

## WAMITAB Level 4 Award in Externally Assuring the Quality of Assessment Processes and Practice

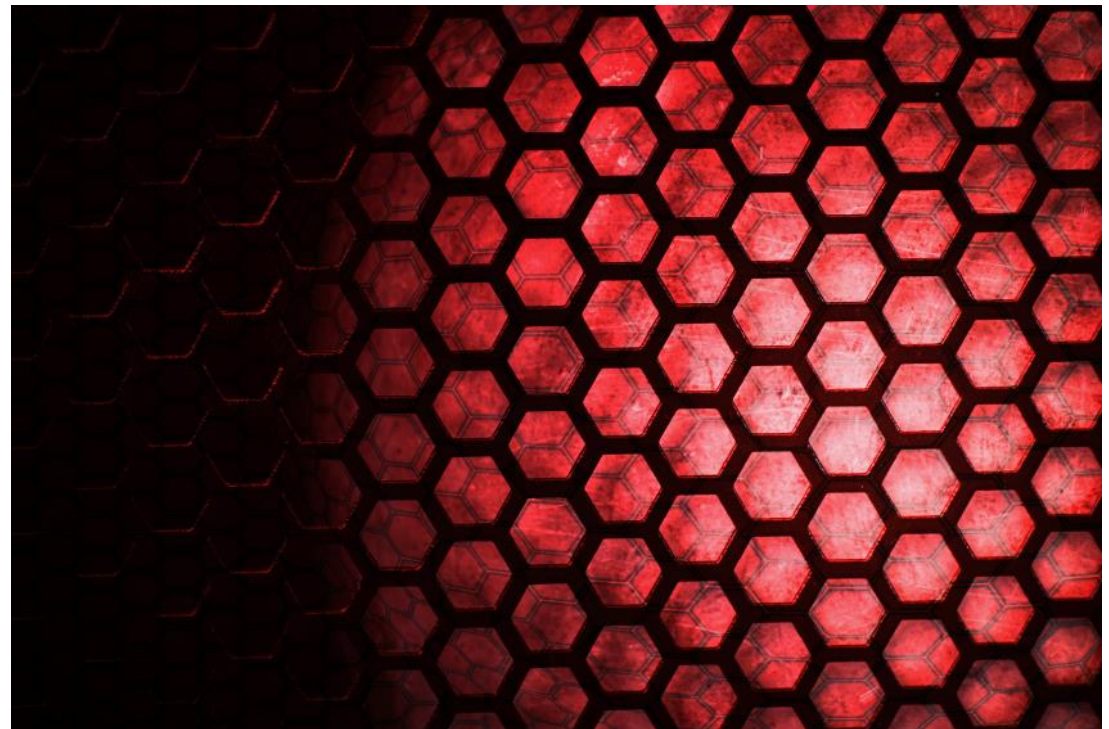
*Guided Learning Hours: 75*

*Total Qualification time: 120*

*Total Credits: 12*

*Qualification Code: 600/2328/4*

*WAMITAB Code: EAQ4*



*Version 2, August 2017*

## About WAMITAB and this Qualification Handbook

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### About WAMITAB

WAMITAB is an awarding organisation and charity that develops qualifications for those working in resource management and recycling; cleaning; street cleansing; facilities management; and parking from operative through to management level.

Since it was formed in 1989, WAMITAB has evolved in line with the convergence between the sectors with a clear focus on promoting and supporting environmental sustainability. With over 120 qualification pathways and 70 quality assured centres, WAMITAB offers an unrivalled specialist network to support staff development.

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### Equal Opportunities

WAMITAB supports the principles of equal opportunities and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability or sexual orientation.

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### The Purpose of this Qualification Handbook

Welcome to your WAMITAB Qualification Handbook. This will help you to complete your WAMITAB Level 4 Award in Externally Assuring the Quality of Assessment Processes and Practice. It contains:

- The units you need to achieve to complete your qualification.
- Information about your responsibilities as a candidate.
- Reference information covering each learning outcome and assessment criteria.
- Activities you can use to test your understanding.
- Forms you can use to record and organise your evidence.

## Candidate Information

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**Name**

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**WAMITAB Candidate Number**

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**Registration Date**

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**Enrolment Date**

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**Centre Name**

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**Centre Address**

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**Centre Contact**

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**Assessor Name**

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## Frequently Asked Questions

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### **What is a qualification?**

A qualification is nationally recognised, based on National Occupational Standards and gained in the workplace. Achieving your qualification demonstrates that you can work to the standards expected by employers in your industry.

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### **What is the objective of this qualification?**

This qualification is intended to develop the knowledge and skills of those who maintain the quality of assessment from outside an organisation or assessment centres, usually on behalf of an awarding organisation.

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### **Who is it for?**

Individuals that want to externally quality assure assessment decisions.

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### **What are the entry requirements of this qualification?**

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 4 Award in Externally Assuring the Quality of Assessment Processes and Practice do not require any other qualifications or levels of attainment in order to take this qualification.

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### **What job role could this qualification lead to or support?**

This qualification covers all the essential knowledge and understanding that assessors or quality assurance staff require to undertake competent assessment practice.

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### **What do I need to achieve?**

You will need 12 credits from the two mandatory units to complete the qualification.

#### **Mandatory Unit Group**

- 501: Understanding the principles and practices of externally assuring the quality of assessment
  - 502: Externally assure the quality of assessment
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### **What is a unit?**

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

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- Learning outcomes: describe what tasks you will be able to do as a result of learning.
  - Assessment criteria: describe what activities you will need to do and what you must know to complete each task.
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### **What is an approved WAMITAB Centre?**

You will gain your award through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your award will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

- Register you with WAMITAB.
  - Provide a candidate registration number.
  - Apply for your certificate when you have completed your qualification or units.
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### **How long will it take?**

There is no time limit set by WAMITAB for you to complete your qualification, but your centre may have some requirements that they will explain to you.

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### **Who will help me achieve my qualification?**

The following people at the approved WAMITAB centre will help you to achieve your qualification.

#### **Your Assessor**

The assessor is the person you will have the most contact with as you work towards your qualification. They will:

- Help you identify any training you need.
- Help you plan your workload and organise your evidence.
- Observe you carrying out your job in the workplace over a period of time.
- Ask questions about the work you do.
- Make decisions about your evidence.
- Judge when you are competent.
- Provide feedback.

#### **Internal Quality Assurer**

The internal quality assurer maintains the quality of assessment within the centre.

#### **External Quality Assurer**

An external quality assurer is employed by WAMITAB to ensure that your centre meets the required national standards for quality and assessment.

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### What are my responsibilities as a candidate?

As a candidate you will need to:

- Provide your centre with your personal details so they can register you with WAMITAB
- Comply with WAMITAB learner code of conduct for multiple choice tests
- Comply with health and safety law and regulations

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### What steps will I need to take to complete my qualification?

1. **Planning:** Your assessor will tell you about the mandatory units of the qualification and will help you to select relevant optional units.
2. **Evidence:** You will gather evidence for your portfolio (see next question for types of evidence).
3. **Feedback:** Your assessor will provide regular feedback on your progress and will arrange for additional training if needed. When your assessor confirms you are competent after an assessment, it will be recorded in your handbook.
4. **Achievement:** Once you have completed all the units and gathered all the evidence you need, your centre will apply for your WAMITAB certificate.

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### What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification are:

- **Observation (O):** Direct observation or witness testimony where direct observation is not possible. Where this evidence type has been suggested against Assessment Criteria which require the candidate to explain or describe, the assessor must hear or observe the explanation/description (directly or being delivered to others) or see it in writing. The assessor must not infer that the candidate can explain/describe based purely on observation.
- **Question and Answer (Q/A):** candidate statements, verbal questioning, professional discussion, written questions, product evidence supported by questioning
- **Simulation / Realistic working environment (S/R):** Should be used as a last resort where allowed. Please see the Assessment Strategy for further information.

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### Where do I go if I need more information about my qualification and assessments?

- Your assessor
- Your qualification workbook
- WAMITAB (01604 231950/ [www.wamitab.org.uk/info.admin@wamitab.org.uk](http://www.wamitab.org.uk/info.admin@wamitab.org.uk))

## Useful Words

### **Approved Centre**

WAMITAB Centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers and prisons.

### **Assessment Criteria**

These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.

### **Assessor**

A person who works with the Approved Centre to assess your competence against the standards set within the qualification. Assessors are qualified and experienced in the subject of the qualification you are registered for, and have the skills to plan and carry out your assessments. They will make judgments of your competence, based on the evidence you provide, and give feedback.

### **Competence**

Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.

### **Evidence**

You need to collect evidence to prove that you are competent as required by the standards set in the units of the qualification. There are different types of evidence, ranging from an assessor observing your work, question and answers, assignments and tests. Evidence can also be presented using photographs, audio and video files. Each unit gives guidance as to what is expected and acceptable evidence. Evidence must be authentic and your own work.

### **External Quality Assurer**

This is an expert employed by WAMITAB to monitor, review and advise Approved Centres. The External Quality Assurer regularly visits the Approved Centre to check that all assessments are carried out correctly, to the same standard, and that all paperwork is maintained accurately and consistently. External Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for. They therefore have the skills to check that the Approved Centre is operating properly and has all of the systems in place to deliver the qualification.



### **Internal Quality Assurer**

A person who works with the Approved Centre to make sure that the assessment is carried out correctly, and that all administration of the assessment is properly managed. Internal Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for, and have the skills to verify the work of the assessor for accuracy, quality and consistency.

### **Learner**

A person who is registered to work towards achievement of a qualification – i.e. you!

### **Learning Outcome**

These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.

### **Portfolio**

This is a place where you will collect evidence to demonstrate your competence. A portfolio could be either hard-copy or electronic, but this will need to be agreed with the Approved Centre in advance. The evidence held in your portfolio must be your own work, and be clearly referenced to the units of the qualification.

### **Unit – Mandatory and Optional**

Units form the building blocks of all qualifications that are nationally regulated. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.

### **Vocational**

A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

### **WAMITAB**

An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management and parking. WAMITAB is responsible for ensuring the on going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training and course materials

## Unit Terms

### **Analyse**

Look at something (for example a process) and use given classifications or principles to gain a further understanding.

### **Apply**

Put something into action – a “doing” task which requires “real” evidence from a workplace scenario.

### **Compare**

Look at the characteristics of an item or activity and note the similarities and differences. This is more often used at level 1 and 2.

### **Critically Compare**

Look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, this can include the use of the comparison in context as the basis for decision making. This is generally used at level 3 and above.

### **Demonstrate**

A doing verb which requires you to actually do what the assessment criteria requires. You will have to provide evidence of which clearly shows you applying your knowledge and skills to meet the requirements of the assessment criteria. The evidence for this can involve getting someone to take a picture of you completing the task or discussing the task with an assessor and recording the discussion using documentation, video, etc. Remember that it is not enough to just write about it unless the task requires this type of written evidence.

### **Describe**

Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.

### **Determine**

To find out or decide. This may involve research, following a set of procedures or carrying out a series of calculations to find a solution.

### **Develop**

Build a process or activity or understanding either from scratch or using an existing product to create something workable.

### **Differentiate/ Distinguish**

Look at the characteristics of an item or situation/ activity and explain the differences.

### **Evaluate/Justify**

You must look at whatever the required content/process is and suggest other relevant, significant or possible outcomes. It is the process of exploring, checking and suggesting a likely outcome with reasons.

### **Explain**

Provide a comprehensible answer that shows an understanding of the content/process mentioned. Your answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.

### **Identify**

For most assessment criteria this requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At levels 4, 5 and 6 this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.

### **Implement**

Putting something into practice after the development process has taken place. This ensures that the product/process is actually employed and/or used by self and others during work activities.

### **List**

Produce a number of relevant items which apply to the question. Further description is not required.

### **Manage**

After a development process ensure that the product/process works using relevant management techniques.

### **Recognise**

Be aware of, familiar with and able to identify an activity or product.

# Mandatory Units

### 501: Understanding the principles and practices of externally assuring the quality of assessment

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Understand the context and principles of external quality assurance	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	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 activities, including: <ul style="list-style-type: none"> <li>• Information collection</li> <li>• Communications</li> <li>• Administrative arrangements</li> <li>• Resources</li> </ul>			
	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	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	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 external quality assurance	5.1. Evaluate the requirements for information management, data protection and confidentiality in relation to external quality assurance			
6. Understand the legal and good practice requirements relating to 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			

### 502: Externally assure the quality of assessment

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Be able to plan the external quality assurance of assessment	1.1. Plan procedures for the external quality assurance of assessment			
	1.2. Communicate procedures for external quality assurance to the organisations and individuals concerned			
	1.3. Ensure arrangements and resources are in place for external monitoring and evaluation			
2. Be able to externally evaluate internal quality assurance and assessment	2.1. Carry out monitoring activities to quality requirements			
	2.2. Evaluate the quality of internal quality assurance systems			
	2.3. Evaluate the quality of internal administrative arrangements			
	2.4. Evaluate the quality of internal staffing and internal staff expertise and competence			
	2.5. Determine whether assessment arrangements, methods and decisions meet quality requirements			
3. Be able to maintain and improve internal quality assurance processes	3.1. Provide staff with feedback, advice and support which help them maintain and improve the quality of assessment			
	3.2. Apply procedures for the standardisation of assessment practices and outcomes			
4. Be able to manage information relevant to the external quality assurance of assessment	4.1. Apply procedures for recording, storing, reporting information relating to external quality assurance			
	4.2. Apply procedures to maintain confidentiality of information relating to external quality assurance			
5. Be able to maintain legal and good practice requirements when externally monitoring and maintaining the quality of assessment	5.1. Apply policies, procedures and legislation relevant to the external quality assurance of assessment, including those for health, safety and welfare			
	5.2. Apply requirements for equality and diversity and, where appropriate, bilingualism, to the external quality assurance of assessment			
	5.3. Critically reflect on own practice in externally assuring the quality of assessment			

	5.4. Maintain the currency of own expertise and competence as relevant to external quality assurance			
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