QA Level 4 Award in the External Quality Assurance of Assessment Processes and Practice (RQF)

Qualification Specification
Key Qualification Information

Qualification number: 603/14/50/3
Operational start date: 22nd May 2017
Total Qualification Time (TQT): 120
Guided Learning Hours (GLH): 90
Credit Value: 12
Number of Units: 2 mandatory units
Assessment Methods:

• Formative assessment – conducted by Trainer throughout the course
• Theory assessment – workbooks x 2, which include:
  – Assignments
  – External quality assurance sampling plan template
• Practical activities, i.e. One accompanied visit and one unaccompanied visit
Qualsafe Awards

Not only is Qualsafe Awards (QA) one of the largest Awarding Organisations (AO) in the UK, we are also the biggest AO for First Aid qualifications, making us an extremely trusted and recognisable name that employers look for when selecting a training provider.

We are recognised and regulated by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and the Northern Ireland Council for the Curriculum, Examinations and Assessment (CCEA). This means we can offer Centres an extensive range of qualification suites including First Aid; Prehospital Care; Health and Safety; Food Safety; Fire Safety; Education and Training; Manual Handling; and Health and Social Care.

With a specialist team of subject matter experts on hand to support our Centres, including A&E Consultants, doctors, paramedics, nurses, physiotherapists and specialists in the other sectors, you can be confident that you are truly working with the industry experts.

Qualification overview

This qualification forms part of the QA Education and Training suite of qualifications. The qualification and learning outcomes are based on the National Occupational Standards for Learning and Development.

This QA qualification is designed to provide Learners with the knowledge, understanding and skills to effectively quality assure vocational based qualifications. It is a knowledge and practical based qualification that requires the Learner to have access to Centres delivering regulated qualifications, through an Awarding Organisation, in order to generate the evidence required to complete this qualification.

This qualification specification provides information for Centres about the delivery of the QA Level 4 Award in the External Quality Assurance of Assessment Processes and Practice (RQF) and includes the unit information, assessment methods and quality assurance arrangements.

Objective

The objective of the qualification is to benefit the Learner by enabling them to attain the knowledge, understanding and skills to perform the role of an External Quality Assurer (EQA). It will help the Learner to:

• Develop an understanding of the principles and practices of externally assuring the quality of assessment
• Acquire the skills to externally quality assure the quality of assessment

Purpose

The purpose of this qualification is to confirm occupational competence, as an EQA, to the standards required.

Intended audience

This qualification is intended for those who maintain the quality assurance of assessment from outside an organisation (training provider/approved Centre), usually on behalf of an AO.

Structure

This qualification contains 2 mandatory units with a Total Qualification Time (TQT) of 120 hours. Full details of these units are in Appendix 1.

Learners must complete all assessments in both units successfully within the registration period to achieve the qualification. The maximum period to achieve this qualification, including any referrals is 24 months.
TQT is the total number of hours required for a Learner to achieve this qualification. It has 2 elements:

- Guided Learning Hours (GLH) is the time a Learner is being taught and assessed under the immediate guidance of a Trainer, which for this qualification is 90 GLH (minimum), and
- The number of hours a Learner will reasonably be likely to spend in preparation and study as directed by but not under the immediate guidance or supervision of a Trainer, e.g. pre-course reading, research, evidence gathering, etc. which for this qualification is 30 hours

**Recognition of Prior Learning (RPL)**

RPL is a process for recognising learning from previous training, qualifications or experience to avoid duplication of learning. It considers whether a Learner can demonstrate and prove that they meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.

RPL evidence must be: valid, reliable, authentic, current, sufficient.

It is the Centre’s responsibility to make sure they do not disadvantage a Learner or compromise the integrity of the qualification when using the RPL process. If sufficient understanding of a subject is in doubt training must take place.

RPL must be current, i.e. within 3 years. RPL should only be used as rationale for a reduction in total qualification time, the Learner must still undertake assessment of all learning outcomes and criteria of the qualification in order to gain an up-to-date qualification certificate.

Evidence of prior training submitted for RPL consideration must be authenticated by the Centre; a certificate is not valid without referenced learning outcomes or evidence from the original training provider.

**Entry requirements**

Learners must be at least 19 years old on the first day of the training.

Learners must hold a recognised assessing qualification, such as:

- D32/D33 Assess Candidates Performance/Assess Candidates Using a Different Range of Methods
- A1 Assess Candidate Performance Using a Range of Methods, or
- Level 3 Certificate in Assessing Vocational Achievement, or
- Level 3 Award in Assessing Competence in the Work Environment and above

And must hold a recognised Internal Quality Assurance qualification, such as:

- Level 4 Award In the Internal Quality Assurance of Assessment Processes and Practice
- V1 Conduct External quality assurance of the assessment process
- D34 Externally verify the assessment process

Learners must have access to Centres delivering regulated qualifications, through an Awarding Organisation, in order to generate the evidence required to complete this qualification.

There are no other formal entry requirements but to benefit from the learning we advise that Learners have a minimum of Level 2 in literacy and numeracy or equivalent.

**Progression**

The QA Level 4 Award in the External Quality Assurance of Assessment Processes and Practice (RQF) may support entry to a career in external quality assurance and also provide further progression to being a Lead EQA in an education and training setting.
Requalification requirements
It is not a requirement to renew this qualification, however we recommend holders keep up to date with current practice in assessment and quality assurance through regularly participating in continuing professional development (CPD).

Qualification approval requirements

Qualsafe Awards require the Centre to:

- Have appropriate policies, systems and procedures in place
- Appoint suitable individuals from their personnel team to train, assess and quality assure their QA qualifications, and
- Have suitable and adequate venues, equipment and learning resources

In order to secure and maintain approval from QA, Centres need a minimum staffing requirement for each qualification suite they deliver, which for this qualification is:

<table>
<thead>
<tr>
<th>One Trainer/Assessor</th>
<th>Responsible for the delivery and assessment of qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Internal Quality Assurer</td>
<td>Responsible for quality assuring the delivery, assessment and awarding of this qualification</td>
</tr>
</tbody>
</table>

QA requires the Centre staff to read and understand QA's key policies and procedures, and to abide by their contents.

Trainers
All Trainers should have the skills, knowledge and experience to be able to teach and assess the subject. Each Trainer must be approved by QA and provide evidence of:

- A teaching or training qualification, see Teaching qualifications table
- A recognised assessing qualification, see Assessing qualifications table
- A recognised external quality assurance qualification, see External quality assurance qualifications table
- Experience as a qualified quality assurance practitioner of carrying out external quality assurance of qualifications for a minimum of 2 assessors
- Have up-to-date working knowledge and experience of best practice in assessment and quality assurance, and
- Current evidence of continuing professional development in assessment and quality assurance.

### Teaching qualifications

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>B.Ed – Bachelor of Education</td>
<td>CTLLS – Certificate in Teaching in the Lifelong Learning Sector</td>
</tr>
<tr>
<td>Cert Ed – Certificate Education</td>
<td>DTLLS – Diploma in Teaching in the Lifelong Learning Sector</td>
</tr>
<tr>
<td>Further and Adult Education Teacher’s Certificate</td>
<td>Level 4 Certificate in Education and Training (RQF or QCF)</td>
</tr>
<tr>
<td>M.Ed – Master of Education</td>
<td>Level 5 Diploma in Education and Training (RQF or QCF)</td>
</tr>
<tr>
<td>PGCE – Postgraduate Certificate in Education</td>
<td>S/NVQ Level 4 in Learning and Development</td>
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</table>

If relevant qualifications or experience do not appear on this list, please provide us with details as alternatives may be acceptable.
## Assessing qualifications

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Required Skill/Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3 Certificate in Assessing Vocational Achievement</td>
<td>A1 Assess candidate performance using a range of methods</td>
</tr>
<tr>
<td>Level 3 Award in Assessing Competence in the Work Environment</td>
<td>D32 Assess candidate performance and D33 Assess candidate using differing sources of evidence</td>
</tr>
</tbody>
</table>

If relevant qualifications or experience do not appear on this list, please provide us with details as alternatives may be acceptable.

## External quality assurance qualifications

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Required Skill/Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 4 Award in the External Quality Assurance of Assessment Processes and Practice</td>
<td>V2 Conduct external quality assurance of the assessment process</td>
</tr>
<tr>
<td>Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice</td>
<td>D35 Externally verify the assessment process</td>
</tr>
</tbody>
</table>

If relevant qualifications or experience do not appear on this list, please provide us with details as alternatives may be acceptable.

## Internal Quality Assurers

All IQAs should have the skills, knowledge and experience to be able to internally quality assure this subject. Each IQA must be approved by QA and provide evidence of:

- A recognised assessing qualification, see Assessing qualifications table above
- A recognised internal quality assurance qualification, see Internal quality assurance qualifications table below
- A recognised external quality assurance qualification, see External quality assurance qualifications table above
- Experience as a qualified quality assurance practitioner of carrying out internal quality assurance of qualifications for a minimum of 2 assessors, and
- Have up-to-date working knowledge and experience of best practice in assessment and quality assurance
- Current evidence of continuing professional development in assessment and quality assurance.

## Internal quality assurance qualifications

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Required Skill/Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>D34 Internally verify the assessment process</td>
<td>V1 Conduct internal quality assurance of the assessment process</td>
</tr>
<tr>
<td>Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice</td>
<td>Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice</td>
</tr>
</tbody>
</table>

If relevant qualifications or experience do not appear on this list, please provide us with details as alternatives may be acceptable.

Full details of the Centre’s requirements for internal quality assurance are in the QA Centre Quality Assurance Guidance.

Note: IQAs cannot quality assure a course for which they were the Trainer and/or Assessor.

## Venue and equipment

Quality training involves using premises conducive to learning and it is a Centre’s responsibility to make sure all venues used for training and assessment purposes are suitable and adequate – whether these are hired or in-house training rooms. They must also comply with all current legislation.
In addition, it is important to use a wide range of equipment and learning resources to support delivery.

As a minimum, Centres must make sure their venues, equipment and other resources include:

<table>
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<tr>
<th>Area</th>
<th>Requirements:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training venue</td>
<td>The training venue must meet acceptable health and safety standards and be conducive to learning, with sufficient: Size, floor surfaces, seating, writing surfaces, toilet facilities, ventilation, lighting, heating, access, exits, cleanliness, absence of distracting noise.</td>
</tr>
<tr>
<td>Audio visual (AV) equipment and training aids</td>
<td>Sufficient AV equipment and training aids to facilitate learning using varying teaching methods.</td>
</tr>
<tr>
<td>Learning materials</td>
<td>Provide Learners with clear and accurate reference books/handouts covering the topics included in the qualification.</td>
</tr>
</tbody>
</table>

**Course/Centre administration**

**Registering Learners**

Register Learners with QA in accordance with the guidance in the QA Centre Handbook.

**Certification**

After a Learner has completed an assessment, unit or qualification, whether they have passed or not, Centres must enter the details and assessment results on the Customer Portal at: www.qualsafeawards.org

Centres will be given login details and guidance on using the Customer Portal when they are approved to deliver a QA qualification.

The Learner receives a certificate on achieving this qualification.

The certificate date is the date the Learner achieves the final unit.

**Delivery and support**

**Learner to Trainer ratio**

To maintain the quality of training and assessment, make sure the class ratio is no more than 12 Learners to 1 Trainer.

Note: You should never allow more Learners on the course than you can cater for during the assessment.

**Delivery plan**

Centres should consider the mode of delivery (full time, part time, evening, blended learning, etc.), which must accommodate Learners being involved in live external quality assurance activities.

Centres are encouraged to use electronic media in the delivery and assessment of this qualification. Media can include the use of digital and video recordings, electronic communication methods such as email and multimedia presentations, use of blogs and webcams to support Learners and the use of mobile devices such as laptops, smartphones and palm devices.

Centres must submit their own delivery plan and have it approved by us before delivering this qualification.

The delivery plan should:

- Include a course timetable, clearly showing the required subjects and criteria/learning outcomes are covered and the minimum 90 guided learning hours are met
QA Level 4 Award in the
External Quality Assurance of Assessment Processes and Practice (RQF)

- Be carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments
- Be emailed to: info@qualsafeawards.org

Learning materials
Centres must provide each Learner with access to suitable learning materials to support their progress through the qualification.

Ongoing support
QA Centres should provide appropriate levels of support to Learners throughout the qualification. The purpose of the support is to:
- Assess knowledge and competence in relation to learning outcomes and the detailed assessment criteria of the units within the qualification, see Appendix 1
- Give Learners feedback on their progress and how they might be able to improve

Assessment

Methods
QA has devised assessment tools to make sure Learners gain the required knowledge, skills and understanding, as detailed in the learning outcomes and assessment criteria shown in the Appendix 1.

Centres should download 1 Learner Workbook per Learner, per unit, from the Customer Portal in advance of the course. For this qualification the following assessment methods are:
- Formative assessments – a range of informal assessment procedures employed by the Trainer/Assessor during the learning process to measure each Learner’s knowledge, skills and understanding related to the assessment criteria
- There are 2 Learner Workbooks, 1 for each unit:
  - Unit 1: theory task, supporting the underpinning knowledge contained within the unit
  - Unit 2: professional discussion based task and theory based tasks supporting the underpinning knowledge contained within the unit along with practical activities relating to externally quality assuring assessment

However, even when a Learner achieves this minimum, Trainers are still expected to make a professional judgement as to whether that Learner has achieved all the assessment criteria. Trainers should use all assessment evidence available, including formative and practical assessments, to reach this judgement.

Note: Centres should download a Learner Workbook, 1 per Learner, per unit, from the Customer Portal in advance of the course. The uniquely numbered workbooks give each Learner a unique identifier for our computer systems.

Centres should provide each Learner with the QA supplied assessment materials. Centres may use alternative assessment materials but these must be approved by QA prior to use, which should be submitted 20 working days before the course. Alternative assessments, and assessment guidance, must be comparable and supported by comprehensive mapping to show how they fully meet the learning outcomes and assessment criteria for the qualification in accordance with Ofqual level descriptors (at level 3).
Access to assessment

Qualsafe Awards is committed to equality when designing the assessments for this qualification. Centres can make sure they do not unfairly exclude the assessment needs of a particular Learner by following the QA Access to Assessment Policy to determine whether it is appropriate to make a:

- Reasonable adjustment or
- Special consideration

When a reasonable adjustment is made or requested, e.g. written or theory assessment delivered verbally, Centres must complete a Reasonable Adjustment Form and send it to QA with any relevant supporting evidence. Centres should retain a copy of this form for their own records.

Learners may be eligible for special consideration if they have been affected by adverse circumstances beyond their control. A Special Consideration Request Form should be completed and sent to QA for consideration with along supporting evidence prior to implementation. Centres should retain a copy of this form for their own records.

Note: If you have any suggestions for improvements, please let us know.

Learners should be informed about Centre’s and QA’s appeals procedures and how they can access these.

Quality assurance

Centre internal quality assurance

The Centre is required to sample a reasonable amount of assessments as part of the quality assurance of the qualification. This standardisation of assessment across Trainers and Assessors is to ensure there is fairness and consistency in assessment practices. The arrangements for this should be included in the Centre’s approved internal quality assurance policy.

Centres must retain all Trainee IQA documents and records for a period of 3 years and make sure these are available for review by QA or our representatives, e.g. EQAs, on request.

Qualsafe Awards external quality assurance

QA operates a system of ongoing monitoring, support and feedback for approved Centres across the United Kingdom.

Centres are required to inform Qualsafe Awards (via email to: qualityassurance@qualsafeawards.org) of all courses using the Course Notification Form, prior to delivery (ideally a minimum of 7 working days), to enable implementation of the EQA strategy for this qualification. The Course Notification Form can be found in the Downloads Section of both the QA Portal and QA Website.

QA employs a risk based model to decide the frequency of EQA visits and each approved Centre will receive at least 1 EQA visit within a 3 year cycle.

Further details of the QA external quality assurance programme are available in the QA Centre Quality Assurance Guidance.
Further information

Contact us

If you have any queries or comments we would be happy to help you, contact us:

Email: info@qualsafeawards.org
Tel: 0845 644 3305

Useful addresses and websites

- Qualsafe Awards, City View, 3 Wapping Road, Bradford, BD3 0ED
  www.qualSAFEawards.org/home
- Scottish Qualifications Authority (SQA) Accreditation: http://accreditation.sqa.org.uk
- Qualifications Wales: http://www.qualificationswales.org
- Education and Training Foundation: www.ET-Foundation.co.uk
- Excellence Gateway: www.excellencegateway.org.uk
- FE Advice: Becoming a Further Education teacher: www.feadvice.org.uk
- FE News – Further Education College and Training Provider Magazine: www.fenews.co.uk
- The National Institute of Adult Continuing Education (NIACE): www.niace.org.uk
- TES online network of teachers and resources: www.tes.co.uk
## Appendix 1 – Qualification units

**Qualification unit 1**

The QA Level 4 Award in the External Quality Assurance of Assessment Processes and Practice (RQF) has 2 units Learners are required to complete in order to achieve the qualification.

<table>
<thead>
<tr>
<th>Title:</th>
<th>Understanding the principles and practices of externally assuring the quality of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLH:</td>
<td>45</td>
</tr>
<tr>
<td>Level:</td>
<td>4</td>
</tr>
<tr>
<td>Credit value:</td>
<td>6</td>
</tr>
</tbody>
</table>

### Learning outcomes

**The Learner will:**

1. Understand the context and principles of external quality assurance
   - **Assessment criteria**
     - **The Learner can:**
       - 1.1 Analyse the functions of external quality assurance of assessment in learning and development
       - 1.2 Evaluate the key concepts and principles of external quality assurance of assessment
       - 1.3 Evaluate the roles of practitioners involved in the quality assurance process
       - 1.4 Explain the regulations and requirements for external and internal quality assurance in own area of practice

2. Understand how to plan the external quality assurance of assessment
   - **Assessment criteria**
     - **The Learner can:**
       - 2.1 Evaluate the importance of planning and preparing external quality assurance activities
       - 2.2 Explain what an external quality assurance plan should contain
       - 2.3 Summarise the preparations that need to be made for external quality assurance, including:
         - Information collection
         - Communications
         - Administrative arrangements
         - Resources
       - 2.4 Explain how to adapt external monitoring and evaluation approaches to meet customer need without compromising quality standards

3. Understand how to externally evaluate the quality of assessment and internal quality assurance
   - **Assessment criteria**
     - **The Learner can:**
       - 3.1 Explain the procedures for externally monitoring and evaluating internal quality assurance arrangements and practices
       - 3.2 Interpret the requirements for externally monitoring and evaluating internal assessment arrangements and practices
       - 3.3 Evaluate different techniques for externally sampling evidence of assessment, including those that use technology

4. Understand how to externally maintain and improve the quality of assessment
   - **Assessment criteria**
     - **The Learner can:**
       - 4.1 Critically compare the types of feedback, support and advice that internal assessment and quality assurance staff may need to maintain and improve the quality of assessment
       - 4.2 Evaluate standardisation requirements relevant to the external quality assurance of assessment
       - 4.3 Explain the importance of providing feedback, support and advice to internal assessment and quality assurance staff that is consistent with standardisation requirements
       - 4.4 Explain the relevant procedures to follow when there are disputes concerning quality assurance and assessment

5. Understand how to manage information relevant to the external quality assurance of assessment
   - **Assessment criteria**
     - **The Learner can:**
       - 5.1 Evaluate requirements for information management, data protection and confidentiality in relation to the external quality assurance
5. Understand the legal and good practice requirements for the external quality assurance

| 6.1 Evaluate legal issues, policies and procedures that are relevant to external quality assurance, including those for health, safety and welfare |
| 6.2 Critically compare different ways in which technology can contribute to external quality assurance |
| 6.3 Evaluate requirements for equality and diversity and, where appropriate, bilingualism, in relation to the external quality assurance of assessment |
| 6.4 Explain the value of reflective practice and continuing professional development in relation to external quality assurance |

Assessment requirements

Delivery
The aim of this unit is to assess knowledge and understanding of the principles and practices that underpin the external quality assurance of assessment.

Assessment
All learning outcomes in this unit must be assessed using methods appropriate to the assessment of knowledge and understanding.

There must be valid, authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one assessment criterion.

Further guidance can be found in The Education & Training Foundation Qualification Guidance.
Qualification unit 2

<table>
<thead>
<tr>
<th>Title:</th>
<th>Externally assure the quality of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLH:</td>
<td>45</td>
</tr>
<tr>
<td>Level:</td>
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<td>Credit value:</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Learning outcomes</th>
<th>Assessment criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Learner will:</td>
<td>The Learner can:</td>
</tr>
<tr>
<td>1. Be able to plan the external quality assurance of assessment</td>
<td>1.1 Plan procedures for the external quality assurance of assessment</td>
</tr>
<tr>
<td></td>
<td>1.2 Communicate procedures for external quality assurance to the organisations and individuals concerned</td>
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<tr>
<td></td>
<td>1.3 Ensure arrangements and resources are in place for external monitoring and evaluation</td>
</tr>
<tr>
<td>2. Be able to externally evaluate internal quality assurance and assessment</td>
<td>2.1 Carry out monitoring activities to quality requirements</td>
</tr>
<tr>
<td></td>
<td>2.2 Evaluate the quality of internal quality assurance systems</td>
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<tr>
<td></td>
<td>2.3 Evaluate the quality of internal administrative arrangements</td>
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<tr>
<td></td>
<td>2.4 Evaluate the quality of internal staffing and internal staff expertise and competence</td>
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<tr>
<td></td>
<td>2.5 Determine whether assessment arrangements, methods and decisions meet quality requirements</td>
</tr>
<tr>
<td>3. Be able to maintain and improve internal quality assurance processes</td>
<td>3.1 Provide staff with feedback, advice and support which help them maintain and improve the quality of assessment</td>
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<td></td>
<td>3.2 Apply procedures for the standardisation of assessment practices and outcomes</td>
</tr>
<tr>
<td>4. Be able to manage information relevant to the external quality assurance of assessment</td>
<td>4.1 Apply procedures for recording, storing and reporting information relating to external quality assurance</td>
</tr>
<tr>
<td></td>
<td>4.2 Apply procedures to maintain confidentiality of information relating to external quality assurance</td>
</tr>
<tr>
<td>5. Be able to maintain legal and good practice requirements when externally monitoring and maintaining the quality of assessment</td>
<td>5.1 Apply relevant policies, procedures and legislation in relation to external quality assurance, including those for health, safety and welfare</td>
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<tr>
<td></td>
<td>5.2 Apply requirements for equality and diversity and, where appropriate, bilingualism, in relation to external quality assurance</td>
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<tr>
<td></td>
<td>5.3 Critically reflect on own practice in externally assuring the quality of assessment</td>
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<tr>
<td></td>
<td>5.4 Maintain the currency of own expertise and competence as relevant to external quality assurance</td>
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</table>

Assessment requirements

Delivery
The aim of this unit is to assess the performance of a learning and development practitioner with responsibility for the internal quality assurance of assessment – usually an internal quality assurer.

Assessment
All learning outcomes in this unit must be assessed using methods appropriate to the Trainee EQA's performance. These must include:

• observing performance
• examining products of work
• questioning

Direct evidence of this kind may be supplemented, where necessary, by professional discussion, reflective accounts or witness testimony.

Simulations are not allowed.

There must be valid, authentic and sufficient evidence for all the assessment criteria. Holistic assessment is encouraged and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Evidence must come from performance in the work environment. There must be evidence of carrying out at least two external Centre visits, including the preparation for and actions after the actual visit itself.

Further guidance can be found in The Education & Training Foundation Qualification Guidance.