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The only awarding body
run *by* counsellors
for counsellors

Guide to Internal Moderation, Internal Verification and Internal Quality Assurance for Centres

CONTENTS

1.   INTRODUCTION

Internal moderation and verification are part of an internal quality assurance (IQA) process which ensures that centres are delivering qualifications according to CPCAB guidelines to a common national standard. All CPCAB qualifications must be internally moderated and verified by the centre. These centre processes are in turn quality assured by CPCAB via external/independent verification of the qualification.

The following information and support documentation is designed to support centres and tutors. It is not intended to dictate a rigid set of rules to follow.

2.   INTERNAL VERIFICATION (IV) /INTERNAL QUALITY ASSURANCE (IQA)

Verification is the 'BIG' picture, an over view of the whole process of developing, delivering, assessing and moderating qualifications. The terms internal verification and internal quality assurance are used interchangeably.

It is a way for centres to check that courses are being delivered to the required standard and meeting the awarding body requirements and the needs of candidates.

On a very practical basis, verification/IQA can enable all staff involved in delivery to understand what is required by them and others in the team, and ensures that candidates receive the required standard of training and assessment within the centre. The process can also highlight areas of strength and weakness, so that the centre can build on what they have done well and explore ways of developing delivery.

The main role of the IV is to support and advise the Assessors although there is now increasing responsibility for Quality Assurance, hence the new name IQA (Internal Quality Assurer). Therefore, the internal verifier/IQA supports and works with the teaching team to develop and maintain assessment procedures and facilitate good practices. The role could entail:

- Liaising with tutors/advisers/assessors re:
  - national standards
  - record keeping
  - awarding body requirements
- Ensuring assessors are appropriately trained and supported and aware of new developments or requirements
- Monitoring standardisation of assessments by sampling assessment and moderation decisions
- Ensuring appropriate resources are available
- Ensuring there are accurate and up to date records

The internal verifier is expected to have the recognised/IQA qualifications or their equivalent (See Appendix 1). The verifier does not have to be a practising counsellor or subject specialist but he or she is

likely to be a manager who oversees the courses and checks that all the course requirements are being met. It would be useful if the verifier is familiar with CPCAB's qualification documentation.

3. INTERNAL MODERATION

Internal moderation is where an appropriately qualified person at the centre reviews the tutor assessment decisions to ensure they are reliable, consistent, fair and to a national benchmark. It is also to check that the qualification requirements have been understood and that the candidate has been given accurate and appropriate feedback.

The moderator will see a sample of candidate work to ensure that the assessor is marking consistently and fairly across the candidate group. The size of the sample (ratio) will depend on the centre and the group – but a good guideline is 25% of the group.

Moderation is sometimes called cross-marking. Cross marking is where a piece of candidate work will be marked by more than one tutor. Each tutor will complete the normal feedback sheet and the results will be discussed between the tutors before the work is given back to the candidate.

The moderator is expected to have recognised teaching/assessment qualifications or their equivalent (see Appendix 1) and needs to be qualified in the subject area they are moderating. They should be qualified at least one level above the level they moderate. If appropriately qualified, the same person can internally moderate and verify.

The moderator role includes:

- Commenting on the standard and consistency of the assessment
- Reading and evaluating assessor's feedback to the candidate
- Evaluating the tone of the feedback, looking for acknowledgement and support for the candidate;
- Ensuring that the assessor has given specific feedback to ensure the candidate knows what they have to do to meet the learning outcomes.

9. PROFORMAS

Most centres will have their own forms and feedback sheets for moderation and verification/IQA. The proformas offered on the following pages are offered as examples, which can be adapted to individual centre needs.

![cpcab logo]

INTERNAL VERIFICATION/QUALITY ASSURANCE RECORD

Qualification: ....   Internal verifier/IQA: ....

Tutor ....   Start date: .... End date: ....

1	Tutor information	√	Notes
1a	Does the tutor have /access to the CPCAB website and Tutor Guide for the qualification?		
1b	Has the tutor attended CPCAB standardisation training?		
1c	Is the tutor aware of centre systems for supporting course delivery e.g. registering candidates, recording assessment results of qualifications, IM/IV/IQA?		
1d	Is there a scheme of work and all lesson/session plans in place?		
1e	Is tutor aware of other sources of information and support available for staff in the centre?		
2	**Candidate information**		
2a	Do all candidates have a CPCAB Candidate Guide?		
2b	Do all candidates know about the CPCAB website?		
2c	Do all candidates have a course outline and all the course requirements?		
2d	Are candidates aware of the CPCAB model?		
3	**Candidate support**		
3a	Are all tutors aware of CPCAB guidelines for requesting/notifying Reasonable Adjustments and Special Arrangements?		
3b	Are candidates made aware of additional supports within the centre - i.e. IT facilities, support for additional learning needs?		
3c	Have referrals been made to learning support where necessary?		

4	Assessment processes	
4a	How are candidates prepared for the assessment process (both internal and external where applicable)?	
4b	How does the tutor keep records of each candidate's assignments/assessment decisions?	
4c	Is there a tracking system for monitoring candidates' progress?	
4d	Is there evidence of the assessment of candidates' work by tutor?	
4e	Are candidates tracking their own learning?	
4f	Are the candidates using Criteria Assessment Sheets (CAS)/centre tracking sheets?	
4g	Is all coursework completed and marked?	
4h	Are the Candidate Learning Record Completion Statements completed and signed by the candidate and the tutor?	
5	Moderation of assessment	
5a	Is the tutor aware of roles and responsibilities in assessment, moderation, verification and overall IQA?	
5b	What was the sampling method used for moderation of the candidates' portfolios?	
5c	Does the tutor give effective feedback when assessing work?	
5d	Is the tutor marking consistently according to the CPCAB standards and assessment criteria?	
5e	Are there any areas for concern regarding the standard/consistency of assessment?	
5f	What processes/support have been put in place to address these concerns?	
5g	Is the tutor aware of dates/requirements for CPCAB external verifier (EV) visit?	

6	Overall evaluation	
6a	What do the candidates think/feel about the course?	
6b	What do tutors think/feel about the course?	
6c	What could be improved?	
6d	Are there any issues arising from the CPCAB external verifier report that need addressing?	

Any other comments:

Internal verifier/IQA signature: .... Date: ....

EXAMPLE INTERNAL MODERATION PLAN

Candidate name	Assignment 1	Ass 2	Case study 1	Learning review 1	Learning review 2	Self review 1	Self review 2	Essay
Alan	*				*			
Betty		*				*		
Connie			*				*	
Debbie				*				
Ella	*				*			*
Fran		*				*		
Gill			*				*	
Hilary				*				
Ian	*				*			*
Jaquie		*				*		

* = Assignment designated for internal moderation for the candidate concerned

Please note that the above proforma can be adapted for any CPCAB qualification.

INTERNAL MODERATION RECORD

Candidate: ....

Name of moderator: ....   Name of assessor: ....

Qualification:..   Assignment: ....

Feedback to the assessor's response to the candidate's ability to meet the requirements: the assignment brief, criteria, knowledge, theory and standard appropriate for level of the qualification.

Feedback on the assessor's approach to feedback. Was it: appropriate, supportive, constructive, encouraging, affirming when appropriate? In a "sandwich"? Any other comments.

Signed (moderator): ....   Date: ....

Appendix 1: Summary IM, IV and IQA Qualifications

TAQA qualifications were introduced in 2010 following a review of the National Occupational Standards (NOS) as replacements for the earlier IM/IV qualifications. These qualifications are mapped to Life Long Learning UK (LLUK) National Occupational Standards (NOS). The terminology for internal verification is commonly referred to as Internal Quality Assurance (IQA).

T	Training	(PTTLS, CTTLS)
A	Assessment	(TAQA level 3 awards)
Q	Quality	(TAQA level 4 awards)
A	Assurance	

Who are they for?
People who carry out assessment and quality assurance in FE, Adult learning, Employers, third sector and workplace. They are appropriate for those involved in assessment and quality assurance of qualifications on the Regulated Qualifications Framework (RQF).

What do they replace?
These TAQA qualifications replace the previous City and Guilds 6317 suite (which replaced the 7317 suite) which included the A1, D32, D33 (assessors) and V1, D34 (verifier) qualifications.

Do people have to re-train?
There is no mandatory requirement to re-qualify, re-train/upskill if you hold prior qualifications. All predecessor qualifications are recognised as equivalent.

Summary of assessor and quality assurance qualifications (old and new)

Role	Previous qualifications	TAQA qualifications
Assessment Moderation	A1, D32, D33	✓ L3 Award in Understanding the Principles and Practices of Assessment (501/1648/4) ✓ L3 Award in Assessing Competence in the Work Environment (501/1676/9) ✓ L3 Award in Assessing Vocationally Related Achievement (501/1677/0) ✓ L3 Certificate in Assessing Vocational Achievement (501/1679/4)
Internal Verification IQA	V1, D34	✓ L4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (501/1649/6) ✓ L4 Award in the Internal Quality Assurance of Assessment Processes and Practice (501/1678/2) ✓ L4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (501/1680/0)