

## Role of the External Verifier (EV)

The role of the CYQ EV is to:

- Advise and support centres on the requirements for units/qualifications delivered
- Monitor the provision within approved CYQ centres
- Monitor the assessment and internal verification process
- Ensure standardisation of assessment within and between centres
- Provide feedback to the centre and CYQ

## Responsibilities of the EV

The EV is responsible for:

- Monitoring programme delivery and assessment practice and ensuring the continuity and consistency of quality
- Providing information and guidance on CYQ requirements for approved centres
- Acting as the key link between the centres own quality assurance system, in particular with the IV, to ensure that all internal systems are being implemented effectively
- Monitoring assessment practice to ensure consistency within the centre and across the range of centres for which they are responsible
- Communicating and reporting information about consistent interpretation of standards by centres and across centres and supplying feedback and recommendation on all aspects of delivery and assessment to CYQ
- Maintaining flexibility when dealing with centre operations, in accordance with CYQ requirements and centre needs

*Please note: In adopting a flexible approach, CYQ will seek to offer support and guidance to centres to achieve and maintain the required standards for accreditation, with the overriding objectives that:*

- *The principles behind CYQ requirements are followed*
- *A rigorous approach to systems operations is maintained*
- *Some mandatory requirements remain non-negotiable*

## Visit responsibilities and notification to centres

An EV will be appointed by CYQ to carry out the initial centre approval visit and all subsequent verification visits to centres. Visits will normally take a minimum of five hours and will involve meeting key personnel engaged in programme delivery and assessment.

### Before the visit:

The EV is responsible for making contact with the centre prior to their visit. They will inform centres of the:

- Date and time of visit
- Details of any special arrangements which should be made
- Aspects of the approval submission they wish to discuss in more detail or which require clarification (centres applying for centre approval only)
- Aspects of programme delivery, assessment, verification which they wish to discuss in more detail or which require clarification
- An EV may request access to a learner's collection of evidence (portfolio). Advance warning of the learners to be sampled will be given. This will allow centres to retain or recall portfolios as appropriate

NB: Cancellation of an EV visit by the centre will incur a fee if notification is made less than 14 days prior to the visit date.

### During the visit the EV will be required to:

- Meet the Centre Contact, IV and other members of the programme delivery and assessment team to ensure understanding of their roles
- Verify the management and quality assurance systems (assessment and internal verification)
- Verify the human and physical resources that are stated for programme delivery and assessment
- Discuss the proposed or current programme, assessment strategies and internal verification procedures
- Follow up action points from previous visits if appropriate
- Give any help or guidance requested based on knowledge and experience
- Audit reasonable adjustments and special considerations records/learner evaluations for the relevant CYQ units and qualifications
- Audit assessment paperwork to confirm adherence to CYQ criteria.
- Return a written report to CYQ within seven working days to make a recommendation regarding centre approval status
- Provide a written report to both CYQ and the Centre Contact providing feedback and appropriate recommendation for action (if applicable)

Please note: It is essential that centres provide access to all appropriate records

*Centre Sanction - Centres who fail to respond to an EV's attempts to contact the centre to arrange a visit, may incur a sanction which could lead to centre approval being removed.*

## Sampling of assessment and internal verification

The link between sampling for centre internal monitoring systems and external verification is based on the EV being informed of the systems in place within the centre and linking to the internal verification sampling plan to inform their own sampling strategy.

The EV, in sampling assessment practice within a centre, is able to choose from a range of recognised sampling methods.

The EV will report and make recommendation on all aspects of the standards including:

- Learner profile/achievement monitoring (indication of effective reasonable assessment adjustments)
- Management systems
- Human resources
- Internal verification
- Assessment
- Physical resources
- Learner guidance and support opportunities
- Assessment records including APA/Exemption/RPL
- Learner evidence requirements (portfolio/interview)

## Consistency and comparability

CYQ will ensure comparability between centres' interpretation of the standards over time and across the suite of units and qualifications with a range of measures including the use of standardised assessment criteria. Other monitoring procedures will include:

- Standardised paperwork issued to centres
- Training to familiarise EVs with CYQ requirements
- EVs carrying out verification across a range of centres, sampling similar qualification programme delivery
- CYQ monitoring of EV performance is conducted by the CYQ Lead EV and Regional Verifiers who undertake direct observation of EV performance
- External Verification visit reports
- Lead EV monitoring Centre reports/EV decisions and following up on action recommendations
- Centre training days
- Centre questionnaires
- Internal customer service audits to evaluate service provision
- Standardised resources