

## **The Role of the External Verifier**

Each salon on the programme will have its assessment practice monitored by an External Verifier (EV) who will normally randomly visit at least one salon in each region every six months. The purpose of the visit is to check that assessment meets national standards. Your RTA is always present when an EV visits a salon.

EVs must have access to assessment activities wherever they are taking place and must have access to Candidates, trainers and assessors along with any material or resources relating to the training or assessment.

During visits, the EV will complete an electronic report detailing the outcomes of the visit. Normally the outcome will record either a 'positive' or a 'negative' visit. The outcome bears directly on our ability to award certificates for your Candidates. If the EV feels that assessment is not meeting national standards the visit is recorded as a negative visit and any problem areas are discussed and an action plan agreed along with a time scale to address the problem issues. Depending upon the seriousness of the issues identified, the EV may decide to suspend certification until they return to the salon on the agreed date to check that the salon has addressed the issues in question.

In the vast majority of cases, of course, the EV is satisfied that the centre is operating within the required guidelines; the EV therefore records the visit as positive and it may be some time before the EV re-visits the salon.

If you disagree with the outcome of an external verifier's visit and the subsequent report there is an appeals procedure.