



Chartered Institute of Housing Awarding Organisation

Internal Verification Guidance

Printed February 2010



The Chartered Institute of Housing (CIH) is the Professional Body for People who work in Housing.
The CIH is an accredited Awarding Organisation and a Registered Charity No. 244067/R
www.cih.org

CIH Awarding Organisation Internal Verification Guide 2010

I. Introduction

This document is a guide to internal verification. It specifies the minimum standard of internal verification which accredited centres are required to demonstrate.

Centres may operate their own process providing it meets the standards set out in this document.

2. Why Internal Verification is Important

The internal verification process is at the heart of the quality assurance procedure at accredited CIH Awarding Organisation centres. As part of the validation process, all potential Centres present the Awarding Organisation with a copy of the centre's quality assurance programme. This process is then checked to ensure it meets the CIH Awarding Organisation national system for quality management.

An Internal Verifier supports and works with a team of assessors to develop assessment procedures and facilitate good practices. They provide an independent check on assessments.

They DO NOT verify work that they have assessed. They may not verify the work of any individual who is known to them in a personal capacity.

All centres have their own quality management systems and it is not the aim of the Awarding Organisation to duplicate these systems. **The Awarding Organisation is required to ensure that centres exercise their quality assurance responsibilities to have an effective and auditable internal verification system.**

As part of the quality management systems, CIH Awarding Organisation external moderators will visit accredited centres once a year. During this visit they will monitor the centres' internal verification procedures. From time to time the CIH Awarding Organisation Officer may also visit the centre to verify processes.

3. Minimum requirement for Internal Verification

The internal verification (IV) process is designed to ensure consistency of the qualification throughout all centres.

As part of the CIH accreditation and quality review process, all accredited centres are required to appoint an internal verifier for CIH programmes.

The Internal Verifier person specification

The Internal Verifier must be sufficiently experienced and qualified to undertake the role. Appropriate qualifications include D34/V1, D32/A1, D33/A2, V1, V2,

CIH Awarding Organisation Internal Verification Guide 2010

PTLLS and PGCE. If these are not in place, the Internal Verification must make a commitment to become suitably qualified within 1 year.

The Internal Verifier must be at least 2 years experience in assessment at or above the Level they will IV.

Where these criteria are not met, specific approval must be obtained from the Awarding Organisation before the Internal Verifier commences the role.

4. The Internal Verification process

The Internal Verification process falls into three stages (see Appendix 1)

Stage 1: Looking at assessors and assessment

The Internal Verifier must ensure that all assessors and teachers are suitably qualified to assess CIH courses. Staff should hold either a basic teaching qualification such as PTLLS or an A1 /A2 award or be working towards a recognised qualification (*Evidence of this will be in staff CVs and in the Centre course file*).

For each qualification that they IV, the Internal Verifiers must have a comprehensive knowledge of the structure, learning outcomes and assessment criteria. They are responsible for checking that all staff members design assessments which are open and inclusive to all learners and meet the learning outcomes for whatever course they are designed for. They should also check the marking criteria on which the assessments are going to be marked.

To achieve this they must: ensure that

- a) individual assessors are preparing for and planning assessments effectively
- b) individual assessors understand the learning outcomes and have effective processes for making assessment decisions
- c) ensure that individual assessors apply safe, fair, valid and reliable methods of assessing candidates' competence that are compliant with equality legislation

and they must

- d) check the individual assessor's judgments to ensure they are consistent over time and with different candidates.
- e) check a sufficient number of assessors to ensure consistency between assessors over time and with different candidates
- f) monitor the effectiveness of the feedback to candidates that is given by each assessor
- g) give assessors accurate and constructive feedback on their assessment decisions

CIH Awarding Organisation Internal Verification Guide 2010

The Internal Verifier should consider the following questions:-

- + Is the assessment task fit for purpose?
- + Does it allow candidates to produce enough evidence to ensure adequate coverage of type learning outcomes for each unit?
- + Does it help all assessors of all candidates to make reliable assessment decisions where the same assessment task has been used?
- + Are all assignments presented in a common format and are the learning outcomes for the unit clearly identified?
- + Over the course, are there a variety of assessment methods to challenge and stimulate students to develop common skills?

(This part of the process should start as early as possible and before the students have been given the assignment tasks)

Records of **stage 1** of the internal verification programme should be kept in the course file.

Stage 2

A. Making a verification plan

The Internal Verifier will set up a plan detailing when the moderation will be undertaken and which tutors will have work verified. To do this the verifier needs to know:

1. Which member of staff will be teaching which unit and when they will be teaching that unit
2. The names of all the learners on the course and which units they will be taking when (see example at **appendix 2**)

B. Selecting a sample

The sample should cover all learners on the programme and all tutors. As a general rule a sampling frame should be **no less than 20%** (or a minimum of 5 assignments) of all the internally assessed work. If a new tutor has been assigned to the course all his/her work should be internally verified in the first year.

Good practice also states that all the work for a new course should be internally verified.

CIH Awarding Organisation

Internal Verification Guide 2010

An internal verifier cannot internally verify his/her own work or that of a learner who they know in a personal capacity.

C. Verifying the learners work

When the sample has been chosen the internal verification takes place. The Internal Verifier should be looking to ensure that work is marked according to the marking criteria and to check the interpretation of the learning outcomes.

The Internal Verifier should also check the tutor feedback to ensure it is constructive and helpful to the students. They must ensure consistency across the programme.

Stage 3: Recording the outcomes

Records of internal verification should be kept in a course file and be accessible to the CIH external moderator. The Internal Verifier should discuss the results of internal verification with the assessor. Action should be taken to rectify any problems highlighted by the verification process. This may involve remarking the work of other learners. If a training need has been identified action should be taken and recorded.

Both the Internal Verifier and the assessor should sign the verification report, and agree any action that has been highlighted. The verification reports should be discussed by the course team at the course team meetings and these meetings should be recorded and kept in the course file.

There are sample forms at **Appendix 2** which could be used for sampling and for the actual IV process. Accredited centres do not have to use these forms, they are examples only. If you have your own college/centre forms please use them.

The CIH external moderator will want to see a copy of these forms when they undertake their monitoring visit.

CIH Awarding Organisation Internal Verification Guide 2010

Contacting the CIH Awarding Organisation



If you have any queries please contact:

**CIH Awarding Organisation
Education Service
Octavia House
Westwood Way
Coventry
CV4 8JP**

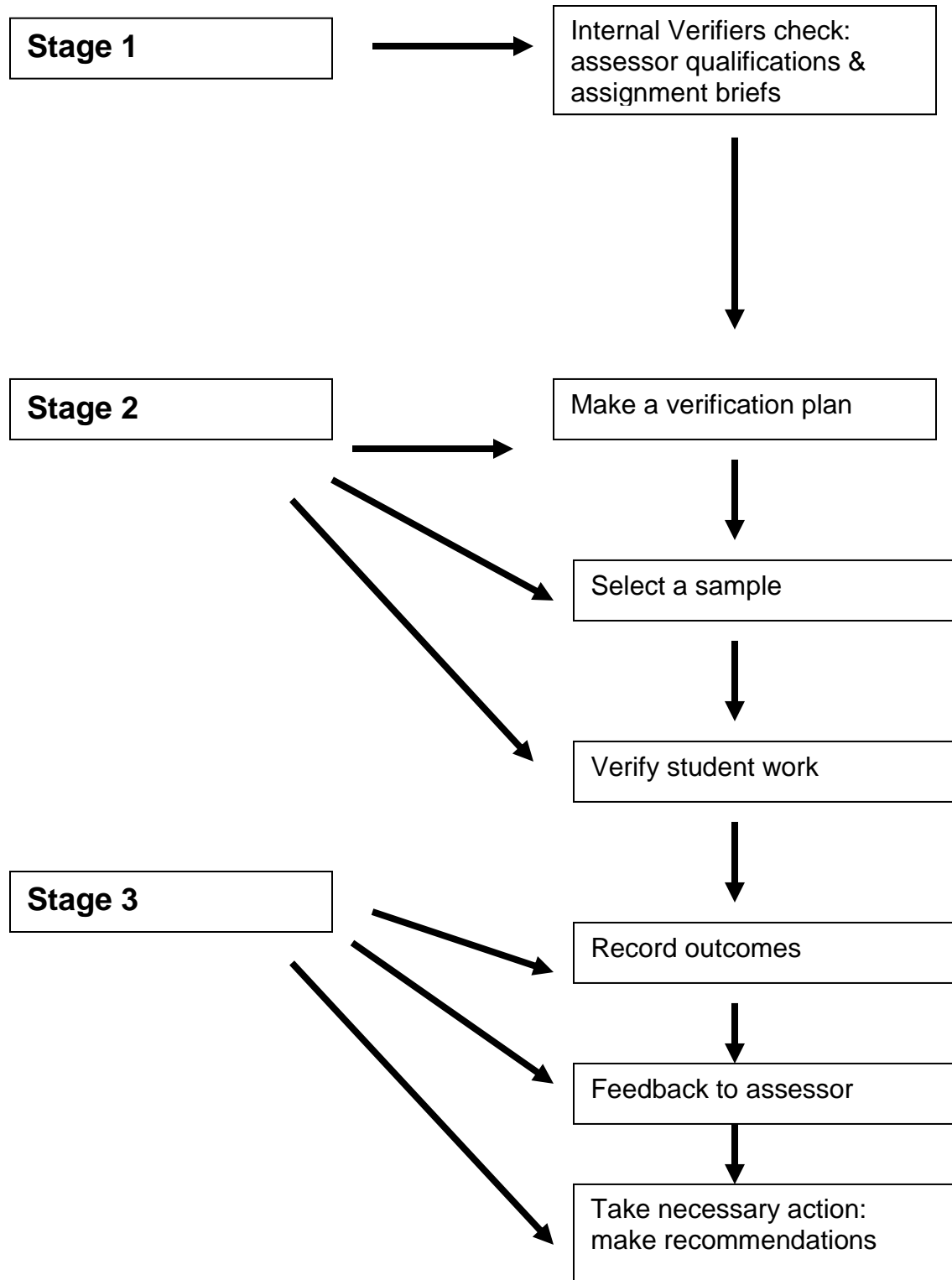
Tel: 024 7685 1700

Email: accreditation@cih.org

CIH Awarding Organisation Internal Verification Guide 2010

APPENDIX 1:

Sample Internal Verification Flowchart



CIH Awarding Organisation Internal Verification Guide 2010

APPENDIX 2

Sample Internal Verification Plan

Course Title	Awarding Organisation	Course Tutor	Internal Verifier	Course Dates
Learner 1				
Learner 2				
Learner 3				
Learner 4				
Learner 5				
Learner 6				
Learner 7				
Learner 8				
Learner 9				

NB: If this is a new course or if any of the tutors have not taught on the course before, it is good practice to internally verify all assessed pieces of work.