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1. Introduction

The company delivers competency based qualifications under the banner of IS Training Ltd (ISTL). The registered office is 85 Williams Lane, Fulwood, Preston, PR2 9UF.

ISTL is an approved competency assessment centre which is accredited through Construction Awards Alliance (CAA) for the delivery of NVQs for Controlling Lifting Operations including Planning (AP), Supervising (CS), Slinger/Signaller and Cranes.

Accreditation is approved and maintained in accordance with the Qualifications and Credit Framework (QCF) Requirements for Approved Centres and monitored by a CAA Quality Assurance adviser on at least a twice yearly basis.

ISTL is committed to ensuring a highly competent and motivated workforce is available to the construction and allied industries by offering a high standard of work based competency assessments. ISTL recognises that a high standard of training followed by work based competency assessments leads to a higher standard of health and safety awareness as well as increased productivity.

This policy has been produced to specifically support all NVQ activities delivered by ISTL and to provide guidance to all staff and candidates involved in the delivery of work based qualifications.

This policy has been devised in accordance with, and to be used alongside:

- The Qualifications and Credit Framework Requirements for Approved Centres
- Consolidated Assessment Strategy for Construction and the Built Environment
- CAA guidelines and strategies

The terms of the policy are applicable to all candidates who register with ISTL for NVQs. This policy is freely available on request or as a free download from www.istraining.co.uk

1.1 Purposes of Policy

- To provide a framework in which all our NVQs are delivered, monitored, assessed and verified both internally and externally
- To provide a fair, consistent and reliable system in which to monitor and support NVQ assessment practices
- To ensure all NVQ practices conform of the QCF Requirements for Approved Centres, CAA guidelines and ISTLs own operational and organisational requirements
- To provide a progressive approach to promoting best practice for NVQ assessments
1.2 Scope of Policy
This policy applies to all ISTL personnel involved in the direct or indirect delivery of NVQs including:

- Centre Manager
- Internal Verifiers
- Assessors
- Administrators
- Candidates

2. Responsibility under this Policy

2.1 IS Training Ltd (ISTL)
ISTL is responsible for ensuring that the appropriate policies and procedures are in place and that all staff are supported in implementing them. ISTL is also responsible for ensuring that conditions at work exist to promote good NVQ practice and supports both NVQ assessors and candidates.

2.2 Centre Manager
The Centre Manager has the responsibility to:

- Develop policies, procedures and strategies
- Facilitate assessors and candidates to undertake NVQ activities as stipulated in the NVQ Centre Policy and Procedures
- Ensure all staff are treated fairly and consistently regarding access and support for ongoing training and professional development
- Ensure all relevant staff attend NVQ Assessor Standardisation Meetings
- Ensure assessors to attend training/re-training as applicable within their roles
- Inform the Managing Director of any issues which prevent assessors and candidates carrying out NVQ activities

2.3 Lead Internal Verifier
The NVQ Centre Lead Internal Verifier has the responsibility to:

- Monitor the activities of the Internal Verifiers, ensuring they have time, resources and experience to carry out their duties and taking appropriate action when they do not
- Maintain communication with the NVQ Centre Manager to encourage and ensure good practice
- Ensure records are properly maintained and communicated as required
- Ensure required information is available for awarding body monitoring visits and communicate reports within the Centre
NVQ Centre Policy and Procedures

2.6 Candidates

The candidates have a responsibility to:

- Complete their NVQ within the time scale stipulated
- Work with their assessor regularly

2.5 Assessors

The NVQ assessors have a responsibility to:

- Support, encourage and motivate their allocated candidates
- Work with their allocated candidates as stipulated in the Assessment Strategy
- Undertake assessment activities as stipulated in the Assessment Strategy
- Ensure candidate’s work is submitted for sampling and verification as stipulated in the Sampling and Verification Strategy
- Attend the NVQ Assessor Standardisation Meetings
- Maintain communication with Internal Verifiers
- Alert Internal Verifiers and line managers when problems in assessment occur
- Liaise with candidate employer in order to ensure prompt and efficient assessment opportunities.

2.4 Internal Verifiers

The Internal Verifiers have a responsibility to:

- Monitor the activities of the assessors, ensuring they have time, resources and experience to carry out assessment duties and taking appropriate action when they do not
- Maintain communication with Centre Lead Internal Verifier
- Meet with assessors on a regular basis as stipulated in the Internal Verification process
- Undertake risk assessment of assessors, develop action plans and ensure these are agreed and supported by managers
- Register candidates with the awarding body and apply for certification
- Undertake sampling and verification of candidate portfolios as stipulated in the Sampling and Verification Strategy
- Facilitate NVQ training sessions for new assessors and for continuous professional development
- Facilitate NVQ assessor standardisation group meetings

Manage appeals and complains as stipulated in the NVQ Appeals and Complains process
• Complete written work and provide work based evidence as stipulated for their NVQ
• Keep their manager/employer updated with the progress of the NVQ award
• Inform Assessor and/or Internal Verifier of any problems with completing award

3. Funding Arrangements

ISTL will provide candidates and employers with information relating to any sources of potential funding. In all cases, ISTL will require part payment of the qualification on initial registration and stage payments as agreed, or confirmation that funding is available, along with payment schedules, prior to the candidate induction programme.

If a candidate fails to complete the NVQ in the time agreed between the Assessor, the Candidate and the Employer (or funding provider) ISTL reserves the right to claim the full qualifications costs from the Candidate/Employer/funding provider unless details of exceptional circumstances preventing completion are provided.

4. NVQ Centre Appeals Procedure

If a candidate feels that an assessment decision made by their assessor is unfair, they should, initially, verbally inform their assessor at the time of the decision setting out their reasons for dissatisfaction and itemising the areas where they feel they have not been fairly assessed.

The ongoing assessment, review and action plan should clearly state the areas where the assessor feels that the candidate needs to collect more evidence and a clear plan to identify how the learner should collect evidence must be identified.

If the candidate is still aggrieved following the assessor’s explanation, an appeals report form (Appendix 1) should be completed and given to the assessor in a sealed envelope marked 'CONFIDENTIAL' for submission to the Internal Verifier.

The assessor will verbally acknowledge receipt of the appeals report form and will submit it to the Internal Verifier with the following documentation;

• All evidence put forward by the candidate for the assessment under question
• The ongoing assessment, review and action plan

The Internal Verifier will normally make a decision within 3 working days of the assessment taking place and provide clear written feedback directly to the learner using the appeals report form.

If the Internal Verifier cannot reach a decision on the basis of the information given, or if the candidate does not except that decision, it will be referred to the Lead Internal Verifier.

If the grievance is resolved and the candidate accepts the decision no further action will be taken. A record will be forwarded to and kept by the Centre Manager.
NVQ Centre Policy and Procedures

If the appeal is unresolved or if the Internal Verifier and Lead Internal Verifier cannot agree on its resolution the matter will be dealt with by the Centre Manager. Before taking this step the Lead Internal Verifier will:

- Check that the candidate is satisfied that all the relevant information is contained within the original appeals report form (by reading this to the candidate if necessary). If the candidate is not satisfied the Internal Verifier should obtain a second appeals record form to expand on the information given by the candidate.
- Check that the candidate has the name and contact point of the Centre Manager
- Send all the relevant evidence, assessment records/plans and the appeals report form to the Centre Manager
- Attach their own report to explain why they have upheld the assessor's decision

The Centre Manager will make his/her decision within three weeks of receiving information from the Lead IV. S/he will arrange to meet the candidate, assessor and Internal Verifier concurrently and make a decision based on these interviews and the paperwork supplied to him/her. S/he will give a decision verbally to the candidate and follow this up, as soon as practicable, with a written summary.

The final stage of appeal, if the learner is still aggrieved with the Centre Manager’s decision, is to refer the matter directly to CAA Quality Adviser. Details will be supplied directly to the candidate when all other avenues of appeal have been exhausted.

A record of all appeals will be kept by the Centre Manager.

5. NVQ Centre Complaints Procedure

Centre Management recognises that there may be times when individuals feel aggrieved and may wish to complain about matters other than assessment decisions (which are handled through the appeals procedure). In these instances the recognised complaints procedure is as follows;

1. The complainant should complete and return a 'Notification of Complaint' form (Appendix 2) to the Centre Manager.
2. Receipt of the complaint will be acknowledged in writing.
3. The complaint will be reviewed by the Centre Manager and the Managing Director. They will decide whether the nature of the complaint impacts on the quality standards of NVQ delivery or if it relates to other areas of the business which does not affect the assessment process.
4. The Centre Manager and the Managing Director will deal with the complaint accordingly. Those involved in the complaint will have the right to attend any scheduled meetings to express their views in person.
5. If the complaint cannot be satisfactorily resolved by the Centre Manager and the Managing Director the candidate will be advised of the most appropriate course of action.

6. NVQ Centre Equal Opportunity Procedure
The centre's equal opportunity policy (Appendix 3) will be reviewed and revised (if appropriate) on an annual basis. Copies of the equal opportunities policy will be provided to all candidates during induction and are available on request at any time.

7. Assessment Malpractice Policy
This policy summarises the management of assessment malpractice within NVQ framework.

1. Malpractice involves those acts which undermine the integrity and validity of assessments, the certification of qualifications and/or damage the authority of those conducting the assessment and certification.
2. IS Training Ltd does not tolerate actions or attempted actions of malpractice by candidates or assessors.
3. ISTL be vigilant regarding assessment malpractice and will deal with this in an open and fair manner.
4. The NVQ Centre Manager will supervise investigations resulting from allegations of malpractice and will inform candidates and centre staff suspected of malpractice of their rights and responsibilities.

**Candidate Malpractice:**

This may include:

- Copying others work
- Pretending to be someone else
- Fabrication of evidence
- Altering certificates

**Centre Staff Malpractice:**

This may include:

- Producing falsified witness statements
- Misusing conditions for special learner requirements
- Failing to keep learner computer files secure
- Fraudulent certificate claims
- Falsifying records

**Malpractice discovered by the NVQ Centre**

1. Episodes of malpractice will not be tolerated by the NVQ Centre, and will be reported to CAA using the CAA Malpractice Form.
NVQ Centre Policy and Procedures

2. The NVQ Centre will inform an individual they feel has been involved in malpractice in writing; making the individual aware of the possible consequences should malpractice be proven.
3. The individual will be given the opportunity to respond, preferably in writing, to the allegations made.
4. The NVQ Centre will also inform the individual of the appeal procedure should a judgement be made against them.
5. Individuals who are deemed to have undertaken malpractice will fall under the IS Training Ltd disciplinary procedure and disciplinary proceedings will be initiated.
6. Depending on the outcome of investigations by CAA, certificates may be called and declared invalid.

8. Sampling and Verification Policy
Award sampling and verification are part of the internal verification quality assurance process. To ensure good assessment practice and provide support to Assessors competency assessment decisions must be reviewed on a regular basis and feedback and support given. Final verification at the end of the award ensures that all awards meet required standards for certification.

Sampling and Verification must always be planned at the beginning of an award with Assessors and candidates aware of when these activities will take place and their role in the process.

9. Sampling and Verification Strategy
The centre’s Internal Verification Strategy (Appendix 5) will be reviewed and revised (if appropriate) on an annual basis. Copies of the Internal Verification Strategy will be provided to all Internal Verifiers and Assessors during induction and presented for review at every standardisation meeting.

10. Assessment Policy
All candidate assessors must have a minimum of 3 years crane operating experience and must hold a CPCS red or blue card endorsed with the relevant NVQ category to be assessed. If a candidate assessor does not hold a CPCS card they must be able to demonstrate occupational competence in some other way i.e. a detailed CV, employer’s letter of endorsement, proof of prior training and experience.

All NVQ Assessors must hold D32/D33 or A1 qualifications or be working towards their A1 qualification. In line with QCF guidelines the Centre continuously monitors quality and consistency of Assessors in order to ensure that the ratio of Assessors to candidates is adequate and reflects the experience and ability of each assessor as well as the issues surrounding accessibility of their candidates’ working environment.
11. Assessor Standardisation Meetings
All Assessors and Internal Verifiers will meet on a regular basis as stipulated in the QCF Requirements for Approved Centres. The purpose of the standardisation meetings is to ensure quality and standardisation across all NVQ assessment activities.

ISTL standardisation meetings must take place at least once every month and an agenda with be supplied and minutes produced for each meeting.

Assessors/Internal Verifiers must make every effort to attend these meetings. Failure to attend 2 consecutive meetings may result in remedial action being taken.

12. Award Completion - Target Time Scales
Candidate should aim to complete each full qualification for which they are registered within the following timescales:

- Level 2 and level 3 certificates/diplomas - within 6 months of their induction
- Level 6 diplomas - within 10 months of their induction

If there is a change in circumstances which prevents the candidate from completing their award in the timescale agreed the centre must be made aware of the changes as soon as possible. Failure to notify the centre of any relevant changes may result in additional charges to cover additional assessment centre costs.
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Candidate Appeals Procedure

If a candidate feels that an assessment decision made by their assessor is unfair, they should, initially, verbally inform their assessor at the time of the decision setting out their reasons for dissatisfaction and itemising the areas where they feel they have not been fairly assessed.

If the candidate is still aggrieved following the assessor’s explanation this appeals report form should be completed and given to the assessor for submission to the Internal Verifier in a sealed envelope marked ‘CONFIDENTIAL’.

Section 1 of this form should be completed by the candidate and given to the centres Internal Verifier. The candidate should keep a copy of this form.

Section 1:

Name of Candidate: 

Qualification Title: Level: 

Name of Assessor: 

Date of Assessment: 

Describe the nature of your appeal as fully as possible. Attach more sheets if you need to.

Candidate Signature: Date: 

Section 2. Assessors comments regarding the appeal (obtained by IV).

Assessors Signature: Date: 

Section 3. Internal Verifiers comments and recommendations.

IV Name: 

I.V. Signature: Date: 

ISTL/NVQ/Appendix 1 – Reviewed/Revised 26/07/2010
ISTL recognizes that there may be times when individuals, candidates or customers feel aggrieved and wish to complain about matters other than assessment decisions (which are handled through the centre’s appeals procedure).

In these instances the recognised complaints procedure is to complete this complaints report form and submit it to the Centre Manager in a sealed envelope marked ‘CONFIDENTIAL’.

Section 1 of this form should be completed by the complainant and forwarded to the registered office at the address shown below. The complainant should keep a copy of this form.

Section 1:

Name of complainant:  
Company:  
Date/s of Incident:  
Describe the nature of your complaint as fully as possible. Attach more sheets if you need to.

complainant Signature:  
Date:  

Section 2. Centre Manager’s comments and recommendations.

Centre Manager Name:  
Centre Manager Signature:  
Date:  

This form should be sent in a sealed envelope marked ‘CONFIDENTIAL’ to:

The Centre Manager
IS Training Ltd, 85 Williams Lane, Fulwood, Preston, PR2 9UF
Equal Opportunities Policy

IS Training Ltd is committed to the provision of equality of opportunity for all candidates seeking to gain a National Vocational Qualification through its accredited centre.

Our policy aims to ensure that no candidate receives less favourable treatment than any other on the grounds of race, colour, nationality, ethnic origin, marital status, religion, sexuality, political belief, disability or age.

A further aim is to ensure that any conditions or procedures, which cannot be justified as relevant to assessment, do not disadvantage the candidate.

Our key goals regarding equality of opportunity are:

- Anticipate and identify special assessment requirements and put in place procedures for dealing with them.
- Promote equality of opportunity by making our policy statement widely available to candidates, clients, employers and other training providers.
- Review our policy statement at least on an annual basis and report its impact to the management team for action planning if and amendment as necessary.

This NVQ policy statement augments the IS Training Ltd Equal Opportunities Policy for staff, which meets the legal obligations under the Sex Discrimination Act (1975), the Race Relations Act (1976) and the Disability Discrimination Act (1996).

Further information can be gained from:

The Lead Internal Verifier  
IS Training Ltd  
85 Williams Lane  
Fulwood  
Preston  
PR2 9UF  
Tel: 01772 796479 Fax: 01772 796479  
Web: www.istraining.co.uk Email: info@istraining.co.uk
1.2 Candidate Induction Programme

<table>
<thead>
<tr>
<th>Item</th>
<th>Induction Session</th>
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<tbody>
<tr>
<td>1.</td>
<td>Introduction to the NVQ process.</td>
</tr>
<tr>
<td>2.</td>
<td>What is a National Vocational Qualification (NVQ)?</td>
</tr>
<tr>
<td>3.</td>
<td>Who will be involved in my NVQ?</td>
</tr>
<tr>
<td>4.</td>
<td>How will I be assessed?</td>
</tr>
<tr>
<td>5.</td>
<td>What is ‘Evidence’?</td>
</tr>
<tr>
<td>6.</td>
<td>What is a ‘Portfolio’?</td>
</tr>
<tr>
<td>7.</td>
<td>When my initial assessment takes place what will is involved?</td>
</tr>
<tr>
<td>8.</td>
<td>Common Questions and Answers</td>
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<tr>
<td>9.</td>
<td>Planning your progress</td>
</tr>
<tr>
<td>10.</td>
<td>Quick checklist for candidates</td>
</tr>
<tr>
<td>11.</td>
<td>Equal opportunities, appeals and Complaints</td>
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</tbody>
</table>

Please make a note here of any special assessment needs that your assessor should to be aware of. These will be kept in the strictest of confidence. Your assessor should discuss this with you before completing this section.

Once you have received your induction, please tick each box above to state you understand each item. If in any doubt please ask your assessor during the induction or at anytime afterwards.

Candidate Signature: ___________________________ Date: ____________

Assessor Signature: ___________________________ Date: ____________
Internal Verification Policy Statement

IS Training Ltd is committed to robust Internal Verification of assessment judgements in order to ensure consistency and fairness across all awards and for all candidates and to comply with the requirements of the Qualifications and Credit Framework Requirements for Approved Centres.

Our aim is to ensure that Internal Verification will always exceed the minimum requirements of the awarding body.

<table>
<thead>
<tr>
<th>Section</th>
<th>Reference</th>
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<tr>
<td>2</td>
<td>Supporting Qualified Assessors New to the Centre</td>
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<td>3</td>
<td>Supporting Qualified and Established Assessors</td>
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<td>4</td>
<td>Individual Assessors Verification Scheme</td>
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<tr>
<td>5</td>
<td>Supporting Internal Verifiers</td>
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<td>6</td>
<td>Internal Verification of Full Qualifications and Individual Units</td>
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<td>8</td>
<td>Whistle Blowing Policy</td>
<td>4</td>
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</tbody>
</table>
1. Supporting New Assessors Working Towards A1

1.1. All new assessors working towards A1 will shadow and be mentored by a fully qualified and occupationally competent assessor until they have achieved their A1 qualification

1.2. The assessment decisions of assessors working towards their A1 qualification will have all their assessment decisions countersigned by an occupationally competent assessor

1.3. After qualifying new assessors will have their assessment performance checked by direct observation by a qualified Internal Verifier once each month for a minimum period of six months

1.4. After qualifying, new assessors will have their first 10 learner portfolios fully verified by the Internal Verifier across all units and all assessment decisions prior to application for learner certification

1.5. The lead Internal Verifier will review the newly qualified assessor’s performance three months after qualifying for A1 and provide support, advice and guidance for continuing improvement which will be recorded and placed on the assessor’s file

1.6. Six months after qualifying for A1 the lead Internal Verifier will again review the newly qualified assessor’s performance and agree an individual verification scheme based on his or her assessment performance. This will be recorded and placed on the assessor’s file. The individual verification scheme will be reviewed, revised and agree at each performance review point thereafter

2. Supporting Qualified Assessors New to the Centre

2.1. All assessors new to the centre will receive a thorough induction to the centre’s Internal Verification and Assessment Strategies and their roles and responsibilities will be explained and agreed with them prior to them carrying any assessment activities

2.2. Assessors new to the centre will have their assessment performance checked by direct observation by a qualified Internal Verifier once each month for a minimum period of three months to ensure they are compliant with the centre’s Internal Verification and Assessment Strategies

2.3. Assessors new to the centre will have their first 10 learner portfolios fully verified by the Internal Verifier across all units and all assessment decisions prior to application for learner certification

2.4. After three months the lead Internal Verifier will review the assessor’s performance and agree a verification scheme based on his or her assessment performance. This will be recorded and placed on the assessor’s file. The individual verification scheme will be reviewed, revised and agree at each performance review point thereafter
3. Supporting Qualified and Established Assessors

3.1. An assessor will be deemed to be ‘established’ once they have been actively carrying out assessments within the centre for 6 months or until they have had 30 of their learner portfolios satisfactorily Internally Verified, whichever is the later.

3.2. Established assessors will have their assessment performance checked by direct observation by a qualified Internal Verifier in accordance with their individual verification scheme but at an interval not exceeding 6 months.

3.3. The lead Internal Verifier will review the performance of each established assessor at an interval not exceeding 6 months and agree an individual verification scheme based on his or her assessment performance. This will be recorded and placed on the assessor’s file. The individual verification scheme will be reviewed, revised and agree at each performance review point thereafter.

4. Individual Assessor’s Verification Scheme

4.1. Each assessor will have a verification scheme drawn up which is based on their individual requirements. The individual assessor verification scheme will be agreed between the assessor and the lead Internal Verifier and will be based on past performance. The individual assessor verification scheme will take into account:

- The assessor’s level of experience
- Prior verification reports of observations of assessments
- Ongoing training requirements
- Appeals against the assessor or his/her assessment decisions
- The caseload of the assessor

4.2. The individual assessor’s verification scheme will include the following:

- Action points for assessment performance
- Frequency of verification of assessment performance by observation
- Frequency of verification of leaner portfolios
- Requirements for maintaining or improving assessment standards
- Feedback to and from the assessor

5. Supporting Internal Verifiers

5.1. Internal Verifiers will hold peer to peer meetings to discuss assessor performance, assessment and verification issues, changes which may affect the qualification, the centres performance or any other issues of relevance.

5.2. Internal Verifiers will agree their own verification schedule with the lead verifier which will take into account the needs of the verification/assessment teams, ongoing training needs of each IV and other relevant information which supports them in their job role.
6. Internal Verification of Full Qualifications and Individual Units

6.1. The frequency of verification of learner portfolios will be outlined in each assessor's verification scheme. It will be a minimum of all the units of one in every four learner portfolios submitted for certification by each individual assessor.

6.2. Learners who will form part of the centres verification strategy will be selected at random at the point of registration to the centre and in accordance with each assessor’s verification scheme. Learners will be identified as forming part of the centres IV strategy on the centres NVQ database.

6.3. Where a learner has requested unit only assessment i.e. not a full qualification, then this learner and his/her assessment decisions will automatically be included in the centres verification strategy irrespective of the assessors individual verification scheme.

7. Internal Verification and Standardisation Meetings

7.1. A standardisation meeting of all active assessors and internal verifiers will take place in accordance with dates set by the lead verifier and on at least a monthly basis unless otherwise agreed.

7.2. All active assessors and internal verifiers registered to the centre are contractually required to attend each meeting unless they have a prior and notified arrangement. Assessors and Internal Verifiers who miss 2 consecutive meetings will be subject to additional monitoring which will be recorded on their individual verification scheme.

7.3. Records of all internal verification and standardisation meetings will be recorded in writing and distributed as soon as practicable to all assessors and verifiers.

8. Whistle Blowing Policy

8.1. IS Training Ltd is committed to maintaining the highest level of standards and integrity in order to ensure that the assessment decisions are robust and reliable and support the award of a competence based qualification.

8.2. All Directors, owners, staff, clients and learners associated with the centre have a duty to report any issues relating to:

- Conduct which is an offence or a breach of law
- Health and safety risks, including risks to the public as well as other employees or learners
- Damage to the environment whether intentional or not
- The taking of bribes or other inducements which may affect objectiveness
- Possible fraud and corruption
- Sexual or physical abuse of employees or learners
- Other unethical conduct

8.3. Anyone wishing to report any issue listed above must approach the most senior person in management at the time of reporting. If the issue involves management then the person must approach the relevant enforcing authority which may be the Police or awarding body.
## Internal Verification Report

**Assessor**

**Report number**

**Learner**

### Qualification

### Units/learning outcomes

<table>
<thead>
<tr>
<th>Type of IV</th>
<th>FINAL</th>
<th>INTERIM</th>
<th>PROCESS</th>
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<tr>
<td>Desk top</td>
<td></td>
<td>Desk top</td>
<td>Induction/observed assessment</td>
</tr>
</tbody>
</table>

### Date

**Source of evidence**

- [ ] Workplace observation
- [ ] Oral questioning
- [ ] Projects and assignments
- [ ] Simulation observation
- [ ] Written questioning
- [ ] Witness testimony
- [ ] Learner report/portfolio
- [ ] Other/RPL

### Was the evidence;

- [ ] Valid
- [ ] Authentic
- [ ] Sufficient

**Assessor decision**

- [ ] Agree
- [ ] Disagree

### Feedback to assessor

### Action agreed

### Review date

**Assessor’s signature**

**Date**

**Internal verifier’s signature**

**Date**

### Review of actions and sign-off

### Action points satisfied (please circle)

- [ ] Yes
- [ ] No

**Internal verifier’s signature**

**Date**

---

**FOR OFFICE USE**

**Date entered on computer**
## NVQ Assessor Performance

**Type:** Routine - Opportunistic – Additional* (delete as appropriate)

<table>
<thead>
<tr>
<th>Assessor Name:</th>
<th>Registration No:</th>
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<th>Assessor Status:</th>
<th>Training Status</th>
<th>NVQ Discipline:</th>
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<tr>
<td>Novice/Experienced*</td>
<td>D32/D33 – A1/A2 or Working Towards*</td>
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<table>
<thead>
<tr>
<th>Assessed Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>NVQ</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessed Units/Modules:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Assessment Location, Activity and Date:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Did the assessor?</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

- Give clear information to the candidate on the assessment to be carried out
- Negotiate and agree a plan/review with the candidate
- Involve the candidate in the collection of evidence
- Only use the specified practical activities and performance criteria
- Use centre approved documentation for recording observation
- Remain as unobtrusive as practicable
- Use questions which were clear, justifiable and did not lead the candidate
- Judge the candidates evidence fairly and reliably
- Give feedback as soon as practicable
- Encourage the candidate to ask questions and seek advice
- Record the assessment decision(s)
- Ensure open access to assessment and equality of opportunity
NVQ Assessor Performance

Candidate’s Comments

<table>
<thead>
<tr>
<th>Did the assessor?</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>Adequately brief you before your assessment</td>
</tr>
<tr>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td>Remain unobtrusive during assessment</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td>Provide useful feedback after the assessment</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
<td>✔️</td>
<td>Negotiate an action plan to aid progress between assessment visits</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td>Complete records accurately and legibly at the end of each assessment visit</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
<td>✔️</td>
<td>Are you satisfied that the assessment process was fair and objective</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
<td>✔️</td>
<td>Are you aware of the centre’s appeals procedure in relation to assessment</td>
</tr>
<tr>
<td></td>
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<tr>
<td>✔️</td>
<td>Did the company respond promptly to your requests for assessments</td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
<td>Candidate Comments</td>
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</tbody>
</table>

Internal Verifiers feedback

<table>
<thead>
<tr>
<th>Action Required</th>
<th>By Whom</th>
<th>By When</th>
<th>Completed</th>
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</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Internal Verifier’s Name:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Internal Verifier’s signature:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
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</table>
### Assessment Centre Details

<table>
<thead>
<tr>
<th>Centre Name</th>
<th>Centre Number</th>
<th>Centre Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>IS Training Ltd</td>
<td>13091</td>
<td>Sharon Fisher – Tel: 01772 796479</td>
</tr>
</tbody>
</table>

### Candidate Details

<table>
<thead>
<tr>
<th>Surname</th>
<th>First Name</th>
<th>Registration Number</th>
<th>NI Number</th>
<th>Qualification Code</th>
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<tbody>
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<table>
<thead>
<tr>
<th>Induction Date</th>
<th>Registration Date</th>
<th>Completion Date</th>
<th>IV Date (if sampled)</th>
<th>Cert Claim Date</th>
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<tbody>
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### Qualification Details

<table>
<thead>
<tr>
<th>Unit Number</th>
<th>Achievement Date</th>
<th>Route</th>
<th>Category Code</th>
<th>IV Date (if sampled)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>EWPAR / OSAT*</td>
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<td></td>
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<td>EWPAR / OSAT*</td>
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### Assessor Written Declaration

I declare that the evidence provided by the candidate has been produced and authenticated in accordance with the requirements of the National Occupational Standards. The evidence contained within the portfolio is authentic and that the assessment was conducted under the specified conditions as specified by Cskills Awards and the assessment specification for A1. This declaration meets the requirements of the QCF Requirements for Approved Centres.

### Internal Verification Authentication Claim (to be completed in RED ink only)

By signing below the accredited Internal Verifier confirms that this portfolio has formed part of the centre’s internal verification strategy and has been subject to batch sampling. If sampled dates will be shown against the relevant units above.

**IV Declaration:** I can confirm that the assessment of this candidate by the Assessor took place through our accredited organisation.

<table>
<thead>
<tr>
<th>Internal Verifier Name</th>
<th>IV Reg Number</th>
<th>IV Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

* Processed for Certification by: (name & date)
Candidate Verification Sheet

This form is used to verify the identity of a candidate for the purposes of NVQ assessments. This information will be useful for internal and external verification where the verify may not know the identity of the candidate and will enable them to cross reference the signatures provided on this form with those supplied by you, your assessor and others at a later date for assessment purposes.

This form **MUST NOT** be signed by anyone until a photograph of the candidate is attached in the box opposite.

**Candidate declaration:**
I confirm that the person signing this form as the named candidate is the same person shown in the photograph above.

<table>
<thead>
<tr>
<th>Candidate Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidate Signature:</td>
<td></td>
</tr>
<tr>
<td>Date of Signature:</td>
<td></td>
</tr>
<tr>
<td>Name of Assessor Verifying ID:</td>
<td></td>
</tr>
<tr>
<td>Signature of Assessor Verifying ID:</td>
<td></td>
</tr>
<tr>
<td>Employer/Supervisor Name:</td>
<td></td>
</tr>
<tr>
<td>Signature of Employer/Supervisor:</td>
<td></td>
</tr>
</tbody>
</table>

List any relevant information which may assist the identification or verification of signatures given on this form.