for example 1 or 2 years.

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### 5.4 Using the selected sample

Internal Verifiers/Internal Quality Assurers should check the selected sample in two ways:

1. By checking all the assessment for a given learner to ensure that assessment is appropriate, consistent and complete.
2. By checking specific learning outcomes across a number of learners to ensure that assessment is consistent for all learners.

One Awards will from time to time require centres to provide examples of learners' work for standardisation purposes in specific circumstances. One Awards' retention policy requirements can be found on our website [www.oneawards.org.uk](http://www.oneawards.org.uk)

## 6. Record Keeping

It is important that detailed records of internal verification/ internal quality assurance activities are kept to demonstrate to the External Verifier/External Quality Assurer or Lead Internal Verifier that the procedures have been carried out, and to provide written feedback to tutors. It may also be required for standardisation activities and in the case of any learner appeals.

### 6.1 Internal Verifiers/Internal Quality Assurers should record two sets of information:

- a) The sample undertaken, usually in the form of a matrix.
- b) The comments and feedback to the tutor following the sampling exercise, showing any actions required and how this was addressed.

The format for the records can vary but an example of each form is shown below.

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*Sample 1*

**Internal Verifier/Internal Quality Assurer Sample Record**

Course title and code  
.....

Assessor name	Site	Learner name	LO1	LO2	LO3	LO4	IV/IQA signature and date	Comments	Actions and deadlines

Proposed dates for IV/IQA activity \_\_\_\_\_

*Sample 2*

**Internal Verification/Internal Quality Assurer Feedback Sheet**

Programme title and code: ..... Internal Verifier/Internal Quality Assurer name: .....

Learner name: ..... Assessor name: .....

Evidence viewed: .....

General comments/evidence gaps: .....

Feedback to assessor: .....

Action plan: ..... Date action completed: .....

Signed: ..... (IV/IQA)



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## 7. External Verification/ External Quality Assurance

The External Verification/External Quality Assurance process includes sampling evidence of internal verification/internal quality assurance and assessment in order to confirm the achievement of learners.

External Verification/External Quality Assurance is undertaken by the External Verifier/External Quality Assurer or those with Lead Internal Verifier Status (LIVS). Samples can be chosen in advance of the visit to help providers to prepare and these are outlined on the EV/EQA visit plan.

## 8. Checklist of One Awards Requirements for Internal Verification/Internal Quality Assurance

- Staff involved in the assessment process must not be responsible for the quality assurance of assessment decisions in which they have a personal interest and/or involvement.
- Assessors must not internally verify/internally quality assure work that they have personally assessed.
- The Internal Verifier/Internal Quality Assurer should be involved in the planning of the assessments prior to delivery of the course.
- Internal Verifiers/Internal Quality Assurers must scrutinise the assessment decisions of any assessor where a conflict of interest may exist, such as a family member.
- Any conflict of interest must be recorded in a Quality File and made available to the External Verifier/External Quality Assurer.
- The Internal Verifier/Internal Quality Assurer must sample learner work to establish whether or not assessment decisions are fair, equitable and in-line with agreed standards.
- The sample must be selected within an agreed plan by the Internal Verifier/Internal Quality Assurer and include all sites, tutor sand units delivered
- The sample should include all borderline cases and those where issues have arisen.
- The Internal Verifier/Internal Quality Assurer must also confirm whether learners have met the assessment criteria for each unit at the correct level and credit value
- Evidence gaps must be identified and an action plan put into place for completion. This must be fed back to the tutor/assessor.
- All actions should be clearly identified and evidence shown that these have been met, signed and dated by the tutor/assessor and/ or the Internal Verifier/Internal Quality Assurer.
- Clear records must be kept of all activity to show the range of evidence sampled, the feedback to tutors and any subsequent action undertaken.

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- All internal verification/internal quality assurance records must be available for the External Verifier/External Quality Assurer.

### 9. The following are considered examples of good practice

- Where practicable, internal verification/internal quality assurance should be an ongoing process and include on-site visits and discussions with tutors/assessors and learners.
- A record sheet could be used in each learner file to provide a checklist against each assessment criteria, signed by the learner, tutor/assessor and internal verifier/internal quality assurer.
- An individual record sheet can be used for each piece of work to show Internal Verifier/internal Quality Assurer comments and feedback plus subsequent action.
- Where there is a new tutor/assessor then a 100% sample of learner work should be considered.
- A matrix could be used to record the learners sampled.
- The Internal Verifier/Internal Quality Assurer could use the assessment plan as a basis for a check list to record whether the assessment criteria have been met.

### 10. Further Information about Internal Verification/Internal Quality Assurance

Further advice is available from your External Verifier/External Quality Assurer, Lead External Verifier or Head of Quality at One Awards or contact the Quality Team at [quality@oneawards.org.uk](mailto:quality@oneawards.org.uk)

A Programme of workshops and guidance sessions can be found in the events section of the One Awards website. <http://www.oneawards.org.uk/>

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For further guidance, please contact us:

One Awards • 23 Manor Way • Belasis Business Park • Billingham • Teesside • TS23 4HN  
Tel: 0191 518 6550 • [oneawards@oneawards.org.uk](mailto:oneawards@oneawards.org.uk) • [www.oneawards.org.uk](http://www.oneawards.org.uk)

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