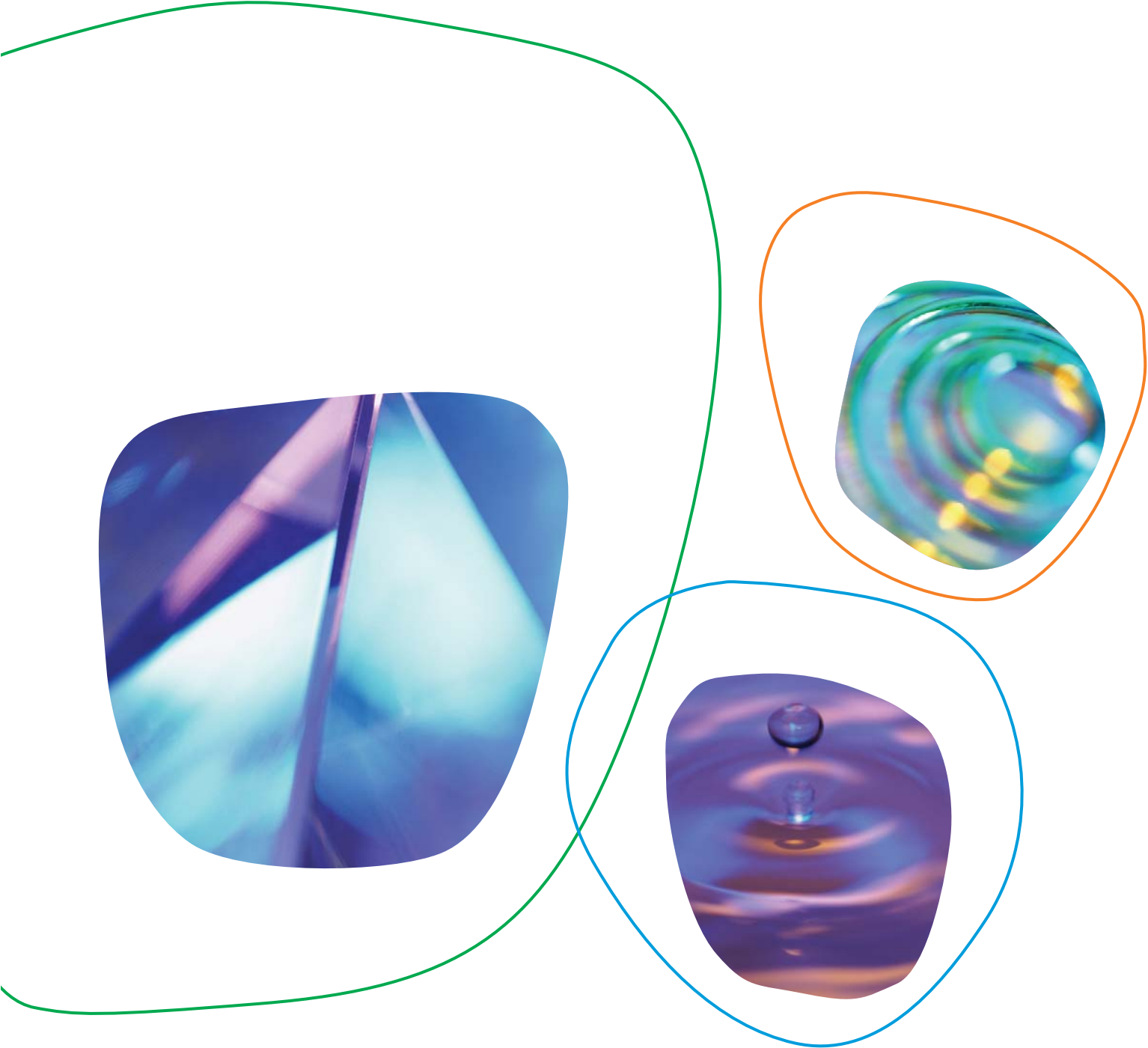


Internal Verification Guidelines



Internal Verification Guidelines

Principles of Internal Verification

These guidelines have been written for Internal Verifiers and programme managers in organisations which deliver OCN courses. They outline the reasons for internal verification, and set out the minimum requirements for a rigorous internal verification process. The guidelines should be used to develop an internal verification process that is appropriate for your organisation.

1. What is Internal Verification?

Internal verification 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'.

2. What is the Purpose of Internal Verification?

The purpose of internal verification is to ensure that:

- Assessment is appropriate, consistent, fair and transparent
- Learners are clear about assessment requirements and are given opportunities to achieve against the assessment criteria
- Evidence of learner achievement is mapped to the assessment criteria
- Learners' work is ready for external verification
- Award of credit is valid and reliable
- Tutors/assessors receive ongoing support and development

3. The Foundation for Internal Verification

The following activities must take place to underpin the internal verification process:

Planning for internal verification

A plan of internal verification activity must be developed indicating what will happen, when it will happen and who will be involved.

Induction of new tutors/assessors

New tutors/assessors must:

- Be supplied with the relevant updated course documents and assessment materials
- Clearly understand assessment requirements and procedures
- Have information about accessing OCN training opportunities and support materials

Update for all tutors/assessors

All tutors/assessors must:

- Know the name of the person who will manage the internal verification process and the name of the Internal Verifier
- Know how internal verification will happen, when it will happen and who will be involved
- Be informed about issues raised through previous internal and external verification activity

4. The Internal Verification Process

On-Course Monitoring

The Internal Verifier(s) should:

- Sample assessment to ensure:
 - feedback to learners is clear and constructive
 - assessment activities are standard and appropriate
 - assessment decisions are fair and consistent
 - assessment records are clear
- Ensure learners understand assessment requirements
- Provide advice and support for tutors/assessors and share good practice
- Identify good assessment practice
- Record internal verification activities and findings, list action points, and report to tutors/assessors and the Quality Reviewer or Approved Internal Verifier (AIVs)*

End of Course Checking

The Internal Verifier(s) should:

- Monitor progress against previous action points
- Ensure assessment records are complete and accurate
- Ensure evidence of achievement is appropriate, standardised and mapped to the assessment criteria
- Check that the Recommendation for the Award of Credit form (RAC) is complete and accurate
- Record internal verification activities and findings, list action points, and report to tutors/assessors and the Quality Reviewer or Approved Internal Verifier (AIVs)*

5. Further information about Internal Verification

Further advice about internal verification is available from your Quality Reviewer or the Open College Network.

*Information about AIVS can be obtained from OCNNER

Sampling and Record Keeping

Sampling

What do Internal Verifiers sample and why?

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

Selecting a sample

To select a representative sample, Internal Verifiers 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.

The key factors to consider are:

Sites of delivery, tutors/assessors, number of units, delivery method, previous internal verification recommendations, assessment methods and special arrangements, recommendations from external verifiers, borderlines, unit level and credit value.



The sampling strategy must be decided by the Internal Verifier. It is not necessary to sample across every aspect of the programme at each event but everything must be covered over a period of time e.g. a year.

Using the selected sample

Internal Verifiers 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.

NOCN requires providers to provide examples of learners work for standardisation purposes in specific circumstances. Further details of NOCN's retention policy requirements can be found on page 31 of NOCN Centre Handbook or by contacting OCNNER.

Record Keeping

It is important that detailed records of internal verification are kept to demonstrate to the Quality Reviewer or AIV that the internal verification procedures have been carried out, and to provide written feedback to tutors.

Which records should be kept?

Internal Verifiers should record two sets of information:

1. The sample taken by the Internal Verifier, usually in the form of a matrix.
2. The comments and feedback to the tutor following the sampling exercise, showing any action required and how this was resolved.

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

Internal Verifier Sample Record								
Programme title and code:								
Assessor name	Site	Learner name	Unit 1	Unit 2	Unit 3	Unit 4	IV signature and date	Comments

Internal Verification Feedback Sheet

Programme title and code: Internal Verifier name:

Learner name: Assessor name:

Evidence viewed:

General comments/evidence gaps:

Feedback to assessor:

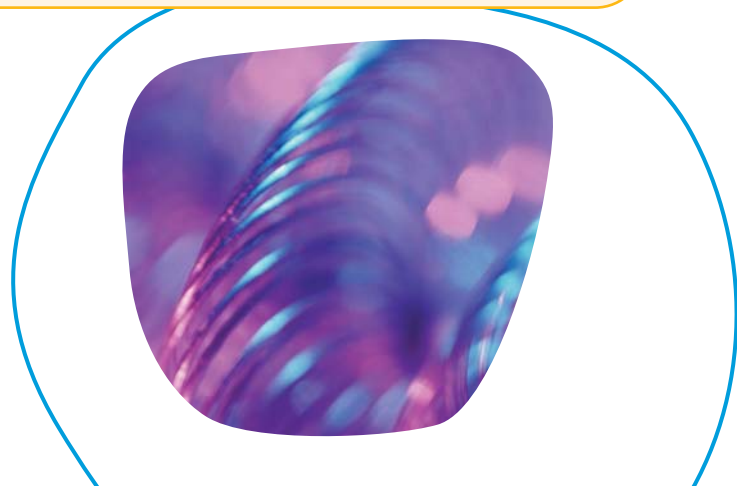
Action plan: Date action completed:

Signed: (Internal Verifier) Date:

External Verification

The External Verification process includes sampling evidence of internal verification and assessment in order to verify the achievement of learners.

External verification is undertaken by the Quality Reviewer or those with Approved Internal Verifier Status (AIVS). Samples can be chosen in advance of the visit to help providers to prepare.



Internal Verification - OCN Guidelines

Minimum requirements	Best practice
<ul style="list-style-type: none"> The Internal Verifier must be external to the assessment of the courses. 	<ul style="list-style-type: none"> The Internal Verifier should be involved pre-delivery. This may include the development of the assessment plan.
<ul style="list-style-type: none"> The Internal Verifier must sample learner work to establish whether or not assessment decisions are fair, equitable and in-line with agreed standards. 	<ul style="list-style-type: none"> On-going internal verification should take place where this is practical including discussions with tutors, learners and on-site visits.
<ul style="list-style-type: none"> The Internal Verifier must also confirm whether learners have met the assessment criteria for each unit at the correct level and credit value. 	<ul style="list-style-type: none"> The Internal Verifier could use the assessment plan as a basis for a check list to record whether the assessment criteria have been met.
<ul style="list-style-type: none"> Evidence gaps must be identified and an action plan put into place for completion. This must be fed back to the tutors. 	<ul style="list-style-type: none"> All actions should be clearly identified and evidence shown that these have been met, either signed and dated by the tutor or the Internal Verifier.
<ul style="list-style-type: none"> The sample must be selected randomly by the Internal Verifier and include all sites, tutors and units delivered. 	<ul style="list-style-type: none"> The sample should include all border line cases and those where issues have arisen. 100% sample could be taken for a new tutor.
<ul style="list-style-type: none"> Clear records must be kept of internal verification activity to show the range of evidence sampled, the feedback to tutors and any subsequent action undertaken. 	<ul style="list-style-type: none"> A sample matrix could be used to identify the learners sampled. An individual record sheet could be used for each piece of work to show Internal Verifier comments and feedback plus subsequent action. A record sheet could be used in each learner file to show a checklist against each assessment criteria, signed by the learner, tutor and Internal Verifier.
<ul style="list-style-type: none"> All internal verification records must be available for the Quality Reviewer. 	<ul style="list-style-type: none"> These records could be placed in the learner files for the verification visit or all together in a Quality File.

Further Information about Internal Verification

Further advice about Internal Verification is available from your Quality Reviewer or the Open College Network. A programme of provider training courses, including IV, are available from OCNNE and on the website.

Available in an alternative format

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