

The Registrar General's nationally accredited
programme for Registration Officers

Internal Verifier Information Pack

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2 The Accredited Programme in Short

The Registrar General's nationally accredited programme for Registration Officers is an NVQ-style modular programme of self-directed learning.

The broad principles are:

- 4 core modules (listed below);
- each module has a number of units and learning outcomes;
- the candidate demonstrates competence in each learning outcome by gathering evidence of their competence in a number of ways (also listed below) and presenting a portfolio with their evidence;
- the candidate's work is assessed by a competent assessor and once approved and completed they will gain their certificate, approved by City & Guilds being personally signed and presented by the Registrar General or his/her representative;
- most of the work required to be assessed is "on the job", but also requires the candidate to complete their own learning, perhaps outside the workplace;
- the total time taken to complete the qualification will vary from one candidate to another but it is likely to take between 150 and 200 hours which can be spread over 2 years;
- work carried out for some of the learning outcomes may also be cross-referenced to other modules/units, for example, observation of a technical registration process (technical assessment) will also cross-reference to other units in the Customer Service and Using IT modules.

The Modules

Module 1 – Customer Service in a registration environment

Module 2 – Understanding the relationship between Local Government and the Registration Service

Module 3 – Using Information Technology in the Registration Service

Module 4 – Delivering Registration Services (units include: Births, Deaths, Stillbirths, Marriages, Civil Partnerships, Ceremonies, Certificates & Counter-fraud).

Detailed descriptions of all modules and units can be found on the LRSA website at: <http://www.lrsa.org.uk/> and on the GRO Registrars website.

Evidence of Competence

The assessor assigned to the candidate will be assessing against detailed learning outcomes and the candidate may use the following methods to prove their competence :

E-learning (EL)	Successful completion of all GRO e-learning modules (Level 1 @ 100% & Level 2 @ 95%)
Written Answers (WA)	Successful completion of candidate workbooks (95% pass rate)
Technical Assessment (TA)	Successful achievement of technical assessments (95% pass rate). The Technical Assessment tool is a spreadsheet which provides a series of prescribed or open questions which can be tested during registration appointments.
Witness Testimony (WT)	Observation by an experienced work colleague or line manager
Professional Discussion (PD)	Professional discussions with the assessor
Other (O)	Any other evidence method not listed above

3 The Assessment Process

Once the candidate has enrolled and been given a candidate number they will also be assigned an assessor. Both candidate and assessor will get together to discuss and plan the process agreeing timescales for achievement.

The relationship between the candidate and the assessor is crucial to ensure successful completion of the qualification

Initial Meeting

The candidate and assessor will meet to start to plan the assessment of the qualification. The first meeting should:

- be attended by the Internal verifier who will usually meet with the Assessor and all of his/her candidates at the same time;
- ensure the candidate completes Form CF1 which commits the candidate to taking part in the qualification;
- Begin to compile the detail of an individual action plan (Form CF3) which details when the assessor and candidate will meet in the future, a timetable if possible and what they will achieve at each meeting. For example, they may decide to start by observing technical registration processes on an agreed date. They should agree the time and place for the observation, what will be observed and what modules/sub units will be observed and make a note in the action plan;

- set up a portfolio. A standard file will be fine for this but the candidate may need a bigger one (maximum one lever arch file) as the qualification progresses. Explain how the Portfolio should be structured (see mock portfolio);
- Include forms CF1, CF2, CF3 and CF4;
- Explain qualification expectations along with an outline of the appeals process

Subsequent meetings

As part of the action plan (CF3) the candidate may also decide they can start to complete other parts of the qualification. As other forms of evidence are generated these should be added to the portfolio. The assessor should agree with the candidate the mechanisms for submitting evidence. Evidence should be assessed on an ongoing basis and not end loaded to the qualification.

Completing modules and units

When a piece of work has been assessed and deemed to be sufficient the assessor will complete form CF2. Progress will also be marked by completing the RAG (red, amber, green) columns on the right-hand side of the form as a visual measure of progress.

Data Protection

In order to comply with the Data Protection Act 1998 documents that contain personal information, for example, copies of completed registrations must not be kept in the candidate's portfolio. Personal data is not just the obvious names and addresses - it could be non-personal data that put together with some other piece of information that is held will identify a person. It will also include commercially sensitive information such as financial reports. If it is necessary for the candidate to use personal information as evidence of a particular competence or skill then the candidate must ask their assessor or a colleague to sign a statement to confirm that they have seen the piece of work and that it meets the required standard.

Completing the qualification and internal verifier sampling

To ensure the standard and quality of the qualification (and assessment) is maintained, the Internal Verifier will monitor assessor performance at least 4 times during the course of the qualification, using a mixture of observation and interview (Form IV12). Samples of work will also be assessed by the internal verifier before the final portfolio can be submitted to the Qualification Manager.

Insufficient or poor quality evidence

The qualification is designed for the candidate to prove their competence in their day to day job and because it is not examination based, there are usually no pass or fail scores. However, there may be times when the evidence presented is not of sufficient quantity or quality. The candidate and assessor will discuss this and decide what additional evidence is needed, eg a further observation or amendment to submitted work and the candidate will re submit their work for assessment again. If at any stage the candidate wishes to challenge an Assessor decision they should do so by referring to the Appeals Process which is detailed on the LRSA web site <http://www.lrsa.org.uk/GuidanceandInformation.cfm>

Referencing evidence

It is important that each piece of evidence is clearly referenced against the module/sub unit it relates to and also any cross references to any other sub units that the evidence may satisfy. Evidence should be noted on Form CF4 and kept in a chronological order so that the assessor and internal verifier can easily see what has been completed at each meeting. The assessor should initial each piece of evidence and confirm they have seen it by initialling the appropriate column on Form CF4.

3 Internal Verifier Expectations

What is the role of the internal verifier?

The Internal Verifier (IV) role is the second stage of ensuring that the quality of the evidence provided and assessment is consistent with the standards.

The role covers :

- assessing the assessor to ensure they are providing effective assessment and support for their candidates
- sample assessing the quality of the work produced by the candidate as they produce their portfolio
- signing off each module and confirming that they are happy that the standard has been met before passing to the external verifier.

Although the role appears more “arms length”, in practice all IVs provide a supportive, coaching role to both candidates and assessors and often their role is motivating both parties in times of difficulty.

The IV team also form part of the development of the programme and will report back to the project board on any difficulties they are experiencing with individual candidates or assessors or in fact the material.

The broad remit is to

- meet with assessors and candidates to ensure they have understood the forms and processes
- meet the assessors and observe them assessing their candidates
- obtain feedback from candidates
- sample assess evidence
- sign off modules/units as necessary
- retain documentary evidence of all assessed coursework for ease of access (as required) by the external verifier

How many assessors can an IV verify? It is recommended that an Internal Verifier has no more than three Assessors (with a maximum of 9 candidates at any one time)

How often should internal verification be carried out?

Internal verification should be planned so that it detects any issues early on in the programme. It should not be end loaded as this might prohibit ongoing remedial work and development of the assessor's skills and expertise.

The IV needs to monitor the assessors' performance at least four times during the course of the qualification using a mixture of observation and interview (Form IV12). Following the initial candidate/Assessor meeting, the second and third observations would take place mid way through the qualification and finally at the end. If there are particular difficulties with either assessor or candidate it may be necessary to schedule more meetings.

How many pieces of work should be sampled?

To a certain extent this depends on the quality of the work that is being produced by candidate and assessor. However, a minimum would be

- 2 technical assessments
- 2 e-learning certificates
- 5 questions from each of Modules 1-3
- three pieces of work from each of the 7 technical sections of Module 4

It is important to make notes at the time of any observations so that immediate feedback can be given.

It is also strongly advised to check that at each meeting that the CF3 forms (action plans) is being regularly used and properly completed, especially if a candidate seems to be "off track" or falling behind

Feedback

- Feedback on assessor performance should be given at regular intervals
- Feedback should start with positive points about performance or evidence, then give negative points but always finish with another positive point.
- Feedback should be just and reflect assessment criteria, not the internal verifier's personal opinion about how best to do the job

How are assessment decisions made?

- The assessor will look at the evidence presented and make a judgement as to whether or not this evidence shows how the candidate meets the assessment criteria for a particular element.
- When the candidate has completed a task he or she must have demonstrated competence in each of the assessment criteria at least once.
- A piece of evidence does not necessarily have to meet all the criteria
- Evidence that is confidential must not be included in the portfolio but it must be clearly referenced so that it can be found.

When does an External Verification take place?

When carrying out an external verification the External Verifier (EV) would expect to verify approximately 10% of the portfolio content. This is to confirm that the sampling process has been undertaken on a continuous cycle. The process of external verification will be co-ordinated by the Qualification Manager.

When is assessment completed?

An assessment is complete when sufficient valid, current, authentic and reliable evidence has been provided to meet all of the assessment criteria. It must also be signed off by the assessor N.B. Evidence must not be more than 2 years old and in any event must be representative of the current legal requirements. If in doubt, advice should be sought from the Qualification Manager in the first instance who will liaise as necessary with the external verifier.

What happens if there is conflict between the assessor and the candidate?

If there is conflict between the assessor and candidate (including any challenge being made to assessment decisions) the candidate must follow the appeals procedure <http://www.lrsa.org.uk/GuidanceandInformation.cfm> This may on occasion include a decision being referred back to the Qualification Board.

The IV may become a key part of re-establishing a relationship or in fact making key recommendations about the quality of a candidate's work or an assessor's performance and again it is strongly recommended that notes of meetings are made at the time should these be needed.

4 Internal Verification Forms

Upon registering as an Internal Verifier you will be provided with links to the relevant forms which are available on the web site for down loading

<http://www.lrsa.org.uk/Forms.cfm>

IV9 Internal Verifier Checklist

This is a checklist to ensure the necessary duly completed forms (CF1, CF2, CF3, CF4, AF6, AF7, AF8) are in the candidate's portfolio. It also lists the internal verifier forms (IV10, IV11 and IV12).

IV10 Internal Verification Sampling Report Form

This document is to be completed every time the Internal Verifier conducts sampling (i.e. verification of assessor documentation & candidate portfolio). Where a basic sample is shown on the Sampling Plan (IV11), there should be a report form (IV10) to confirm that this has taken place. Each type of assessment/evidence method must be sampled at least once.

IV11 Internal Verification Sampling Plan

This template is used to show the External Verifier how the Internal Verifier has planned their sampling regime. Remember to show basic sampling, and when planning to monitor your assessors performance by observation or by candidate or assessor interview (which is recorded on Form IV12).

IV12 Monitoring Assessor Performance

Internal Verifiers need to monitor assessor performance at least once within the first month and then at least three times more during the length of the qualification. If the IV is carrying out sampling on a regular basis and covering everything as per sampling outlined in the previous section, they will be effectively monitoring assessor performance. The IV will be reviewing how they have made their assessment decisions (what evidence they have used to form their judgement), and will be reviewing the quality of the feedback being given to the candidate. To support these methods, they should carry out an assessor observation, an assessor interview or a candidate interview.

Form IV12 is to be used by the Internal Verifier when directly observing an assessor carrying out an assessment, by interviewing the assessor or by interviewing the candidate about an assessment that has been carried out. This form contains a checklist that must be completed by the Internal Verifier together with a summary document that details their findings.