

Internally monitor and maintain the quality of assessment

Overview

This standard is about monitoring assessment processes and decisions within an organisation, and helping to maintain and improve the quality of assessment.

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Performance criteria

You must be able to:

1. Prepare for the internal verification process by ensuring that all relevant information and intelligence has been identified, gathered and utilised.
2. Establish an appropriate sampling strategy to meet the requirements of the assessment and quality assurance process
3. Verify that assessor(s) meet relevant assessment strategy requirements and that assessment plans are appropriate
4. Plan the implementation of sampling strategy and monitoring activities
5. Prepare monitoring activities according to the requirements of the sampling strategy
6. determine whether assessment processes and systems meet and operate according to relevant quality assurance and regulatory requirements
7. check that assessments are planned, prepared and carried out according to agreed principles of assessment procedures
8. check that assessment methods are valid, authentic, reliable, robust and current
9. sample assessor decisions to ensure they are consistent, reliable and valid and meet the assessment requirements
10. provide assessors with feedback, advice and support to help them maintain and improve their assessment practice
11. work with assessors and others to ensure the standardisation of assessment practice and outcomes
12. follow agreed procedures when there are significant concerns about the quality of assessment
13. follow agreed procedures for the recording, storing, reporting and confidentiality of information
14. Participate in wider quality assurance activities which contribute to the quality of assessment and support your own development
15. reflect on own practice and identify professional development needs

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Knowledge and understanding

You need to know and understand:

1. the organisational, legal and professional requirements that should be followed when planning learning and development programmes
2. the current quality requirements for assessment processes and systems in your area of responsibility
3. the key concepts and principles of quality assurance
4. the key concepts and principles of assessment
5. the role of the assessor and the relevant requirements of the role
6. the roles of those involved in maintaining the quality of assessment and the relevant requirements of these roles
7. the agreed procedures for planning, preparing for and carrying out assessments
8. techniques for sampling evidence of assessment, including making appropriate use of technology
9. appropriate criteria for judging the quality of the assessment process
10. how to ensure the health and safety of the learner is maintained during assessment
11. the uses, benefits and drawbacks of different assessment methods
12. the types of feedback, support and advice that assessors need and how to meet these needs
13. issues related to equality and diversity that may affect assessment and quality assurance, and how to address these
14. procedures to follow when there are concerns about the quality of assessment: when and how to use them
15. standardisation processes and how to co-ordinate and contribute to these
16. the procedures to follow when there are disputes concerning assessment and quality assurance
17. procedures to follow when planning and preparing for, carrying out and recording monitoring activity
18. the requirements for information management, data protection and confidentiality in relation to assessment and quality assurance
19. the value and purpose of continuing professional development for assessment and quality assurance practitioners

Glossary

Assessment method

A means of generating evidence of a candidate's knowledge and/or skills. Ways of measuring learning and development, for example, observation, questioning, checking products of work, setting assignments.

Assessment Requirements

A broad term used to cover assessment criteria, assessment strategies, assessment tasks.

Assessment Strategy

A method of ensuring quality control for vocational qualifications which may include information such as the overall scope of the strategy, related qualifications, quality assurance information, evidence criteria, and qualification requirements for assessors and verifiers in the subject area. Assessment strategies can be found via the websites of Awarding bodies or relevant sector skills organisations.

Authentic

The candidate's own work.

Candidate

The learner being assessed.

Current

Current evidence should allow decisions to be made confidently about the currency of skills and knowledge claimed, and that the candidate is competent at the point of assessment.

Equality

A state of fair treatment that is the right of all people regardless of differences in culture, ability, gender race, religion, wealth, sexual orientation, or any other group characteristic.

Evidence

This could be for example learner progress, learner attainment, learner satisfaction, staff engagement as appropriate to the quality indicators.

Diversity

Acknowledging that each individual is unique, and recognizing our individual differences in culture, ability, gender, race, religion, wealth, sexual orientation, or any other individual characteristic.

Health and safety

This includes physical health and safety as well as emotional well-being.

Organisation

For example, an awarding organisation, internal department or any other organisation involved in assessment.

Outcomes

These could be outcomes for the group as a whole – for example enabling team effectiveness – and/or outcomes for the individuals who make up the group – for example individual skill acquisition.

Practice

This refers to the 'way' that you carry out your work and takes account of factors such as your approach to your work.

Quality requirements

These could be for example, organisational, legal/statutory, funding or awarding organisation requirements.

Reliable

Consistently achieves the same results with the same (or similar) group of learners.

Requirements for their role

This could include holding an assessor qualification and/or being expert in the subject being assessed.

Robust

Robust evidence is able to withstand criticism and its use can be easily justified.

Role

This is used to describe the job that you are contracted to carry out and the work that you must do.

Sufficient

Enough evidence as specified in Evidence Requirements or Assessment Strategy.

Valid

Relevant to the criteria against which the candidate is being assessed.

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