

Appendix 3

Role Description for Internal Verifier

1. Evaluating Assessors

The role of the Internal Verifier is to **monitor and evaluate** how assessors carry out their work in practice in order to highlight problems with individual assessment and the system in general.

Essentially you should be reviewing and considering whether:

- the activities selected by the assessor match the ILM Standards and learning objectives for the particular qualification for which he/she is gaining evidence of competence
- the environment and context in which the assessment is taking place is appropriate for assessment and allows for suitable evidence to be gained .
- the assessor accurately interprets the standards and learning objectives and does not add or subtract any of his/her own to make the judgments.
- the assessor is as unobtrusive as is practicable when they make the assessments and the assessment encourages the candidate to perform to the maximum of their ability (without providing undue help or assistance which means that the performance is not in fact that of the candidate).
- the assessor completes accurately, legibly and completely all the necessary assessment documentation as close as possible to the time of the assessment to ensure that all necessary aspects are covered.

2. Monitoring and Verifying Assessment Decisions

As well as evaluating how assessors are performing their role overall, it will be necessary for you to countersign and verify that in your opinion the assessments made of an individual are consistent with the standards and learning objectives detailed in the particular qualification for each unit. The purpose of this countersigning is to act as a guarantor to the system as a whole.

In effect you will be signing to testify that you, as the internal verifier, are confident that:

- the assessment has taken place in the manner laid down in the guidance
- evidence collected for each unit matches and meets the required standards and learning objectives of the qualification
- sufficient evidence has been collected by that individual to safely infer competence

The Internal Verifier, once satisfied that there is sufficient valid and reliable evidence for each learning objective and the standard for each unit of the particular qualification, hence countersigns the documentation and passes it onto the next stage in the process.

Alternatively, you may decide that the evidence is insufficient to meet the standards and learning objectives in which you would request further demonstrations of the individual's capability before you are prepared to countersign and 'guarantee' the evidence.

The central question to ask yourself is whether you would feel confident to employ that person to perform the element of competence under consideration with the evidence available. If you feel that you are unsure because there are some aspects which have only lightly been looked at, then

it is likely that there is insufficient evidence at the present time. All this may mean is that you ask for further evidence to be gathered.

3. Providing Feedback

The provision of feedback to assessors on their performance is a key method of improving assessment practice through ensuring that assessors learn about:

- those areas where they are clearly meeting the requirements of their role; and
- those areas where there is room for improvement.

Assessors should be encouraged to talk about any difficulties which they are experiencing either in interpreting the standards or the guidance, in the use of the records or more specifically with assessing a particular candidate. They should also be asked whether there are general improvements which could be made to the system or the means of ensuring quality within it.

At times it will be necessary to be hard and say to an individual, following appropriate discussions and time improvement, that is he/she cannot undertake the role of an assessor consistently then he/she will have to forego the role. In this situation, the advice of the Programme Director will be sought.

4. Exchanging Information

You have first line responsibility for the overseeing of the assessment and therefore make a significant contribution to the success of this accredited centre.

As your expertise develops a necessary part of the role is concerned with exchanging information (with assessors, candidates, and colleagues). This should be a two way process and involves discussing and identifying concerns, trends, changes and evaluating their significance (and noting examples of good practice) as well as passing on knowledge and detailed facts.

Therefore, so as to keep up to date with the current information and contribute to local and national developments it is crucial that you participate in standardization and review meetings facilitated by the Programme Director.

5. Record Keeping

All Internal Verifiers are required to keep records, as part of the Centre's quality system.

It is suggested that a portfolio be compiled and this will include:-

- records of meeting with Assessors and Candidates
- records of complaints/problems
- minutes of regular meetings
- newsletters, circulars from awarding bodies
- copy of assessment records and verifier reports
- appeals documentation
- monitoring and development plans

- training received and needed
- previous relevant information

6. Continuous Professional Development

It is important for all Internal Verifiers to demonstrate a commitment to CPD and it is expected that all IVs keep abreast of their specialist areas through training attendance of meetings and keeping their experience valid and up-to-date.