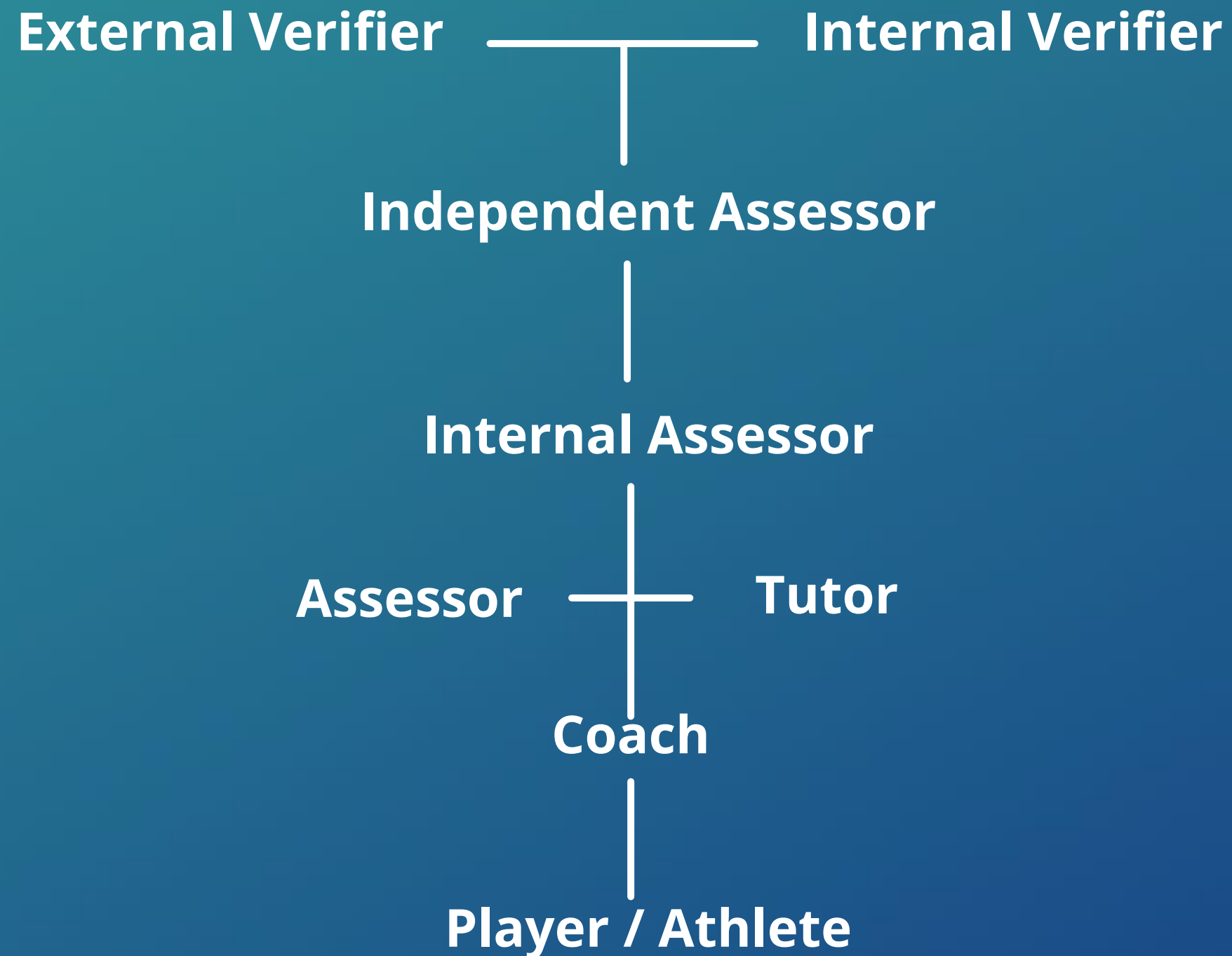


# Roles within a quality assurance system

Guidance for learners



# Quality Assurance Structure



# Key roles

- **Assessor**
- **Internal verifier**
- **External verifier**

# Role of the Assessor

- Create a positive and safe climate/environment
- Assess against criteria
- Unobtrusive
- Negotiate and communicate with the coaches about the assessment
- Prepare
- Explain simply and clearly the process
- Empathetic and understanding about concerns or lack of understanding
- Assess in a systematic and trusted way
- Show no favouritism or pre-judgment
- Be fair
- Do NOT exercise authority

# Role of the Internal Verifier

- Works within the recognised Centre
- Verifies assessment activity
- Supports and develops assessors and tutors
- Manages quality of delivery
- Liaison with the Awarding body through the External Verifier
- Leads and facilitates standardisation of delivery and assessment
- Ensure safe and correct practice
- Internally verifies all assessment activity in accordance with agreed strategy
- Implements policies – Equal opps, appeals etc

# Role of the External Verifier

- Works for the Awarding Body
- Verifies activity and/or administrative systems
- Direct claims
- Ongoing monitoring
- Supports and develops assessors and tutors
- Verifies quality of delivery
- Liaison with the Recognised Centre through the Internal Verifier, Quality Controller and Centre Administrator
- Ensure safe and correct practice