

QA 6.14 INTERNAL VERIFICATION PROCEDURE



Purpose of Procedure

Internal Verification is the process by which the provider's assessment policies and procedures relating to planning, managing and operationalising all aspects of assessment practices are internally verified, i.e. monitored by staff (Quality Assuring Assessment – Guidelines for Providers, Version 2 Revised, QQI 2018). The overall purpose of the internal verification process is to ensure that a provider is monitoring its own systems and procedures regarding assessment from planning of assessment to finalising results, ensuring that there is adequate learner evidence, and that results, and grades are correctly calculated and recorded.

The purpose of this policy is to outline the procedure surrounding internal verification in Cork ETB and the role of the Cork ETB Quality Assurance Office, individual centres, Principal/Director/Centre Managers, Assessors, Internal Verifiers and External Authenticators in the internal verification process.

Scope of Procedure

This procedure applies to all QQI further education and training programmes provided by Cork ETB colleges and centres or by organisations funded by Cork ETB to provide further education and training.

6.14.1 Responsibilities

The **Principal/Director/Centre Manager** is responsible for the overall co-ordination of the internal verification process within their centre.

The role of the Principal/Director/Centre Manager is:

- To ensure that all staff recognise and understand the importance of the internal verification process.
- To ensure that staff with appropriate expertise are trained and understand internal verification procedures set down by Cork ETB.

- To ensure that the Centre has an adequate number of trained staff to carry out the internal verification procedure when required. The Cork ETB Quality Assurance Office in Cork ETB will schedule mandatory training in the Internal Verification Procedure for staff engaged in internal verification, and the Principal/Director/Centre Manager must allow staff time to attend this training.
- To notify the Cork ETB Quality Assurance Office if new internal verifiers need to be trained in internal verification procedures.
- To organise a schedule of trained staff who will be allocated and committed to conducting effective internal verification for each Assessment Period.
- To ensure evidence is corrected and internally verified in a timely manner after delivery concludes. When a course is completed on a modular basis¹, the evidence must be corrected and internally verified after delivery/course is finished.
- To ensure that the internal verification procedure is carried out independently of the assessor responsible for the assessment of a component and ensure that no assessor internally verifies their own work.

The **Cork ETB Quality Assurance Office** has the following roles to play:

- To schedule and deliver training in Cork ETB's internal verification procedure to staff engaged in internal verification in every centre under the remit of Cork ETB.
- To explain the internal verification procedure of Cork ETB to External Authenticators appointed by Cork ETB before they begin the external authentication process.
- To review the reports for each Centre prepared by external authenticators with a view to identifying issues/areas that need to be improved regarding the internal verification procedure carried out in the Centre.
- To follow up on issues that arose during the internal verification process by reviewing the Continuous Improvement Plan submitted by the Centre and monitoring progress against planned targets.

¹In this instance, modular basis means courses of short duration where learners enrol on a component basis not for a Major award. For example, BTEI and Evening provision.

The role of the Assessor is to:

Compile a portfolio of learner evidence to include an Assessor Folder and Learner portfolios. The Assessor Folder can be made accessible in a hard copy or electronically, using a shared drive operated by the Centre, or in a combination of both.

The Assessor Folder must include:

- Cork ETB component descriptor
- Assessment planning template (QA 6.2.3a)
- Assessment briefs including deadline dates (QA 6.3.2a)
- Examination papers (QA 6.3.4a) with attendance sheets (QA 6.4.3a) where applicable
- Marks allocation template (QA 6.3.5a)
- Outline solutions for examinations (where applicable)
- Provisional results sheets printed from QBS: Authentication Report by Learner Group by Minor Award Results Sheet (where RCCRS is not used) signed by the Assessor and the Principal/Director/Centre Manager
- Completed Assessment Submission Sheet (QA 6.4.2.a)/PAT booklet (where Moodle is not used)
- Evidence of feedback (as per Feedback procedure QA 6.16)

Learner Portfolios must include:

A portfolio of evidence should be available for each learner who has a mark entered on QBS/RCCRS. This should include:

- All portfolios labelled with Learner Group, Learner Name, Award name, and code and assessors name
- Completed individual Learner Marking Sheets for each assessment, signed by the assessor
- Each piece of evidence should include a signed declaration of authorship, either in the assessment brief or as part of Moodle submission.
- Evidence available for every assessment technique that has been assigned a mark

Learner portfolios should be presented in a box, clearly labelled alphabetically as per the order in the QBS: Authentication Report Learner Group by Minor Award Results Sheet (where RCCRS is not being used). If Moodle is being used, the evidence should be submitted in online in a labelled format.

The role of the Internal Verifier in the Centre:

- Is “to systematically check that the provider’s assessment procedures have been applied consistently across assessment activities and to verify the assessment results” (Quality Assuring Assessment – Guidelines for Providers, Version 2 Revised, QQI 2018, p.24).
- The Internal Verifier therefore has two major roles to play: firstly, checking that the provider’s assessment procedures were adhered to, and secondly to monitor assessment results using Cork ETB sampling strategy (Appendix A).
- The outcome of the internal verification is an internal verification report (QA 6.14.a) which is given to the Principal/Director/Centre Manager and is also made available to the External Authenticator when they visit the Centre.

The role of the External Authenticator:

- Is to review internal verification reports and to authenticate the findings/outcomes.

6.14.2 Procedure Details:

The Internal Verifier completes the following steps in internal verification:

6.14.2.a Initial Checks:

- Check that a Portfolio of Learner evidence is available for all learners entered on QBS/RCCRS and is presented professionally and in an organised manner. Evidence may be presented electronically or in hard copy or a combination of both.

- Check that the learner names on portfolios matches the learner names on QBS/RCCRS.

6.14.2.b Check the Assessor Folder:

The Internal Verifier checks that the following documentation is accessible, either in hard copy, electronically on a shared drive operated by the Centre or in a combination of both:

- Cork ETB component descriptor
- Assessment Planning Template (QA 6.2.3a)
- Assessment briefs including deadline dates (QA 6.3.2a)
- Examination papers (QA 6.3.4a) with attendance sheets (QA 6.4.3a) where applicable
- Marks Allocation template (QA 6.3.5a)
- Outline solutions for examinations (where applicable)
- Evidence of feedback (as per Feedback procedure QA 6.16)
- Provisional Results sheets printed from QBS: Authentication Report by Learner Group by Minor Award Results Sheet (where RCCRS is not used) and signed by the Assessor and the Principal/Director/Centre Manager.
- Completed Assessment Submission Sheet (QA 6.4.2.a)/PAT booklet (where Moodle is not used)
- Ensure that the programme descriptor and component descriptors in use are the correct version of that descriptor as per the Cork ETB SharePoint site.
- When a learner has completed a component as part of a major award the Internal Verifier must check that the component is one of the components required to make up a Major Award for which the learner has been entered.

6.14.2.c Check the Learner Portfolios

When evidence is presented in soft copy the Internal Verifier must check that:

It is clear where evidence is stored, i.e. on shared drives on Moodle or other electronic system

All video or audio files are clearly labelled with separate folders for each class group and component and with the learner's name on each file using the format Class Name, Learner Name, Assessment Technique, Year. For example, Childcare1, Mary Murphy, Interview,2019.

When evidence is presented in hard copy the Internal Verifier must check that:

- All learner evidence is presented in a folder
- Folders are presented alphabetically as per the order in the QBS Authentication Report Learner Group by Minor Award Results Sheet (where RCCRS is not used)
- No plastic pockets are used
- All work is clearly labelled

Check each portfolio sampled:

- Internal Verification is completed on a sampling basis. Internal Verifiers should use the Cork ETB Sampling Strategy (Appendix A) to select a sample of learner evidence.
- If an Assessor is new to QQI assessment procedures, the sample must be extended to include all of their portfolios.
- Check that the marks were correctly totalled, and grades awarded in line with QQI requirements.
- Check that the Learner Marking Sheets were completed for each piece of work submitted by the learner.
- Check there is no tippex used on the Learner Marking Sheet.
- Check that the evidence has been generated in accordance with the assessment techniques and instruments in the Cork ETB component descriptor and Cork ETB programme descriptor.
- Check that the assessors did not round up marks when entering marks from Learner Mark Sheets to QBS. QBS rounds the total automatically at the end where a decimal mark has been awarded.

6.14.2.d When errors are identified:

- The Internal Verifier contacts the assessor to ensure the errors are corrected and documented in the Internal Verification report.
- When a totting error is identified, and a change entered on QBS/RCCRS the original sheet should be retained. For example, staple the original sheet to the back of the new print off from QBS/RCCRS.
- Where a number of errors arise during Internal Verification of the results of a component, the Internal Verifier must extend the sample to select additional learner evidence beyond the initial sample selected and check that the marks were correctly totalled.
- The Internal Verifier prepares an Internal Verification Report (QA 6.14.a). The errors and action taken to correct are documented in the Internal Verification Report so that the External Authenticator is aware of the issue and can check that the error has been subsequently corrected. The Internal Verification Report is made available to the Principal/Director/Centre Manager and other relevant staff.
- Ensure the Internal Verification Report(s) prepared are reviewed and the assessors correct errors found before the External Authenticator visits the Centre.

APPENDIX A

Cork ETB Sampling Strategy

If there are 12 or less assessment portfolios a minimum of 6 portfolios will be externally authenticated, to allow for the cut-off points between the grades to be established.

If there are more than 12 assessment portfolios for a Minor Award, the sample will normally be 15% and will not be less than 6 assessment portfolios for External Authentication, as per the following table:

| Number of assessment portfolios for a Minor Award | Number of assessment portfolios to be included |
|--|---|
| 0 → 12 | Minimum 6 |
| 13 → 50 | 15% with not less than 6 |
| 51 → 100 | 15% of Total |
| 101 → 200 | 15% of Total |
| 201 → 300 | 15% of Total |
| 300 → 400 | 15% of Total |

When errors are found the sample must be extended to include all of that Assessors portfolios.

When an assessor is delivering to QQI for the first time, the sample should be extended to include all of their portfolios.

Document Details

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| Title: | QA 6.14 – Cork ETB Internal Verification Procedure |
| Authors: | Cork ETB Quality Assurance Steering Group |
| This Version Number: | 1.0 |
| Approval | FET Strategy Group |
| Status: | |
| Effective Date: | |
| Review Date: | |
| Templates/Resources: | 6.14.a Internal Verification Report Template |