



## Caribbean Examinations Council

### Quality Assurance of Assessment Activities

The Quality Management System of the Caribbean Examinations Council (CXC®) for certification of the Caribbean Vocational Qualification (CVQ®) requires that institutions engage in the approval of assessment prior to the assessment. In addition, both internal and external moderation and verification are completed subsequent to the assessment. These strategies will ensure validity and reliability of the assessments for the programmes.

#### The Profile of the Internal Verifier

The Internal Verifier, who is **not** a content specialist, has the primary responsibility of monitoring assessment activities to ensure that they are planned and conducted compliant to accepted quality practice/policy. Such an individual must:

1. possess a clear understanding of the CBETA methodology.
2. have a thorough understanding of the value of the CVQ®.
3. be able to provide instructional leadership for the development and implementation of quality training and assessment activities.
4. have no less than three years' experience as a teacher.
5. have the requisite training and/or experience to function in a supervisory role.
6. ideally have the appropriate internal verification qualification or minimum qualifications as an assessor.
7. have relevant teaching qualifications.
8. have effective time management and organisational skills.
9. possess well-developed interpersonal skills and strong commitment to quality.
10. be a good team player.

Each institution offering CVQ® programmes is required to have at least one internal verifier at or assigned to the institution.

#### Roles of the Internal Verifier

The internal verifier's role is to:

1. establish and maintain institutional quality assurance systems related to CVQ® programmes.
2. sample assessment records (activities, methods) to monitor consistency of assessment decisions and to manage the quality of delivery against the regional standards and the expectation of the awarding body (CXC®).
3. ensure assessment caters to the needs of candidates.
4. ensure assessment tools are evaluated prior to use.
5. approve and monitor delivery and assessment schedules.
6. plan, execute and report on moderation activities.
7. liaise with External Verifiers to coordinate external verification activities (scheduling, collation of data) and ensure that feedback is provided in a timely manner and copies retained at the school.
8. work with the assessors to establish and maintain good assessment practices within the school by:
  - (i) monitoring the candidates' portfolio building processes.
  - (ii) monitoring the record keeping practices of assessors ensuring the Candidates' Portfolio Completion Summary records are accurately completed.
  - (iii) preparing the internal quality assurance/verification reports and assessor feedback in a timely manner to inform decisions for improvements in training and assessment.
  - (iv) guiding assessors who require support, to interpret the Regional Occupational Standards (ROS) and assessment guidelines and determine acceptable pieces of evidences.
  - (v) ensuring assessors use the correct documents and are informed of new developments and/or requirements of CXC®.
  - (vi) maintaining accessible, accurate and current records of registration, assessment, moderation and verification and certification activities for audit/inspection purposes.
  - (vii) signing off on assessment documents as required.

The records maintained by the internal verifier must be a reliable representation of the internal verification and quality monitoring activities.

### **The Profile of the External Verifier**

The External Verifier (EV) is a content specialist with current and relevant industry experiences. The EV's primary focus is to ensure that assessment activities are planned and conducted compliant to accepted quality practice/policy. Such an individual must:

1. have a clear commitment to ensuring and improving quality.
2. ideally have appropriate external verification qualifications or minimum qualifications as an Assessor.
3. have experience as an assessor and/or internal verifier.
4. have relevant formal vocational or professional qualifications or expertise in the occupational area.
5. be familiar with the current occupational standards (qualifications/units/elements) to be able to make sound judgements (assessment decisions) about the quality of assessment (process, strategies and assessment evidences).
6. have effective time management and organisational skills.
7. possess well-developed interpersonal skills and strong commitment to quality.
8. have good communication skills – written, verbal, listening and interpersonal – and the confidence to uphold professional decisions.
9. be appointed by the National Training Agency/Ministry of Education to execute the role of External Verifier for the selected programme.

### **Role of the External Verifier**

The External Verifier's role is sometimes referred to as 'the guardian of the standards'; this partner's role in the process is to:

1. audit the assessment and internal verification processes to ensure that they consistently meet the standards and the requirements of the awarding body (CXC®).
2. sample and validate assessments (this may be done during the assessment or after the assessment is conducted). To ensure fit for purpose.
3. prepare external verification reports and monitor their use.
4. complete the Candidate's Portfolio Completion Summary.
5. sign off on assessment documents as required.
6. sample assessment records (activities, contexts, conditions, and methods) to ensure assessment decisions with respect to the candidates' performance are in keeping with the regional occupational standards.
7. prepare and submit in a timely manner the external verification reports with clear, accurate, specific and evidenced judgements and provide assessors with appropriate advice and/or action points to improve training and assessment.
8. provide guidance to assessors who require support to interpret the Regional Occupational Standards (ROS) and assessment guidelines and to determine acceptable pieces of evidences.
9. participate in appropriate standardisation and training events as required.
10. liaise with IV prior to visit to ensure that requested candidates, assessors, portfolios and other documentation will be available.
11. ensure assessment and internal verification records are being maintained.
12. recommend sanctions in instances where centres fail to meet the requirements.
13. identify and record specific areas of concern with a centre.

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**Western Zone Office**