Quality Assurance System

PP04 - Policy and procedure for internal verification of training Programmes

Rev 1.0

Policy and procedure for
Internal verification of Training Programmes

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Contents

1.   Policy:

The delivery of training provided through the LASNTG Centre Network is maintained by the integrity of the Trainer/Training Provider and conformance with the Guidelines as set out by the awarding bodies with regards to Certified Programmes and also with the Quality Manual as set out by LASNTG. Training Providers/ Internal Trainers are approved by LASNTG as part of the Trainer Framework in place, having undergone a rigorous assessment, and all Training Providers/ Internal Trainers are required to comply fully with the guidelines.

The Trainer/Training Provider shall ensure that all training delivered for LASNTG adheres to the QA Guidelines of the Certified Body, e.g. Solas, QQI, LASNTG, City & Guilds, IOSH, RSA-CPC etc. The Trainers Handbook will be made available to all Trainers/Training Providers. All Training Providers will be responsible for their own Programme verification with regards to external authentication and external process auditing of Programme work.

2.   Procedure for delivery of training:

Completed Booking Form to be sent to the Training Centre 7 working days in advance of the Programme date. In the case of all CSCS Programmes 12 working days is required. Programmes must be notified to Solas 10 working days in advance of the scheduled date.

Candidate RPL packs for CSCS Certification must be fully completed including the Skills Self Analysis and the Endorsement of Competence which must be signed by the Learner's employer and sent to the Training Centre 12 working days in advance of the Programme scheduled date. Failure to comply with this will result in the Programme being cancelled.

Candidate Programme Packs will be issued by the Internal Verifier and downloaded from the Solas Website to ensure that the correct pack in given to the prospective Learner. Programme notes must also accompany Candidate RPL Packs when issued- Programme notes will be made available to the Training Sections for issue on request

Record of Programme packs issued for all CSCS Programmes must be completed and where practical signed for on collection by the Trainer. All outreach Programmes must be either hand delivered, couriered or sent by registered post. All test papers must be sealed and enclosed in the Programme pack. Test papers are the responsibility of the Trainer and must be kept secured at all time from receipt to return of completed tests to the relevant Regional Training Centre Local Verifier/Manager On return of test papers, test papers must be individually initialled by the Trainer and once checked initialled by the Local Verifier on the front page.

For Certified Bodies, the Trainer must ensure that Learner Details forms are completed fully prior to start of the Programme. All information supplied by Learners must be held by the Trainer in a secure place and treated as strictly confidential. All test papers, and related material, must be kept in a secure location and all unused test papers must be returned with the Programme pack. All Programme paperwork must be signed by the Trainer and Assessor (where applicable) and fully completed prior to the submission of packs to the Training Centre Local Verifier. Completed Programme packs must be returned at the earliest opportunity to meet the requirements of the Certifying Bodies.

CSCS/CPC must be uploaded by the Local Verifier within 7 working days of the Programme finish.

In the case of CSCS Programmes the numbers attending must meet the requirements for the Programme to proceed. CSCS Signing, Lighting and Guarding at Roadwork's require a max 4 Learners per Trainer with a Programme maximum of 8 Learners and 2 Trainers.

3.   Internal verification process:

Internal verification is the process by which assessment policies and procedures, relating to the planning, management and implementation of all aspects of assessment practices, are internally verified at LASNTG.

The process includes checking that all assessment procedures have been applied across the range of assessment activities relating to a Programme, from planning to finalising results.

4.   The LASNTG internal verification process:

- verifies that all assessment procedures have been applied across the range of assessment activities
- confirms the completeness and accuracy of Learner evidence, that the evidence exists and is marked and that grades are recorded accurately

5.   Role description:

The Verifier is briefed by the Programme Coordinator on quality practices at LASNTG, in particular:
- the fair and consistent assessment of Learners
- the internal verification processes
- the external authentication
- the results approval process
- assessment requirements of the appropriate award standards
- agreed assessment arrangements in validated programme(s)

The Regional Training Centre provides a vast array of Training Programmes for Local Authority Staff that range from mandatory Health and Safety to staff upskilling. While a number of Programmes are certified to a Standard, QQI, CSCS, City & Guilds, PHECC and RTIITB, all which have established quality assurance policies and procedures in place, there are a number of uncertified Programmes that are provided and delivered to provide an awareness for staff to assist in their work. In order to establish a high standard of training all Programmes are delivered to the same standard and to ensure the consistency of training delivery an internal verification procedure is part of the process.

Each RTC Manager arranges the internal verification of the provisional results for each Programme at that Centre. The Centre Manager appoints an internal verifier (Local Verifier) and the internal verification process is completed in line with the LASNTG procedure and sampling strategy.

Clear guidelines are provided to the Local Verifier to facilitate the role. Once the internal verification process has been completed the Learner assessment evidence, the provisional results of assessment and supporting documentation (including related internal verification reports) are returned to LASNTG within the stated timeframe. Provisional results received from RTC's, together with supporting documentation, are checked for completeness and are securely stored by the LASNTG Verifier.

Any omissions etc. are actioned/resolved in consultation with the Local verifier and the RTC Manager.

6. Sampling Strategy

Sampling is the process of selecting a portion of Learner results and Learner evidence for the purposes of completing internal verification and external authentication of assessment. The sample chosen always provides enough evidence to enable the internal verifier to confirm that assessment procedures have been adhered to for the group of Learners for which the Centre is requesting certification.

LASNTG has devised an appropriate sampling strategy for each assessment period. The sample is fair and consistent and enables the identification of any deviation from best practice. The sample assists LASNTG to establish whether quality procedures are being implemented appropriately.

An appropriate sampling strategy is defined for each assessment period and LASNTG ensures that the sample:

- is representative of all minor awards, all Learner types including part time or full time and all assessment techniques
- is sufficient in size to enable sound judgments to be made about the fairness and consistency of assessment decisions
- covers the full range of attainment in terms of grades achieved
- includes a random selection of evidence for each grade/band
- identifies evidence which is borderline between grades e.g. Learners who have not or Learners who have only just achieved within the grading band
- ensures new assessor judgments/decisions are sampled at least once during the assessment cycle
- includes all named awards offered

Consideration is also given to:

- the number of assessors
- the number of Learners
- the number, range and diversity of awards being offered
- In general, the LASNTG sample size is guided by the following:
- a percentage of Learner numbers, i.e. 20%-25% of the total population of Learners
- a formula such as $\sqrt{1n} + 1$ where n is the total population of Learners
- another appropriate scientific sampling formula/methodology.

7. LASNTG Programmes:

LASNTG appoints a verifier/s for each assessment period, to systematically check that assessment procedures have been applied consistently across assessment activities and to verify the accuracy of assessment results, on a sample basis, and produce an internal verification report.

7.1 Local Verifier

Once a Programme is scheduled and the Trainers have been appointed the Local Verifier:

- Notifies the LASNTG Verifier
- Prepares Programme Pack

- Print test papers in advance, securely store and issue to the Trainer prior to the assessment, in a sealed envelope
- Prepare assessment paperwork for same and issue to the Trainer in advance of the assessment, in a sealed envelope
- On occasion, attends as part of the Programme delivery to ensure consistency with the Programme delivery
- On completion, checks all of the documentation to ensure that all relevant information is recorded, all assessments are fully completed, all Programme documentation is signed by the Trainer and that all results are marked. Sample packs are thoroughly checked at random representing a percentage of the overall Programme. In the case of the QQI Water Programmes all of the assessments are checked. In the case of Site Suitability, a percentage is checked similar to the CSCS Verification.
- For QQI programmes, submit Programme paperwork to LASNTG for external verification and certification.
- For CSCS Programmes, submit on-line to certifying body and on receipt of card, issue to employer.

7.2 LASNTG Verifier:

This stage is undertaken at an organisational level by the LASNTG Verifier, a member of the LASNTG office team who has been specifically trained in the process. The process is designed to ensure that documentation is fully verified and double-checked before External Authentication. The LASNTG Verifier must:

- Verify that all assessment procedures have been applied and monitors the outcome of the assessment process using the LASNTG sampling strategy.
- Identify any deviations in marking as part of the internal verification process and bring them to the attention of the Secretary.
    - Missing or inappropriate evidence
    - Missing or inappropriate assessment briefs
    - Data omission, transcription / calculation errors
    - Inaccurate data entry – award codes, name spelling, results etc.
    - Provisional results
- Inputs the Learner data into the QBS
- Comment on consistency (but not on quality of marking) on the report.
- Make the External Authenticator aware of any accommodation provided and retain record of requests and accommodations provided and correspondence with applicants and retain details of accommodation on the Learner records
- Produce one Internal Verification report per certification period
- Attend the Results Approval Panel meetings to present the Internal Verification report and discuss issues highlighted in the Report.
- On conclusion of the Results Approval Panel meetings, destroy hard copies of all assessments and related materials, which have been ratified by the RAP except materials pertaining to any Learner who has appealed results. These are retained until the completion of the appeals process timeframes.

- Retain internal verification reports at the LASNTG office and make them available to the External Authenticator, the Results Approval Panel and to QQI on request.
- Inputs the results onto QBS
- Amend results on the QBS if directed to do so by the RAP
- Refer appeals to the Secretary
- Print off the Final Statement of Results from the QBS (available after the certification date for the period) and distributes them to individual Learners.
- Arrange distribution of award certificates
- Ensure Programme work is completed including practical assessments within 12 weeks of the Programme start date.

8.   Theory Assessments:

The Local Verifier has secure access to the Certifying Bodies Website where s/he can download the written assessments required for the theory exam. This is particularly the case with Solas, QQI and City & Guilds documentation. Once the assessments are downloaded, they are held in a secure place in the Training Centre until they are handed over to the Trainer/Assessor prior to the written assessment. The documents are either delivered by hand, by registered post or by courier in a sealed envelope. The Assessment pack once received by the Trainer/Assessor becomes his/her sole responsibility and s/he is responsible for its security until it is returned to the Training Centre. The Trainer must ensure that the documentation is stored is a safe location, preferably under lock and key until the start of the exam. The sealed Assessment Pack includes a document which must be signed by the Trainer and a Learner on the Programme immediately the envelope is opened. This is to ensure the authenticity of the assessment process.

The Trainer/Assessor must ensure that all exam papers including unused papers are accounted for and returned to the Centre. Failure to do so may result in having to replace the assessments with new documentation. Once the assessments are returned to the Centre the Local Verifier keeps a copy on file for the duration of the certification process. The copy held on file is counter-signed by the RTC Manager, dated, linked to the Programme and stored with the Programme pack for the appropriate period.

9.   Adherence to Assessment procedures:

The Local Verifier checks adherence to quality assured assessment procedures and confirms: -
- adherence to all quality assured assessment procedures across all Programmes
- Learner evidence matches the assessment requirements of the award standard by confirming assessment techniques used are appropriate
- Learner evidence is generated as per the technique identified in the Award Specification and using appropriate instruments as indicated
- information on assessment was provided to Learners i.e. submission dates, guidelines/briefs, assessment criteria
- appropriate documentation was issued to Learners
- appropriate documentation was used to record Learner results
- reports on any errors/omission
- notes any irregularities and take corrective action

- liaises with LASNTG management on any issues arising

10. Check and confirm the completeness and accuracy of assessment results

The internal verification process at LASNTG involves the verification of assessment results. This involves checking that assessment evidence is available for all Learners presented and that results are recorded according to Programme requirements.

For all Learners requesting certification the internal verifier checks/confirms that:

- evidence is available for all Learners presented for an award (i.e. evidence for all minors is available for the major award)
- percentage marks and grades awarded are consistent
- provisional results report(s) for the Learner group(s) are available
- results are recorded/available for all Learners being entered on the report
- evidence is available for all Learner results recorded
- results have been entered correctly to the QBS :
- identifies any errors/omission
- notes any irregularities and take corrective action
- liaises with LASNTG management on any issues arising

On a sample (sampling strategy) of Learners the internal verifier:

- checks marks have been allocated in line with guidelines
- checks marks are totalled correctly
- checks percentage marks calculated correctly
- checks marks are transferred correctly from Learner evidence to Learner marking sheet/record
- checks marks are transferred correctly from Learner marking sheet/record to the QQI system
- checks percentage marks allocated are consistent with QQI grading bands
- notes errors and record corrections made
- identifies any irregularities, notifies appropriate staff and takes corrective action if required as per agreed procedures :
- identifies and correct/liaise with assessors any errors/omission
- notes any irregularities and take corrective action
- liaises with LASNTG management on any issues arising

11. Cross Moderation of assessment results:

Prior to each certification request to QQI, LASNTG arranges a review (cross moderation) of provisional results across Programmes, to assure consistency of marking between Assessors. This procedure is engaged after internal verification by the External Authenticator. This is the final stage in assuring a single standard for that assessment across all LASNTG Programmes during the said period.

12.   Internal verification report:

Having completed the LASNTG internal verification process the LASNTG Verifier completes an Internal Verification Report confirming the outcome of the internal verification process. LASNTG retains this report and makes it available to the External Authenticator and Results Approval Panel. The report provides an auditable trail for Programme monitoring. It captures evidence that the internal verification process has taken place. It acknowledges strengths, any gaps and areas for improvement.

Supporting Documents
- LASNTG Quality Assurance Manual

Metrics
- Number of complaints
- Number of appeals
- Number of corrective actions