



Assessment Policies & Procedures
Further Education
22/10/24

CENTRE HANDBOOK

This handbook contains the following college policies in relation to all qualifications¹ delivered by the College:

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The handbook also contains guidance in relation to roles and responsibilities for the delivery of programmes.

This handbook should always be read in conjunction with the latest guidance published by the relevant awarding body.

Handbook updated:

October 2024

Staff:

Louise Nixon – Head of Education and Compliance

Amy Dickinson - Quality Manger

All Policies will be reviewed at least every 24 months.

Registration and Certification Policy

Aim:

- To register individual learners to the correct programme within agreed timescales.
- To claim valid learner certificates within agreed timescales.
- To construct a secure, accurate and accessible audit trail to ensure that individual learner registration and certification claims can be tracked to the certificate which is issued for each learner.

To do this, the College will:

- register each learner within the awarding body requirements;
- provide a mechanism for programme teams to check the accuracy of learner registrations;
- make each learner aware of their registration status;
- inform the awarding body of withdrawals, transfers or changes to learner details;
- ensure that certificate claims are timely and based solely on internally verified assessment records;
- audit certificate claims made to the awarding body;
- audit the certificates received from the awarding body to ensure accuracy and completeness;
- keep all records safely and securely for three years post-certification.

Date of Review: June 2026

This Policy will be reviewed at least every 24 months.

Certification Procedure

Aim:

- To ensure that all learner achievements on programmes are accurately communicated to the awarding body.
- To ensure that all certificated grades received from the awarding body, match the grades awarded by academic staff.

Relevant grades should be updated by academic staff in a timely manner. It is the responsibility of the Quality Manager to monitor that this is taking place.

The table below describes the procedure:

	Role	Responsibility	Deadline
1.	Once certificates arrive at the college, Exams check grades are correct and that all certificates have been received.	Exams	On going
2.	Tutors are also made aware and check the tracking system to ensure all students have all been claimed for.	Tutors	On going
3.	Students are contacted to collect their certificates from reception	Reception	On going
4.	Students sign document once they have received their certificate.	Reception	On going
5.	The Exams team ensure that any issues are rectified and arrange for certificates to be posted to learners.	Exams	Summer



NB. The table above relates to qualifications that run for the full academic year. Qualifications that are roll-on-roll-off should adhere to the timescales and deadlines set by the Awarding Bodies.

Date of Review: June 2026

This Policy will be reviewed at least every 24 months.

Assessment Policy

Aim:

- To ensure that assessment methodology is valid, reliable and does not disadvantage or advantage any group of learners or individuals.
- To ensure that the assessment procedure is open, fair and free from bias and conforms to national standards.
- To ensure that there is accurate and detailed recording of assessment decisions.

To do this, the College will:

- ensure that learners are provided with assignments that are fit for purpose, to enable them to produce appropriate evidence for assessment, through an effective Internal verification system.
- assess learners' evidence using only the published assessment and grading criteria.
- ensure that assessment decisions are impartial, valid and reliable.
- where possible, not limit or 'cap' learner achievement if work is submitted late.
- develop assessment procedures that will minimise the opportunity for malpractice.
- maintain accurate and detailed records of assessment decisions.
- maintain a robust and rigorous internal verification procedure.
- provide samples for Standards Verification as required by the awarding body.
- monitor standards verification reports and undertake any remedial action required.
- share good assessment practice between all programme teams.
- ensure that assessment methodology and the role of the assessor are understood by all delivery staff.
- standardised internal assessment documentation is developed and used.
- provide resources to ensure that assessment can be performed accurately and appropriately.

Date of Review: June 2026

This policy will be reviewed at least every 24 months.

Access to Fair Assessment Policy

Statement of Assessment:

- We aim to provide a variety of qualifications which provide all students with the opportunity to achieve their full potential and meet local employment needs by the most appropriate and direct route.
- Our Assessment Policy is based on the concepts of equality, diversity, clarity, consistency and openness.
- We will endeavour to ensure that the assessment processes are implemented in a way which is fair and non-discriminatory.
- To ensure that learners receive developmental feedback which informs their future learning

Access:

- Students are made aware of the existence of this policy and have open access to it.
- All tutors are made aware of the contents and purpose of this policy.
- This policy is reviewed annually and may be revised in response to feedback from students, tutors and external organisations.

Students can expect that:

- all assessment of work is carried out fairly and in keeping with the awarding body's requirements with robust internal verification / moderation / standardisation to support this.
- all portfolio-based work will be assessed fairly against the qualification standards and tutors involved will be fully trained.
- internal assessments will be carried out fairly and according to awarding body instructions.
- externally marked tests and exams will be according to the requirements of the awarding body.
- any exam access arrangements (in line with the exam access arrangements policy) will be mirrored in the normal way of working (Including deadlines, practical assessment time, etc...) where it is reasonable.
- to be fully inducted onto a new course and given information that can be shared with parents and carers.
- learning outcomes, performance criteria and other significant elements of learning and assessment to be made clear at the outset of the course and when assignments are set.



- to be given appropriate assessment opportunities during the course with feedback provided on the quality of the work.
- all identified work to be marked with appropriate feedback within two weeks of submission by the student.
- where equivalent and exemptions can be applied, the college will ensure this is pursued with the relevant awarding body.
- The college will maintain accurate and detailed records of assessment decisions.

Aim:

- To identify and minimise the risk of malpractice by staff or learners.
- To respond to any incident of alleged malpractice promptly and objectively.
- To standardise and record any investigation of malpractice to ensure openness and fairness.
- To impose appropriate penalties and/or sanctions on learners or staff where incidents (or attempted incidents) of malpractice are proven.
- To protect the integrity of the College and the awarding bodies with whom it works.

To do this, the College will:

- seek to avoid potential malpractice by using the induction period and the student handbook to inform learners of the centre's policy on malpractice and the penalties for attempted and actual incidents of malpractice
- show learners the appropriate formats to record cited texts and other materials or information sources
- ask learners to declare that their work is their own
- ask learners to provide evidence that they have interpreted and synthesised appropriate information and acknowledged any sources used
- investigate in a form commensurate with the nature of the malpractice allegation. Such an investigation will be supported by the senior management at the College and all personnel linked to the allegation. The investigation will be conducted as follows:
 - If the matter relates to alleged assessment malpractice by a student, then the relevant Director shall inform the Study Programme Coordinator and/or Progress Coach of the need for an investigation, and this shall be investigated under the Student Disciplinary Procedure.
 - If the matter relates to alleged assessment malpractice by a member of staff, then the principal shall be informed, and the matter shall be dealt with under the Staff Disciplinary Procedure.
 - The relevant exam board will be informed prior to any investigations into malpractice.

Date of Review: June 2026

This policy will be reviewed at least every 24 months.

Student Assessment Malpractice Policy

Context

Most of your courses include College-assessed work that contributes towards your external examination marks e.g. course work, assignments, portfolios and essays. This policy has been established to ensure that no student gains an unfair academic advantage through plagiarism, cheating or collusion. These are forms of academic misconduct. This policy informs you of the action the College will take in suspected cases.

What is Assessment Malpractice?

- Taking someone else's work, images or ideas and passing it off as your own e.g. using the Internet to cut and paste material from a website, or by taking another student's work that has been emailed to you. This is called **plagiarism**.
- **Cheating**, this is, acting unfairly or dishonestly to gain an advantage
- Agreeing with others to cheat or deceive e.g. by allowing other students to copy your work. This is known as **collusion**.
- Failing to follow the instructions given by staff conducting examinations and controlled assessments.

If you are discovered or suspected of doing any of the things shown in the list above, the college will investigate and may take disciplinary action against you which will normally include notifying the awarding body of the incident.

This is what is expected of you whilst you are at the College:

- You will follow the instructions given by college staff supervising assessments and written examinations.
- Any work you submit for assessment will be your own work; you will never present someone else's work as your own or use material from another student given to you by email or on a pen drive as if it were your own work.
- You will never let other students use or copy from your work and pass it off as if they had done it themselves. If you are approached by another student to do this, or witness it happening, you should inform your tutor immediately.
- You will always **acknowledge** any **sources** you use in your assessed work.

A source is any resource that you use to collect information for your coursework including textbooks, encyclopaedias, journals, TV and radio programmes, the internet, AI and other people. You should list (acknowledge) any sources you use so that someone else can find it, along with an indication in your coursework of which information came from that source.

By referencing the sources of the information, you use, either directly in quotations or indirectly to inform your own words you will gain the following benefits:

- You cannot be accused of plagiarism or copying.
- Referencing justifies and aids the construction of your argument or point you are making.
- Referencing enables you to include main ideas from key writers or authors.
- Referencing is good academic practice and shows your tutor that you have read widely

What will happen if you are suspected of malpractice?

- The member of staff will inform the Director of the suspected malpractice; you will be informed of the allegation that has been made
- An investigation will be carried out to consider the evidence and establish the facts
- You will be called to a meeting with the Director and College Student Management procedures will be followed
- In all cases where there is clear evidence of deliberate malpractice the relevant awarding body for the qualification will be informed in accordance with the regulations.

If you suspect another student of malpractice, you should inform your teacher immediately. It is important to remember that any allegations will be taken seriously, and you will be asked to put these in writing.

If you suspect a teacher or other member of staff of malpractice - which results in a student or students being given an unfair advantage – you should report this to the Director. The College will take any allegations made very seriously and you will be asked to put any allegations in writing.

The College will not tolerate any misuse of this process for reporting unfounded allegations of student or staff malpractice with malicious intent and will deal with any instances using college student management procedures.

What are the penalties or sanctions for malpractice?

The internal actions taken by the College, if they believe from the evidence that malpractice is proven will depend on the seriousness of the malpractice.

Actions may include the following:

- Your mark or assessment grade may be reduced or awarded zero for that assignment
- Subject to Examining Authority regulations you may not be allowed to take the unit/exam/test again



- You may have to redo the work under supervised conditions in accordance with an agreed action plan drawn up by the Course Co-ordinator
- You may be given a different assignment to do on the same section of the specification.
- You may be disqualified from your course.
- You may be excluded from the College.

In all cases, a record will be made in your file of the allegation, the outcome and any penalty you are given. This information may be used by the College when it is asked to provide a reference for you.

Date of Review: June 2026

This Policy will be reviewed at least every 24 months.

Aim: To ensure that Quality staffing structures stipulated by awarding bodies are in place for all curriculum areas

To ensure that internal verification is valid, reliable and covers all assessors and programme activity

To ensure that the internal verification procedure is open, fair and free from bias

To ensure that there is accurate and detailed recording of internal verification decisions.

To do this, the College will ensure that:

- a lead internal verifier (or equivalent) is in place for all qualifications
- each lead internal verifier oversees effective internal verification systems
- staff are briefed and trained in the requirements for current internal verification procedures
- effective internal verification roles are defined, maintained and supported
- internal verification is promoted as a developmental process between staff
- standardised internal verification documentation is used with evidence stored in the Internal Verification Zone (IVZ) (Microsoft Teams)
- all centre assessment instruments are verified as fit for purpose in accordance with awarding body requirements
- an annual internal verification schedule, linked to assessment plans, is in place and stored in the IVZ
- an appropriately structured sample of assessment from all programmes, sites and teams is internally verified, to ensure centre programmes conform to national standards and standards verification requirements (Evidence of this should be visible in the IVZ)
- secure records of all internal verification activity are maintained
- the outcome of internal verification is used to enhance future assessment practice.

For guidance, roles and responsibilities, see Appendix 2.

Date of Review: June 2026

This Policy will be reviewed at least every 24 months.



To comply with Awarding Body requirements; to ensure that no student gains an unfair academic advantage through plagiarism, cheating or collusion.

Under Section 2, paragraph 19 (ix) of the Joint Council Code of Practice, the Awarding Bodies require centres offering their examinations to:

1. Have a published appeals procedure relating to internal assessment decisions that contribute to summative assessment.
2. Make this document available and accessible to candidates.

Our policy is designed to promote quality, consistency, accuracy and fairness in assessment and awarding.

The College will ensure that:

1. During Induction, all candidates are given written advice about the production of internally assessed work that contributes to summative assessment and deadlines to be met. Information about the appeals procedure will be given in the same advice.
2. All candidates are given adequate and appropriate time to produce the required work.
3. Internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills.
4. The candidate will have produced work for internal assessment that has been authenticated as original work according to the Joint Council document issued in September to all candidates.
5. The consistency of the internal assessment is secured via a mark scheme or marking criteria and internal standardisation activities as necessary.
6. Staff responsible for internal standardisation will attend any training sessions given by the Awarding Bodies to ensure each Awarding Body's specified detailed criteria for the internal assessment of the work is understood.
7. The Awarding Body must moderate the assessed coursework via a Standards Verifier or similar and the final mark awarded is that of the Awarding Body. This mark is outside the control of the College and is not covered by this procedure.

Appeals Procedure

1. The grounds for appeal relate **only** to the procedures used in arriving at internal assessment decisions or the production of externally assessed work and **do not** apply to the judgements themselves.
2. In the first instance the student should raise any concerns about their assessment decision with the teacher.
3. If the student remains concerned having spoken to their teacher, they should contact the nominated person (Quality Manager).
4. The Progress Coach or nominated person will ask the student to make a written appeal which will be submitted to the relevant Director. The grounds for the appeal must be clearly stated.
5. On receipt of the written appeal the relevant Director will investigate the stated concerns. The investigation will be completed within 10 College working days. On completion the written findings will be sent to the student.
6. If the student is satisfied with the findings no further action will be taken. However, if the student remains unsatisfied with the findings, then a **final** appeal can be made. The appeal must be sent to the Assistant Principal Quality & Learner Services (within a week of receiving the written findings). The grounds for the appeal must be clearly stated. Once received by the Assistant Principal an appeals panel will be convened within ten working days.
7. The final appeal will be considered by the **Appeals Panel**. The panel will consist of the Director, Assistant Principal and a member of the Quality Team. The candidate, who will be asked to attend, can be supported by a parent/carer or friend.
8. The panel will examine the evidence for the procedures used in the assessment, decide upon their appropriateness and that the procedures have been properly followed as required by the Awarding Body concerned. Written confirmation of the panel findings will be provided within three working days.
9. If a candidate is not satisfied with the decision made by the College following an internal appeal the Exams Office will be able to provide information regarding Awarding Organisations that can be contacted directly.

Date of Review: June 2026

This policy will be reviewed at least every 24 months.

Maladministration Policy

Aim:

- To identify and minimise the risk of maladministration by staff.
- To respond to any incident of alleged maladministration promptly and objectively.
- To standardise and record any investigation of maladministration to ensure openness and fairness.
- To impose appropriate penalties and/or sanctions on staff where incidents (or attempted incidents) of maladministration are proven.
- To protect the integrity of the College and the awarding bodies with whom it works.

To do this, the college will:

- seek to avoid maladministration through regular continuous professional development (CPD) and robust induction procedures.
- regularly sample assessed work and assessment tracking through the Quality Unit and senior management in the form of half-termly institutional work scrutiny, termly performance review meetings, monthly QRR meetings and ALPs meetings.
- investigate in a form commensurate with the nature of any maladministration allegations. Such an investigation will be supported by the senior management at the College and all personnel linked to the allegation. The investigation will be dealt with under the Staff Disciplinary Procedure.

Date of Review: June 2026

This policy will be reviewed at least every 24 months.

Recognition of Prior Learning Policy

Aim:

- To ensure that in relevant instances learners' prior knowledge and experiences are consistently assessed in relation to their being suitable to be used as evidence for current internally assessed elements of a programme.
- To ensure that recognition of prior learning is applied openly, fairly and free from bias and conforms to national standards.
- To ensure that there is accurate and detailed recording of where recognition of prior learning has been used.

To do this, the College will:

- investigate with relevant learners the possibility that previous learning and experiences may be used as potential evidence.
- ensure that recognition of prior learning is used to inform a learner's programme of study at the start their qualification (e.g. if a significant portion of prior learning for a Level 2 is evident, rather than using it in place of the programme, it could support direct entry to Level 3).
- only use recognition of prior learning with a learner's express agreement.
- evaluate all evidence against the stipulated learning outcomes.
- ensure that evidence fully meets the required assessment standard before being accepted through the recognition of prior learning process.
- assess the currency of previous experience (3 years as standard unless justified).
- maintain records highlighting where recognition of prior learning has been used.
- inform learners of the right to appeal any decisions made under the recognition of prior learning process.
- provide resources to ensure that assessment can be performed accurately and appropriately (Appendix 1).
- ensure that any prior learning that could shorten a learner's time on the course is communicated to the MIS team, as this may impact the funding that can be claimed for the learner.

Date of Review: June 2026

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Appendix 1 Recognition of Prior Learning (RPL) Request Form

Student Name		Learner ID		Main Enrolment	
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Prior learning

Units/Elements for which RPL is requested	Description of evidence (e.g. original purpose) and grade if relevant	Date of evidence	Is evidence mapped	Is evidence copied for files
			YES/NO	YES/NO
			YES/NO	YES/NO

Previous experience

Units/Elements for which RPL is requested	Description of experience and how it evidenced	Date of evidence	Is evidence mapped	Is evidence copied in a usable format
			YES/NO	YES/NO
			YES/NO	YES/NO

I confirm that

	Please Tick
The awarding body's RPL policy has been consulted	
All evidence for RPL is recorded with the standard evidence for the course	
Student has given permission for evidence to be provided to the awarding body	
Clear evidence of mapping is available for any work not produced due to RPL	

RPL Authorised

RPL Requested by		Date of request	
Authorised by (Manager)		Date of authorisation	

Authorised Rejected

APPENDIX 2

GUIDANCE FOR INTERNAL VERIFICATION TO MEET AWARDING BODY REQUIREMENTS

1. INTRODUCTION

The purpose of this guidance is to ensure that there is a standardised approach to the internal verification on programmes, ensuring that all the requirements of the awarding body are met.

2. QUALITY ASSURANCE IN QUALIFICATIONS

Awarding bodies and centres share an organisational responsibility for quality assurance, but its success depends on the individuals who implement it. Everyone involved in the quality assurance must be clear:

- what their role and responsibilities are in relation to quality assurance.
- why they should be doing it.
- how they should be doing it.
- when they should be doing it.
- what standards they should be achieving.
- who is responsible for different parts of the quality assurance system.
- have access to the latest internal and external QA documentation in relation to their specific programme.
- have access to contact details for all assessors and verifiers in order to facilitate networking between assessors and in case of emergency.

3. ROLES AND RESPONSIBILITIES

3.1 Senior Managers

The Head of Centre is responsible for ensuring that the College acts in accordance with awarding body's terms and conditions of approval. These include that the College ensures the provision of appropriate resources, recruits' learners with integrity, provide full and fair access to assessment, maintains full and accurate records of assessment, complies with all quality assurance processes and ensures that all certification claims are secure and accurate.

Day-to-day responsibility is delegated to the Quality Nominee.

Senior Managers may need to be directly involved in:

- dealing with appeals from learners that have not been resolved at earlier stages.
- investigating malpractice allegations of a serious nature related to learners or members of staff.
- liaising with the awarding body where any serious breach of approval conditions has occurred.
- any aspect of quality assurance which relates to the overall integrity and security of all qualifications within scope.

3.2 Quality Nominee/ Quality Contact

The Quality Nominee is the main point of contact for information related to quality assurance and fulfils the regulatory requirement of being the key point of contact in the centre for QCF-accredited qualifications.

The Quality Nominee will receive regular information from the awarding body, which they should share with the relevant staff in the College. The Quality Nominee is the Quality Manager.

Responsibilities

The Quality Nominee ensures the effective management of programmes and actively encourages and promotes good practice within the College.

The Quality Nominee will liaise with the appropriate College and awarding body staff to ensure that:

- all programmes are approved, and registrations are accurate and up to date.
- all staff are aware of awarding body requirements.
- assessment and internal verification are effective on all programmes.
- Standards/External Verification is completed successfully.
- Awarding body approval conditions and policy requirements are being implemented consistently and effectively.

3.3 Lead Internal Verifier (or equivalent)

A Lead Internal Verifier (Lead IV) is a person designated by the College who acts as a point of sign off for the assessment and internal verification of programmes.

The Lead IV should be:

- someone with the authority to oversee assessment outcomes, ideally this would be the programme leader as this would normally be a key part of their role.

- directly involved in the assessment/delivery of a programme, so that they understand the units.
- able to coordinate across assessors and other internal verifiers for a programme area.

Responsibilities

- undertake training as stipulated by the awarding body.
- make other assessors and verifiers aware of the practice exercise, e.g. through a team development event.
- ensure that there is an assessment and verification plan for the programmes in the sector which is fit for purpose and meets awarding body requirements.
- sign off the plan and check that it is being followed at suitable points.
- undertake some internal verification and/or assessment for individual units within at least one of the programmes.
- ensure that records of assessment and samples of learner work are being retained for use with Standards/External Verification if necessary. Plan to set aside examples of work verified to different levels and grades.
- liaise with the Standards/External Verifier to ensure that appropriate sampling takes place, if and when sampling is required.
- make arrangements for handover to a deputy or replacement if unable to carry out the role in the future.

3.4 Course Leader

A Course Leader will be responsible for the effective delivery and assessment of a qualification. The Course Leader may also act as the Lead Internal Verifier.

Responsibilities

- liaise with the Quality Nominee to be aware of information updates and quality assurance requirements.
- liaise with relevant awarding body appointed staff undertaking quality assurance, including Standards/External Verifiers.
- liaise with the Directors to ensure that there are sufficient resources to deliver the programmes and units being operated including that staff have necessary expertise and, where relevant, qualifications.
- review the reports arising from quality assurance and ensure that appropriate actions are taken.

- liaise effectively with the Exams Team regarding the registration and certification of learners.

3.5 Team of Assessors and Internal Verifiers

The course team consists of the teachers or tutors who are responsible for the delivery, assessment and internal verification of the programme. All team members will:

- read and understand the specification.
- understand the construction of the units.
- identify opportunities to generate evidence.
- create and agree a plan of assessment activities, with timescales.
- ensure the assessment plan, assignments and assessment decisions are internally verified and appropriate action is taken by the team.

The appropriate minimum size of the programme team will depend on the number of units and the number of learners. The absolute minimum is two, as no person can internally verify their own assessment decisions.

Assessors

Assessors will:

- design assessment activities which guide your learners to produce evidence that meets the targeted assessment criteria and unit content and any associated guidance.
- assess the work submitted by learners, checking authenticity and sufficiency of evidence produced against the relevant criteria.
- accurately record all assessment decisions.
- provide feedback to learners, identifying which criteria have been achieved and giving opportunities for improvement.
- follow up any advice from your internal verifier.

Internal Verifiers

Internal verification is the quality assurance system you should use to monitor assessment practice and decisions, ensuring that:

- assessment is consistent across the programme.
- assessment instruments are fit for purpose.
- assessment decisions accurately match learner work to the unit assessment criteria.
- standardisation of assessors takes place.

Internal Verifiers (IVs) can be anyone involved in the delivery and assessment of the programme. You cannot internally verify your own assessment. Where there is a team of assessors, it is good practice for all assessors to be involved in internally verifying each other. If there is one main person responsible for delivery and assessment, then another person will need to be identified to undertake internal verification.

IVs will:

- check the quality of assessment instruments to ensure they are fit for purpose.
- ensure an effective system of recording learner achievement is in place.
- keep accurate and up-to-date records of the internal verification process.
- advise on the appropriateness of assessment evidence regarding level, sufficiency, authenticity, validity and consistency.
- use your subject specialism to sample assessments to verify assessors' judgements, ensuring that they are consistent, fair and reliable.
- ensure your own assessment decisions are sampled when teaching on the programme.
- ensure that appropriate corrective action is taken where necessary.
- take part in the formal stages of any appeal.

4. APPEALS

If for any reason a candidate/learner disagrees with an assessment/grading decision they have the right to appeal. Please refer to the College's Complaint Policy and Procedure.

External Verification

The responsibility for arranging external verification will normally be the programme leaders, although in certain agreed instances this may be delegated to other members of the Programme Team.

In many instances specific notification of external verification activity would be provided to a central contact in the College (such as an awarding body Quality Nominee) who would then make the relevant team aware of the requirement.

Once notification has been received by the relevant Course Team, it is the responsibility of the nominated member of staff to ensure that:

- contact is made with the EV within 5 working days of notice being received.
- agreed arrangements for the EV activity are communicated to relevant staff, including managers and Head of Education
- preparation for the EV activity ensures that all required documentation is made available in a timely manner.
- all documentation being prepared for the EV activity meets the College's and awarding body requirements in relation to assessment and internal verification.
- suitable housekeeping arrangements are made for any EV who may be visiting the College.
- verbal outcomes arising from a visit be communicated to relevant staff, including managers and Head of Education
- any final report arising from the visit is circulated to all relevant staff, including members of the programme team, the lead, Quality Manager
- the report is reviewed and appropriate actions put in place to address any issues raised.