

Via Training Centre - Roles and Responsibilities

Introduction

The purpose of this document is to provide an overview of the key roles within the Via Training Centre to ensure that all appointed individuals understand their roles and responsibilities to ensure the quality management of the courses, qualifications and accreditations that we hold are managed to the highest standards.

This document outlines the following key roles and documents the responsibilities that form a key part of each:

1. Role of the Head of Centre
2. Role of the Centre Co-Ordinator
3. Role of the Assessor
4. Role of the IQA

1. Head of Centre Roles and Responsibilities

The 'Head of Centre' role is formally responsible for the overall management of the delivery of the centre's accreditations, courses and qualifications. Their main responsibility is to ensure that the Via Training Centre acts in accordance with its awarding bodies conditions of approval, regulations and any other terms and conditions or policies.

The Head of Centre will be ultimately responsible for overseeing the quality management process, working with the Centre-Coordinator to ensure that all quality assurance processes are conducted effectively. They may be required to support putting actions in place in response to reports or audits on quality assurance.

2. Centre Co-ordinator Roles and Responsibilities

The Centre (or quality assurance) co-ordinator is the person responsible for ensuring that the management, administrative and quality assurance systems for all awarding body qualifications are properly maintained throughout the centre and that communications between the awarding body and the centre are efficiently dealt with. To ensure this, the Centre Co-ordinator should have a secure email address to which correspondence can be sent. The Centre Coordinator must inform the awarding body immediately if their address changes.

Role and responsibility for the person undertaking this role will need to:

- have an appropriate background in assessment management, administration and quality assurance
- possess the necessary authority and time to ensure that management, administrative, assessment and internal verification/qualification co-ordination procedures are implemented correctly and consistently across the centre as a whole
- have regular contact with the internal verifiers/internal verifier
- co-ordinators/qualification co-ordinators whose work s/he co-ordinates
- liaise closely with other staff members to obtain, and provide external verifiers with, detailed information on the overall operation of the centre

- co-ordinate visit arrangements for external verifiers. For qualification approval, this responsibility may be delegated to the internal verifier/internal verifier co-ordinator/qualification co-ordinator

In addition, The Centre Co-ordinator is responsible for ensuring that:

- registrations/entries are sent to the awarding body in accordance with the specified procedures
- registrations/entries have been received from the awarding body and candidate enrolment numbers are checked
- awarding body are paid within agreed payment terms
- only suitable staff are used in the assessment and internal verification (quality assurance) processes, in accordance with specified vocational experience/qualification requirements
- staff involved in training, assessment and internal verification/qualification co-ordination have access to and regularly
- sufficient and effective support is available for confirming the decisions of assessors and internal verifiers not holding the appropriate assessor/internal verifier qualifications as approved and specified by the regulatory authorities
- assessors and internal verifiers/qualification co-ordinators are able to apply equal opportunity principles to assessment
- assessors and internal verifiers/qualification co-ordinators are familiar with the qualifications they are assessing or verifying with a knowledge base sufficient to enable them to interpret the knowledge requirements, values and documentation
- assessors and internal verifiers/qualification co-ordinators are familiar with the recording systems, documentation and procedures for assessment and internal verification/quality assurance
- assessors and internal verifiers are prepared for their role, supported and allowed sufficient time
- any action plans agreed between the external verifier and the centre are met within the appropriate timescales
- proof of candidates' identities is obtained for those qualifications where this is required
- all those involved are notified of assessment dates well in advance
- security arrangements for written papers, coursework assessments, project and practical work are in accordance with regulations (where applicable)
- administration of written examinations, online testing and assessments are in accordance with regulations
- candidates' projects and prepared practical work are forwarded on time (where applicable)
- appropriate records, results or other evidence of achievement are released to other centres or candidates (as applicable) in cases where candidates transfer to new centres
- certificates and certificates of unit credit received from the awarding body are securely stored prior to issue to candidates
- results, certificates, medals or prizes are properly issued to candidates at the centre
- that any breach in the security of the assessment materials published on or downloaded from the SQA secure site is reported to SQA immediately.
- all general correspondence between the awarding body and the centre is disseminated promptly to all relevant people within the centre (the Centre Coordinator acting as the point of contact for such correspondence)

Centre Co-ordinator Responsibilities for Centre Updates:

The Centre Co-ordinator is responsible for notifying the SQA or any other awarding bodies of any changes that may affect the centre's ability to meet the quality assurance criteria. Changes that are required to be documented and SWA notified include:

- Changes of business premises
- Change of Head of Centre
- Owner or SQA Co-ordinator
- Change of name of centre or business
- Change of contact details
- Outcome of internal/external investigations
- Removal of centre and or/qualification approval by another awarding body
- Lack of appropriate assessors or IV's
- Change to centres arrangements for secure storage.

3. Assessors Roles and Responsibilities

The primary role of an Assessor is to assess candidates' performance and/or related knowledge in a range of tasks and to ensure that the competence/knowledge demonstrated meets the requirements of the standards/syllabus. Assessors will therefore need to have occupational expertise in the competences/syllabus areas to be assessed. Assessors will be expected to maintain their expertise by being involved in continuous professional development activities.

Assessors not holding the appropriate qualifications must always have their assessment decisions checked and countersigned by a qualified assessor.

Assessors Role

The role of the Assessor is to support the learner to:

- Achieve their qualification, assessing performance and related knowledge in a range of tasks and to ensure that the competence and knowledge demonstrated meets the requirements of the unit/credit/qualification.
- Make informed judgements about the range of evidence the learner has produced, which should demonstrate their competence to meet the assessment criteria as detailed in the Course/Qualification Specification.
- Adhere to all the principles of assessment as set out in the national assessor standards.

The list below identifies many of the specific activities and the support which should be demonstrated by an Assessor.

- The Assessor must ensure they have an up to date Qualification Specification to assist them in the delivery of the qualification before starting delivery.
- The Assessor should decide on the assessment methods to be used throughout the delivery of the qualification and document this. These should help the learners demonstrate their skills, knowledge and understanding to help them provide the necessary evidence. A broad range of assessment methods can also make the qualification more engaging and enjoyable for the learners.

- A planned programme outline should be devised to show how they intend to deliver the qualification and as a benchmark to track progress.
- A timetable should be created to highlight when teaching will take place.
- The Assessor and Internal Quality Assurer should work together to create a sampling strategy for internal quality assurance to take place and plan in dates when sampling can take place.
- The Assessor may be responsible for inducting the learners onto the programme. If so, this should include discussing relevant policies and procedures, carrying out an initial assessment, discussing reasonable adjustments and special considerations and any additional requirements, discussing whether RPL is appropriate and ensuring that they have signed a statement declaring that their work will be their own.
- The Assessor should explain to the learner before the programme commences the content and requirements of the programme so that the learner is fully aware of their responsibilities. Together they should agree timescales for completion.
- It's essential that the Assessor reviews the learner's progress and provides them with regular feedback, both verbal and written which must be documented. The Assessor should set an action plan for the learner to work through and should give specific deadlines to help the learner complete the course by the deadline. The Assessor should also review any reasonable adjustments and special considerations during the course of the programme.
- The Assessor and Internal Quality Assurer should hold regular standardisation meetings and document the minutes.
- The Assessor should keep up to date with any changes made to the awarding organisation's processes or procedures, and the content of the Qualification Specification.
- The Assessor should be included in the external quality assurer visit and ensure any past actions have been carried out.
- The Assessor should assist in carrying out actions or recommendations following the external quality assurance visit.

Assessor's Responsibilities

The responsibilities assessors are required to undertake are to:

- Ensure that no discrimination of whatever kind is practiced as far as ethnic origin, appearance, likes/dislikes, sexual orientation, age, pregnancy, marital status, family responsibility, social groups, HIV status, conscience, political opinion, culture, language and birth, harassment is concerned (specifically for Employer Responsive Provision where the learner is compiling evidence of skills from an Employer).
- Brief learners fully on the assessment process.
- Inform learners of the appeals procedure.
- Ensure that valid, consistent and reliable assessment methods are used to judge evidence.
- Provide learners and other relevant parties with prompt, accurate and constructive feedback
- Maintain records of learners' achievements by completing the required documentation
- Guide learners in building and presenting their portfolio of evidence.
- Ensure learners are aware of their responsibilities to keep their portfolio and make it available for internal and external quality assurance and certification.

- Arrange, where necessary re-training and re-assessment for learners.
- Attend standardisation and other meetings as directed by the IQA responsible for the award being undertaken by the learner.
- Ensuring maintenance of confidentiality for sensitive information.
- Keep up professional practice by undertaking training and attending CPD events and keep an up to date log of activities undertaken for CPD.

4. IQA Roles and Responsibilities

Internal Quality Assurers or Internal Verifiers (IQA/IV's) primary role is to monitor the work of all assessors involved with a qualification to ensure they are applying the standards/syllabus consistently throughout assessment activities.

Internal verification is a crucial part of the quality assurance process. It ensures that all candidates entered for the same qualification are assessed fairly and consistently to the specified standard.

Internal verifiers will need to have and maintain an appropriate level of occupational competence in addition to the appropriate internal verifier qualifications as approved and specified by the regulatory authorities within 18 months of starting their role.

Internal verifiers who are also acting as assessors cannot internally verify their own assessments.

Roles and Responsibilities of an IQA

- Ensuring that the assessor follows the assessment guidance for each qualification or course they are assessing
- Advising and supporting assessor and assisting in interpreting and applying the standards/syllabus correctly and consistently
- The Internal Quality Assurer should hold regular standardisation meetings and document the minutes with all trainers and assessors.
- The Assessor should keep up to date with any changes made to the awarding organisation's processes or procedures, and the content of the Qualification Specification.
- Regular sampling of assessment activities, methods and records to monitor consistency of assessment decisions as specified
- Providing assessor with prompt, accurate and constructive feedback on assessment decisions
- Undertaking an active role in raising issues of good practice in assessment
- Ensuring that equal opportunities and anti-discriminatory practices are upheld in the assessment process
- Liaising with external verifier to implement the requirements of the assessment system
- Ensuring that all candidates' achievement records and centre documentations are completed in accordance with requirements
- Countersigning appropriate assessment documentation
- Ensuring assessor has opportunities for updating and developing vocational and professional competence

- Supporting, countersigning and dating assessment and verification judgements by assessors and internal verifier not holding the appropriate assessor/internal verifier qualifications as approved and specified by the regulatory authorities
- Keep up professional practice by undertaking training and attending CPD events and keep an up to date log of activities undertaken for CPD.