

## Standard 11

## *Internally monitor and maintain the quality of assessment*

### What this standard is about

This standard is about monitoring assessment processes and decisions within an organisation, and helping to maintain and improve the quality of assessment.

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### Terminology

Within this standard the following explanations and examples apply.

Assessment method	For example, observation, questioning, checking products of work, setting assignments
Candidate	The learner being assessed
Equality	A state of fair treatment that is the right of all people regardless of differences in culture, ability, gender race, religion, wealth, sexual orientation, or any other group characteristic
Diversity	Acknowledging that each individual is unique, and recognizing our individual differences in culture, ability, gender, race, religion, wealth, sexual orientation, or any other individual characteristic
Organisation	For example, an awarding organisation, internal department or any other organisation involved in assessment.
Reliable	Consistently achieves the same results with the same (or similar) group of learners
Requirements for their role	This could include holding an assessor qualification and/or being expert in the subject being assessed
Sufficient	Enough evidence as specified in Evidence Requirements or Assessment Strategy.
Valid	Relevant to the criteria against which the candidate is being assessed.

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## Internally monitor and maintain the quality of assessment

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### Performance criteria

#### Learning and development practitioners:

- 11.1  
Plan and prepare monitoring activities according to the requirements of own role
- 11.2  
Determine whether assessment processes and systems meet and operate according to quality requirements
- 11.3  
Check that assessors meet the requirements for their role
- 11.4  
Check that assessments are planned, prepared for and carried out according to agreed procedures
- 11.5  
Check that assessment methods are safe, fair, valid and reliable
- 11.6  
Check that assessment decisions are made using specified criteria
- 11.7  
Compare assessor decisions to ensure they are consistent
- 11.8  
Provide assessors with feedback, advice and support to help them maintain and improve

### Knowledge and understanding

#### Learning and development practitioners know and understand:

- KU1  
The current quality requirements for assessment processes and systems in their area of responsibility
- KU2  
The key concepts and principles of quality assurance
- KU3  
The key concepts and principles of assessment
- KU4  
The role of the assessor and the relevant requirements of the role
- KU5  
The roles of those involved in maintaining the quality of assessment and the relevant requirements of these roles
- KU6  
The agreed procedures for planning, preparing for and carrying out assessments
- KU7  
Techniques for sampling evidence of assessment, including making appropriate use of technology
- KU8  
Appropriate criteria for judging the quality of the assessment process
- KU9  
How to ensure the health and safety of

their assessment practice

11.9

Work with others to ensure the standardisation of assessment practice and outcomes

11.10

Follow agreed procedures when there are significant concerns about the quality of assessment

11.11

Follow agreed procedures for the recording, storing, reporting and confidentiality of information

the learner is maintained during assessment

KU10

The uses, benefits and drawbacks of different assessment methods

KU11

The types of feedback, support and advice that assessors need and how to meet these needs

KU12

Issues related to equality, diversity and if relevant, bilingualism, that may affect assessment and quality assurance, and how to address these

KU13

Procedures to follow when there are concerns about the quality of assessment: when and how to use them

KU14

Standardisation processes and how to co-ordinate and contribute to these

KU15

The procedures to follow when there are disputes concerning assessment and quality assurance

KU16

Procedures to follow when planning and preparing for, carrying out and recording monitoring activity

KU17

The requirements for information management, data protection and confidentiality in relation to assessment and quality assurance

KU18

The value and purpose of continuing professional development for assessment and quality assurance practitioners