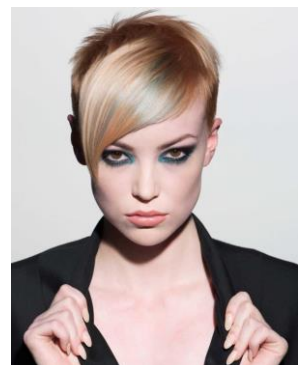




Internal Quality Assurance Strategy 2016-17



Hair by Cheynes

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Cheynes Training - Internal Quality Assurance Strategy

Cheynes Training are committed to providing valid and reliable assessments, and effective internal quality assurance plays a vitally important role in achieving and maintaining the required quality of assessment and IQA practice.

This policy and procedure covers all of the City & Guilds qualifications which Cheynes Training is approved to offer and applies to all Assessors, Internal Quality Assurers and Satellite Centres and alternative locations whether or not employed directly by Cheynes Training.

Due to the different business models that Cheynes Training operates as a Centre it falls under the City & Guilds document entitled 'Alternative Locations and/or Subcontractors for the delivery and assessment of City & Guilds' qualifications'. For clarification these are the definitions used by City & Guilds within this document:

Centres are organisations (such as schools, colleges, training providers or employers) approved by City & Guilds for the delivery of City & Guilds training programmes and qualifications.

Main Site is the main operational address of the Centre is Cheynes Training, 15 Hope Street, Edinburgh, Scotland EH2 4EL.

Alternative Locations are sites that are part of the Centre, but in a different geographical location where some or all aspects of delivery and assessment take place and where learners are assessed in order to gain a City & Guilds qualification; alternative locations include remote sites (for example, a learner's workplace) and include the Cheynes Training Academy London.

Satellite Centres are sub-centres of the Centre which are involved in the delivery and assessment of City & Guilds qualifications. Satellite Centres operate under the same centre number as the Centre and are Subcontractors.

Assessment Sites are locations where Candidates are assessed.

Cheynes Training's unique centre number (which is also known as a National Centre Number) is **728289**. This is now also known as the National Centre Number.

Qualification Approval Risk Status:

City & Guilds base all of their activities on a Qualification Approval Risk Status and the Cheynes Training Assessment and Quality Assurance Policy and Procedure is to help guide and support Assessors and IQAs through this process. The qualification approval risks are as follows:

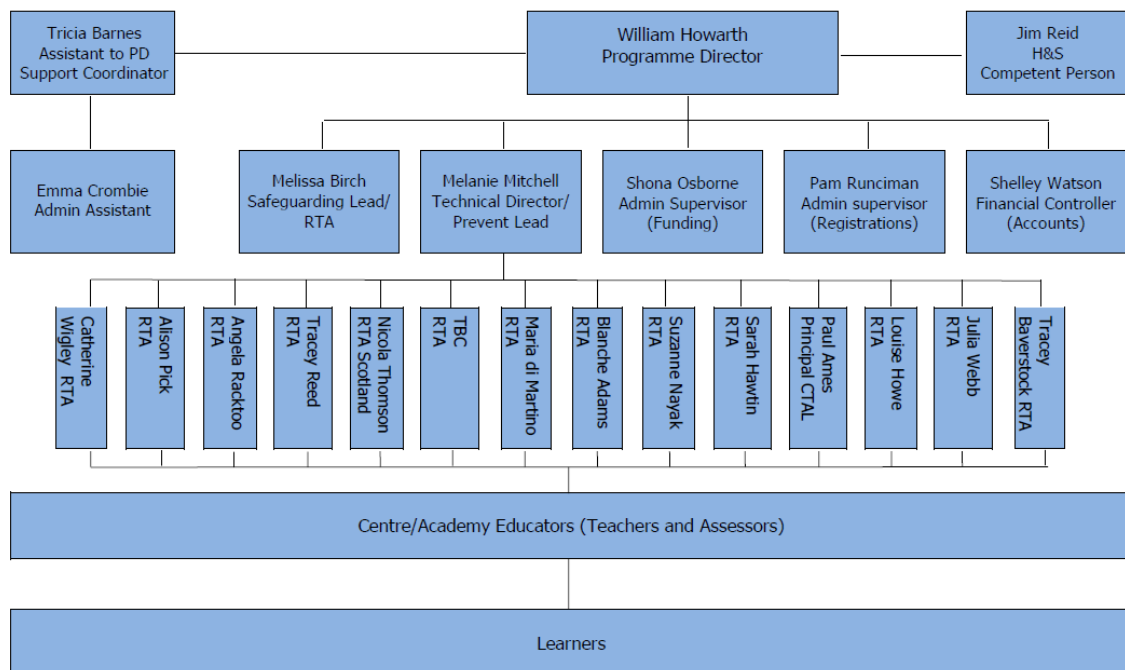
Qualification Approval Risk Status	Outcome	Reasons
Low	The centre has the ability to register learners and claim for certificates at will. This is also known as Direct Claims Status	Any issues identified could be easily corrected without further consequence and do not have an adverse effect on the learner
Medium	The centre may register learners at will, however, any claims for certification must be agreed by a City & Guilds EQA.	Issues identified could potentially damage the integrity, credibility and validity of the qualification and/or be detrimental to the learner.
High	The centre is unable to register or certificate learners.	Issues identified could have a significant impact on the integrity, credibility and validity of the qualification or the effective operation of a centre as a whole, if corrective action is not taken quickly.

When an EQA visits a centre a Centre Activity Report (CAR) is completed and any subsequent actions are recorded and a non-compliance issue is assigned. For more detail on non-compliance issues see the City & Guilds document - Our Quality Assurance Requirements.

Cheynes Training – Organisation Chart

Cheynes Training is headed up by the Programme Director, William Howarth along with Melanie Mitchell, who, as Technical Director, heads up our Regional Training Advisor team and leads on teaching, learning and assessment.

Cheynes Training Management Chart – 2016/17



Selection and recruitment:

When a Satellite Centre joins Cheynes Training it has the option of using a Cheynes Training Regional Training Advisor (RTA) as their IQA or to use their own. The following is the process for selection and recruitment:

Regional Training Advisor:

- must be a highly experienced assessor and IQA, and
- have experience of working in a private Academy, and
- have experience of with working with high quality training companies and centres, and
- be known to the Technical Director or have a proven record working with Cheynes Training as an Assessor or with a Satellite Centre, and
- be DBS checked, and
- have good knowledge and understanding of City & Guilds, SFA and Ofsted requirements.

Satellite Centres:

- it is part of the Cheynes Training due diligence process to request all CVs and endorsed certificates for an Assessor or IQA operating under the Cheynes Training centre number. If endorsed certificates are not available, then originals are requested in order for the EQA to sign.
- if applicable the previous EQA report also forms part of the diligence process
- each Centre goes through the Academy Induction Handbook with a Senior RTA.

All Assessors and IQAs undertake an induction programme and this is recorded on the Assessor / IQA Induction review. This includes going through their Policy and Procedure as part of the Induction for a standard approach.

Subcontractors:

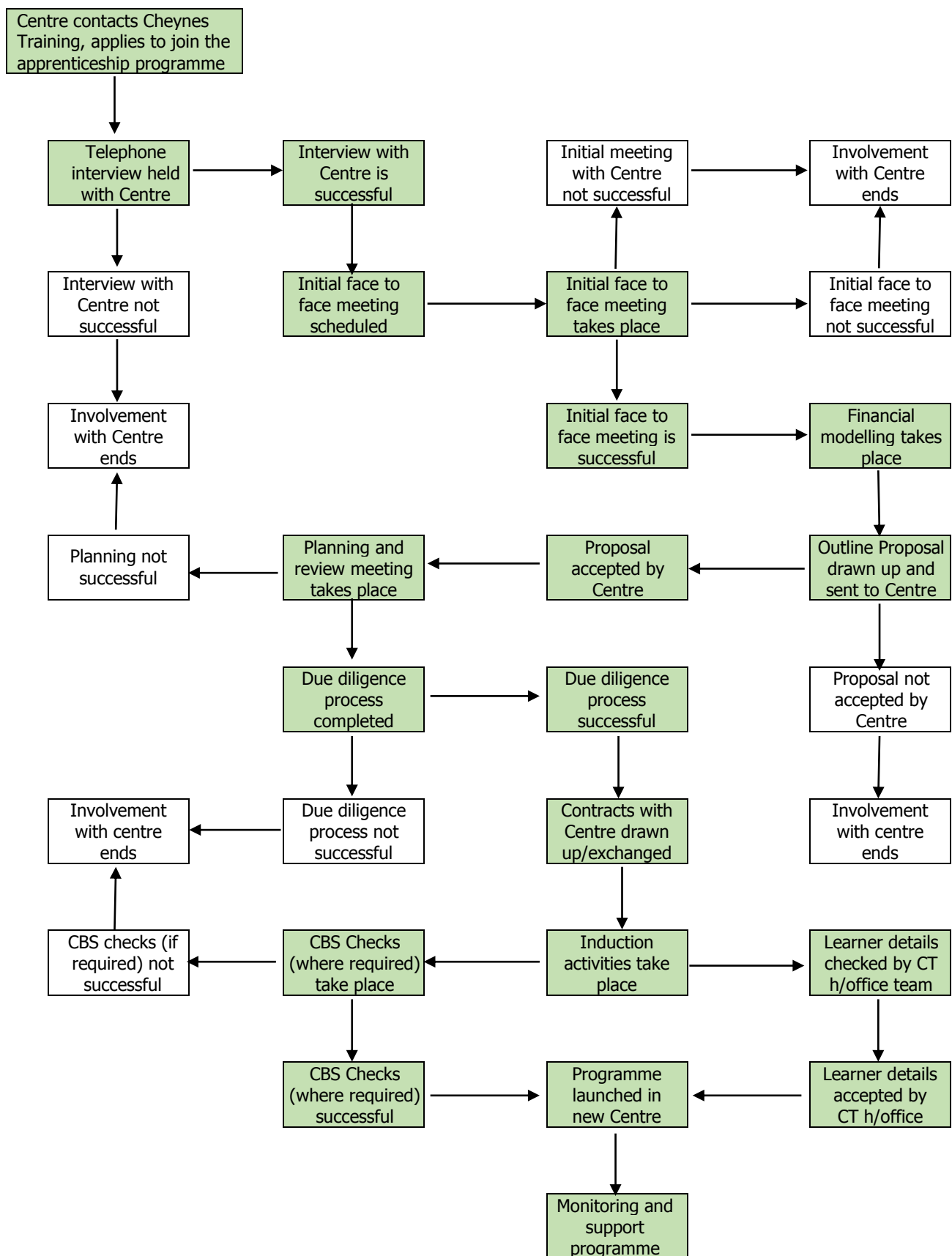
Please refer to the flow chart on the next page entitled Application Process to Join the Cheynes Training Programme

Standardisation Meetings:

These are usually held locally twice each year for Assessors and IQAs. The agenda is standardised using a PowerPoint presentation and the meetings are delivered by a senior Regional Training Advisor.

The presentation and any handouts are available on the Cheynes Training website following the delivery of all of the meetings.

Application Process to Join the Cheynes Training Programme



An Internal Quality Assurer (IQA) shall:

- carry out their IQA duties in accordance with Cheynes Training's internal quality assurance procedures and the awarding body guidelines;
- have a good understanding of the City & Guilds quality manuals entitled 'Our Quality Assurance Requirements' (OQAR) and the Centre Manual;
- visit each centre every 12 weeks to discuss assessment matters, every visit should be confirmed with a confirmation letter and sampling plan;
- IQA activity should take place throughout and before certification;
- an activity may take place before 12 weeks, if a Candidate or centre is not progressing with timely completions, in these circumstances, additional Internal Verification will take place and a clear SMART action plan set for the Candidate and Assessor. The Technical Director must also be informed and will monitor the process;
- observe Assessors undertaking assessment activities, according to the Cheynes Training sampling strategy - the target grade set per Assessor is good and above. This is monitored via a central database;
- IQA's to ensure that their sampling incorporates CAMERA;
- track all Internal Verification that has taken place to ensure quality and for effective IQA planning, this includes the updating of e-Assessor with the dates on which Internal Verification have taken place and the Cheynes Tracking document;
- ensure that the Education Team plan per centre is current;
- record all IQA activities on the Cheynes Training Internal Verification System;
- complete Assessor Induction Reviews within 12 weeks of their start date;
- monitor the invigilation process of all on-line tests and the security of the completed tests;
- identify and support Assessors in meeting their professional development needs;
- ensure that each Assessor is maintaining their own Assessor records using a document that has been approved by Cheynes Training;
- inform Assessors of developments within City & Guilds, Ofsted and Cheynes Training;
- a minimum of one Candidate interview shall be completed with each Candidate during the period the Candidate is undertaking a qualification;
- discuss targets and progress with Candidates via Candidate induction, Candidate Monthly Targets (CMTs and Twelve Weekly Reviews);
- monitor initial assessment outcomes giving support and guidance, as and when required to the Candidate and Assessor;
- monitor and review Additional Learning Support (ALS) records, as and when required;
- ensure that the Cheynes Candidate Handbook has been completed;
- review Candidate's progress and achievements against their individual Learning Agreement and e-Assessor;
- ensure the Candidate's Learning Story shows the learner's individual journey from entry to and exit from the Cheynes Training apprenticeship programme;

- produce current and relevant Continual Professional Development (CPD) on an annual basis for each award they are verifying and provide advice and guidance to all Assessors they work with on collecting their own CPD;
- ensure all Assessors have access to the correct Cheynes Training and City & Guilds documentation;
- hold or be working towards the IQA qualification within TAQA (or equivalent);
- complete Internal Verification Confirmation (IVC) forms for unit or full framework completions;
- maintain IQA records for a minimum of three years, along with a copy of the range tracker, completed IVC's and unit summary pages;
- carry out Health and Safety checks on a risk-banded basis;
- maintain centre records, with copies of relevant paperwork to be sent to Head Office and also, where requested, to the Technical Director;
- maintain and update e-Assessor records for Candidates at Risk (CAR);
- hold Standardisation Meetings as and when required and monitor the Standardisation activity of all assessors they work with;
- inform the Technical Director of any changes to Assessors or assessment sites so that a Centre Update may be completed and the Cheynes Training Assessors Data base updated.

IQA Sampling will include:

Interim Sampling:

In order to enable the IQA to evaluate the quality of formative guidance given to learners they must IQA Assessors in the process at different stages in their work. This might include reviewing learner work:

- early on in the programme;
- before decisions have been made on any unit;
- and sampling evidence when one or two of the units or requirements are completed.
- it should also include checking Candidate Monthly Targets given to learners by tutors and assessors.
- interim internal quality assurance will enable the IQA to pick up problems at an early stage and so avoid the situation of disagreeing with tutor practice or assessment judgements. It can also highlight individual needs for support or development which in turn may be used to develop the team as a whole. Similarly, it provides an opportunity to identify and share good practice within the centre, particularly where one or more of the team members have wider experience.

Summative Sampling:

Summative sampling includes reviewing the quality of the learning completed and assessment judgements taken in their entirety. The IQA must be able to follow an audit trail which clearly demonstrates that tutors and assessors have covered all the requirements and checked that all work presented – whatever its format – meets the evidence requirements

Evidence must be confirmed by assessors as:

- Valid – relevant to the standards for which competence is claimed
- Authentic – produced by the learners
- Current – sufficiently recent for assessors to be confident that the learner still has that same level of skills or knowledge
- Reliable - genuinely representative of the learner's knowledge and skills
- Sufficient – meets in full all the requirements of the standards.

Camera must also be followed:

Factors	IQA needs to select a representative sample
Candidates	A selection of all Candidates (gender, age, ethnicity etc.)
Assessors	Experience and qualifications, workload, occupational experience
Methods of assessment	Questioning, observation, testimony, Recognition of Prior Learning (RPL), use of simulation, product evidence, assignments, projects and tests
Evidence	All types of evidence
Records Plans	Reports from tutors, assessors, correct assessment practices, IQA records, learner and assessment records
Assessment locations	Workplace assessments, college, other assessment locations

Assessors shall:

- carry out work-based assessing, in accordance with City & Guilds and Cheynes Training guidelines;
- attend a minimum of two Standardisation meetings per year;
- complete an initial assessment on each Candidate using the electronic Basic Key Skills Builder, free writing, learning styles questionnaire, skills scan, dexterity, etc.
- monitor and update the Wall Charts. These double up as Assessor records.
- follow, where appropriate, any ALS support plan issued for a Candidate;
- ensure that the Candidate Handbook issued to each Candidate is completed;
- plan assessments with Candidates to ensure progression and achievement;
- monitor and review Candidate Monthly Targets (CMTs) and, where necessary, correct spelling, punctuation and grammar;
- record all assessments in accordance with City & Guilds and Cheynes Training requirements;
- complete all IQA requested actions set within the agreed timeframe;
- review Candidate progress and achievements against Individual Learning Agreement;
- maintain and ensure that the Learning Story document shows each learner's individual journey on the Cheynes Training Programme from entry to exit;
- complete all required Assessor records;
- maintain the security of all assessment documents;
- produce current and relevant Continual Professional Development on an annual basis, these records must be kept for a minimum of three years;
- ensure that, for learners who are certificated, all logbooks are kept by the centre until the next External Quality Assurer's visit, and ensure records of knowledge testing are kept for three years after the certification date;
- ensure that all on-line tests are signed and dated by the Assessor / invigilator and learner;
- hold or be working towards TAQA or an equivalent qualification.

The Technical Director (IQA Co-Ordinator) shall:

- liaise with the Programme Director on a regular basis on issues and matters arising concerning Cheynes Training;
- work closely with the Programme Director on new initiatives developed by Cheynes Training;
- communicate to the Cheynes Training team all changes and updates from awarding organisations;
- maintain a centre case load as per an IQA;
- undertake initial visits on prospective centres wishing to join the Cheynes Training programme, this role may also be completed by a senior RTA;
- launch new centres onto the Cheynes Training programme, this role may also be completed by a senior RTA;
- act as the main point of contact for RTAs on a day to day basis;

- act as the main point of contact for City & Guilds;
- liaise with all City & Guilds External Quality Assurers, Business Managers and the Territory Office allocated to Cheynes Training by City & Guilds;
- ensure that all actions from External Quality Assurers visits are completed;
- ensure there is a consistent, standardised approach throughout the Cheynes Training programme;
- develop agendas, materials and minutes for standardisation meetings;
- in conjunction with Senior RTAs, induct, train, assess and support IQA Candidates;
- review IQA case-loads on a regular basis;
- act as a second line IQA, where required. This role will be completed by a Senior RTA.
- ensure that all IQA's have completed their CPD for the awards they verify;
- develop materials and present information at RTA meetings and conferences;
- monitor RTA activity by completing observations as and when required;
- review all paperwork completed on a "risk-band" basis and IQA documents to be judged against CAMERA;
- act as part of the Candidate Appeals Panel;
- manage the annual RTA self-evaluation process;
- review RTA entries on e-Assessor;
- support and review RTA Data Packs;
- complete the City & Guilds Centre Update form;
- update the Cheynes Training Assessors Database;
- review and update the Assessment and Quality Assurance Policy and Procedure.

Risk and the Frequency of Sampling for an Assessor and IQA:

* The risk of an Assessor is based on the evidence seen during the previous IQA visit and for all new qualifications the Assessor will be deemed as High Risk.

** The risk of an Internal Verifier is based on the evidence seen during an accompanied visit with the Technical Director or a Senior RTA, the sampling between visits or a Quality Systems Audit. For all new qualifications the IQA will be deemed as High Risk.

Sampling Method	Level of Quality Risk	Sampling Frequency
*Observation and documentary evidence of Assessors	Outstanding (Low risk)	<ul style="list-style-type: none"> At a maximum of 52 weeks.
	Good (Low to Medium risk)	<ul style="list-style-type: none"> At a maximum of 26 weeks.
	Requires improvement (Medium risk)	<ul style="list-style-type: none"> At a maximum of 12 weeks.
	Inadequate (High risk)	<ul style="list-style-type: none"> Within 12 weeks of a newly-appointed qualified Assessor joining.
	Assessor working towards TAQA (High risk)	<ul style="list-style-type: none"> Within the first 12 weeks of an Assessor working towards.
** Quality monitoring of IQAing by the Technical Director or a Senior RTA	Outstanding Level Of Quality (Low risk)	<ul style="list-style-type: none"> At a maximum of 52 weeks.
	Good (Low to Medium risk)	<ul style="list-style-type: none"> At a maximum of 26 weeks.
	Satisfactory (Medium risk)	<ul style="list-style-type: none"> At a maximum of 12 weeks.
	Requires improvement (High risk)	<ul style="list-style-type: none"> Within the first 12 weeks of a newly-appointed qualified IQA joining.
	IQA working towards TAQA (High risk)	<ul style="list-style-type: none"> Within the first 12 weeks of an IQA working towards.
Unit/outcome sampling		<ul style="list-style-type: none"> At least three NVQ units and one of the following - Functional Skill / ERR / E&D/ PLTS units are to be sampled per Candidate prior to certification for a full framework. The level of sampling will be determined by the Assessor's risk.
Candidate / Candidate interviews		<ul style="list-style-type: none"> A minimum of one interview to be completed during the period of a Candidate undertaking a qualification

Quality Systems Audit:

A Quality Systems Audit takes place for all academies and it is designed to look at the quality aspects of their provision and takes into account the requirements not only of City & Guilds but also those of Cheynes Training, Ofsted and the Skills Funding Agency.

The audit is completed by the Technical Director or a senior RTA and is broken down into the following risk areas:

- Leadership and Management Systems
- Resources Checklist
- Learner Support
- Teaching and Learning
- Assessment
- Continuous Improvement
- Additional Areas

Sampling Process and Records for a Clear Audit Trail:

The IQA sampling plan should cover the following areas:

- observation of assessor(s) for hairdressing / barbering and functional skills;
- written tests, E3 functional skills, ERR and E&D;
- responses to oral questions;
- supplementary evidence of an assessor, for example consultation sheets;
- invigilation of on-line testing;
- assignments for NVQ Level 3;
- recognition of prior learning;
- witness statements;
- different assessment sites;
- all aspects of CAMERA;
- tasks for the Level 2 Award in Introduction to Safeguarding Young People from Harm, Abuse and Exploitation;
- tasks for the employability units.

Records that cover:

The following records assist with creating a clear audit trail in relation to the Cheynes Training Assessment and Verification Policy:

- Cheynes Training IQA Verification paperwork which includes a confirmation letters and sampling plans;
- progress and achievement tracking on e-Assessor;
- functional skills exemptions (where applicable);
- Education Team Plans including copies of CVs, certificates, sample signature and CPD;
- TAQA assessor - evidence of counter-signing;
- Meeting Action Plans (MAPS);
- IQA completed sampling records;
- Candidates / assessors / methods of assessment / evidence / records / assessment locations;
- Salon Health Check records;
- minutes of standardisation meetings;
- External Quality Assurers' reports;
- Twelve-weekly Visit Reports;
- Candidate appeals;
- Candidate IQA Interview records;
- progress and achievements of Candidates;
- occupational updating and other CPD activities of assessors;

The Following Documents and Files Support this Strategy:

- 24/7 access to the Cheynes Training programme leadership team;
- Candidate details are stored on e-Assessor and this includes City & Guilds registration date and start date, qualification title and level, date of birth, contact details including address, telephone number and email. Plus, their workplace address and learner registration number. Details regarding the Candidates Assessor and IQA can be found on the Cheynes Training Assessor and IQA data base;
- Academy, Assessors and Candidate Handbooks;
- RTA Handbook (in draft, at present);
- Teachers' and Observers' Handbook;
- Cheynes Training Equal Opportunities Policy;
- Cheynes Training Health and Safety Policy;
- Salon Health Check;
- Candidate Appeals procedure;
- Assessors and IQA Continual Professional Development files;
- Candidate records;
- Cheynes Training Internal Verification system;
- External Quality Assurers records;
- minutes of meetings are maintained for the following:
 - standardisation meetings (twice per annum);
 - RTA and IQA briefings (twice per annum);
 - subcontractor meetings (every 3 to 4 months);
- webinars that are recorded can be viewed at later date via the Cheynes Training website.
- Cheynes Training guidance documentation;
- Individual Learning Agreements and Candidate Monthly Targets;
- The Learning Story
- Twelve-weekly Visit Report (TVR);
- Assessor and Candidate Induction Reviews;
- ALS notes
- My Hairdresser.com (MHD);
- City & Guilds e-Functional skills package;
- Cheynes Training website www.cheynestraining.com
- bi-monthly ETB newsletter – to keep principals briefed on new developments;
- bi-monthly e-Update newsletter to keep educators briefed on developments;
- Facebook site including a dedicated Internal Verifiers Facebook page.
- laminated Invigilators checklist for onscreen and paper assessments

NB - All Handbooks and policies are available for downloading from the Cheynes Training website.

Cheynes Training Internal Quality Assurance system:

This system comprises of the following quality documents:

- confirmation letter and sampling plan which should be sent to the Assessor at least 15 days prior to the activity;
- five page IQA recording system consisting of:
 - summary page;
 - direct observation record;
 - sampling of documentary evidence;
 - direct observation for Functional Skills - evolve and paper-based;
 - risk banding of Assessors;
- Candidate interview record;
- assessor, IQA and review;
- IQA tracking documents;
- Internal Verification Confirmation (IVC)

All of the above records should be kept for a minimum of 3 years.

All of the above documents are available to download from the Cheynes Training website.

Certificating a Candidate

When a Candidate is certificated Cheynes Training Head Office should be sent the following information:

- Internal Verification Confirmation (IVC)
- completed ILA
- evidence of last of training
- original TVRs

The IQA should maintain for their records a copy of the IVC and the signed unit summary pages for the NVQs. This so that the IQA has a record who and when signed each off for a Candidate. Both of these records should be kept for 3 years.

Candidate Appeals and Complaints Procedure

City & Guilds, our Awarding Body, requires all assessment Centres to agree and operate an appeals and complaints procedure which Candidates and/or teachers can use in the event that they wish to challenge an assessment decision.

The Appeals and Complaints Procedure shall:

- identify the person with whom the appeal or complaint is lodged;
- deal with any grounds of appeal;
- incorporate an objective and independent appeal or complaints panel;
- make clear the times within which appeal or complaints may be lodged and must be decided upon;
- set a date for the appeal or complaint to be considered by the complaints panel
- attempt to find a solution with the individuals concerned;
- ensure that the External Quality Assurers has been informed that a complaint has been lodged and provide details as to how it will be heard, including the composition of the complaints panel;
- ensure that the appeals or complaints panel meets to consider the appeal or complaint within 20 working days of the Centre co-ordinator receiving the complaint;
- ensure that the panel has had full accounts from all parties involved in the assessment or teaching observation;
- make sure that no-one involved in the original assessment or teaching observation will be on the panel.

If a Candidate or teacher still does not feel that their complaint has been satisfactorily resolved, they may complain to City & Guilds at the Customer Relations address. However, the Centre's own complaints procedure must be exhausted before City & Guilds is approached.

The Appeals Panel:

Will comprise of three of the following:

- Programme Director;
- Technical Director;
- Senior Regional Training Advisor.

If you are unsure about the appeals procedure, please speak to your Regional Training Advisor (RTA) or telephone Cheynes Training on 0131 476 7100.

Candidate and/or Teacher Appeals and Complaint Procedure

All appeals must be lodged within 20 days of the issue being raised.

Salon name: _____

Candidate or teacher name: _____

Date issue raised: _____

Person with whom complaint is lodged: (see note 1) _____

RTA: (note 2) _____

Grounds of appeal: (note 3) _____

Appeals Panel:

1. _____
2. _____
3. _____

Date of appeal: _____

Outcome of Appeal: (note 4) _____

Notes:

- 1 The name of the person with whom the complaint is being lodged.
- 2 If the appeal is lodged internally, the RTA must be informed as soon as possible.
- 3 Insert a brief description of the grounds of the appeal (i.e. the reason it is made).
- 4 A copy of this document (including the outcome) must be sent to the Programme Director.

Candidate Registrations:

Cheynes Training will register a Candidate within 12 weeks of commencing the programme. Under no circumstance can a Candidate be assessed prior to registration.

Updating centre information:

Cheynes Training has to inform City & Guilds of any changes or potential issues that may affect the ability to meet their requirements for delivery and assessment by completing a Centre Update electronically and emailing it to the relevant EQAs and Southern Territory Office. This includes:

- changes to contact details – centre name or quality contact details (name, address, email etc.);
- changes to site delivery address or details of any additional sites, satellite centres, additional assessment sites and subcontracted providers;
- if the centre undergoes a change of control e.g. change of head of centre;
- any changes to the staffing of any qualification, (which includes informing City & Guilds if their Walled Garden account will be made inactive);
- if an organisation intends to stop operating as a City & Guilds centre.

The Technical Director will be sent the following information for all new Assessors and IQAs:

- endorsed copy of their Assessor / IQA certs or originals if they have not previously been endorsed by an EQA.
- Current CV
- CPD records for the past year.

An Assessor/ IQA cannot assess or IQA under Cheynes Training Centre number until this information is received.

Recording Candidate responses to Assessor questions

Assessors may ask questions of a Candidate to confirm Candidate competence against SNVQs, NVQs and VRQ qualifications. The Assessor must generate and retain sufficient information to recall and justify their judgement at a later date.

The records may include:

- oral questions, written out with the Candidate's answers. This would be signed and dated by the Assessor and Candidate and stored in a secure filing cabinet;
- the Candidate's marked written script to a set test, stored in a secure filing cabinet;
- a statement from the Assessor saying 'clarified by response to questions', where only a few questions were asked orally to confirm competence. This statement must be signed and dated by the Assessor and Candidate and the record stored in the Candidate's portfolio;
- a digital recording of the questions and answers can also be used.

Internal Verification of Candidate responses to Assessor questions

Internal Quality Assurers must include this sampling as part of their IQA visits. This could be completed by:

- being present when an Assessor asks the Candidates oral responses from the knowledge questions;
- asking the Assessor to record the responses accepted for the unit which the IQA is sampling;
- IQA the digital recording of the answers (if used).

Access to assessment

Cheyne Training will always consider all Candidates needs. If additional support is required during assessment then the Technical Director should be the first point of contact to confirm the requirements within the City & Guilds manual – Access Arrangements and Reasonable Adjustments.

The additional support includes the following:

- use of a reader for on-line Testing;
- use of a writer;
- additional time allocation for on-line testing;
- Candidates who are dyslexic or dyspraxic.

Please note that the above list is only an example.

Candidates may change the background colour, for an e-volve test although this will not change the colour/text of any source documents (for example, for functional skills English reading).

If required, the Technical Director will contact City & Guilds for permission to undertake any access requirement.

A copy of the City & Guilds Access to Assessment can be found on the Cheynes Training website.

Lost Candidate portfolios:

Centres are required to maintain assessment records independently of the Candidate portfolios. If a Candidate portfolio is lost, the Assessor records can be used to confirm the learner's competence.

If this should happen then further guidance can be gained from the Technical Director.

Signing and dating evidence:

All written or word processed evidence must be authenticated (i.e. signed and dated) by both the Candidate and the assessor. Where evidence consists of multiple pages, a signature on the last page is sufficient. A declaration at the front of the learner's portfolio signed by the IQA / Assessor and learner confirming that the evidence contained within the portfolio is the work of the Candidate must also be included.

Assessment of relatives:

If the situation arises whereby an Assessor or IQA assess or IVs for a relative City & Guilds considers this to be a conflict of interest, and is not allowed unless formally agreed beforehand. Therefore, the Technical Director must be informed immediately.

Working with unqualified Assessors/IQAs:

It is the responsibility of the Centre to make sure that:

- each assessor who does not hold the appropriate assessor units is registered for, and has an action plan to complete, TAQA/Learning & Development SVQ within 12 months of starting their assessor role;
- assessment decisions of unqualified assessors are checked, authenticated and countersigned by an assessor or Internal Quality Assurer who has the appropriate assessor qualification and relevant occupational expertise as specified by the Standard Setting Body.

Recognition of Prior Learning Procedure:

Although historical evidence will usually relate to performance, it may have no clear relationship with the standards and may require some organisation and cross-referencing. It will also have to be authenticated. The assessor will have to consider historical evidence in the light of current practice and may identify areas for further assessment. It is **not** acceptable for a Candidate to base submission for a unit solely on historical evidence; the assessor will always need to ensure that competence is current. The use of historical evidence is also known as Accreditation of Prior Learning (APL).

Habia has set out specific requirements for the use of APL evidence as follows:

The outcome-specific evidence requirements identify the minimum number of observations required for each learning outcome. If suitable evidence of prior experience is available, the number of observations may be reduced, as required. However, to ensure the currency of technical skills, a minimum of one observation must still be recorded within the cut, colour, perming and relaxing units.

All of the mandatory written questions must still be completed as specified.

Retention of Assessment Documents:

For Candidates who have been certificated, all Centres must keep the relevant Candidate logbook until the next visit by the External Quality Assurer. Please note that the logbook always belongs to the Candidate.

All of the following documents must be maintained for three years after the Candidate's certification date:

- all knowledge testing;
- assessor records;
- consultation sheets;
- assessor CPD records;
- all IQA records;
- assessment plans, action plans and any additional feedback reports;
- all tracking documents.

Assessor and IQA Development Plans and Continual Professional Devolvement (CPD) Records:

Each Assessor and IQA should complete a development plan at the beginning of the CPD year – 1 September to 31 August. This should reflect any development needs for the qualifications they are assessing. Each IQA/ Assessor is required to complete a minimum of 30 hours of CPD per year for hairdressing. For all other qualifications continuous professional development must also be maintained and recorded.

Original certificates and CVs of Assessors and Internal Quality Assurers

Prior to an Assessor or RTA undertaking any assessment or internal verification the Technical Director must be sent a copy of the individual CV and the original Assessors / IQA certificate. The Technical Director will then have the certificate and CV endorsed by an EQA and the individual will be entered onto the Cheynes Training Assessor and IQA database.

Assessors and IQAs who take City & Guilds qualifications

Any member of staff at a Centre or a registered invigilator who wishes to sit an examination will need to have permission from City & Guilds prior to taking the qualification.

An assessor and IQA cannot undertake a City & Guild qualification while they are teaching or assessing that qualification.

The Centre must email the Technical Director who will in turn contact the Quality Team at City & Guilds.

Candidate Transferring to a Different Centre

When a Candidate transfers from their original centre to a different centre, all assessment records must be transferred to the new centre. The centre should liaise with their RTA on the information to be sent.

Witness Testimonies

A witness testimony may only be used to cover range and may not be used to substitute the number of observations stated in the evidence requirements.

A witness status list should also be used. Witness testimonies should identify the unit/witness status/relationship with the Learner being claimed. Expert witnesses may also provide evidence of working processes when an assessor is not present.

Ideally, a witness should be familiar with the standards and able to judge whether the learner's performance meets their requirements.

The status of the witness is important to consider as this determines how much weight their statement has and what other supplementary evidence might be needed to confirm competence.

The status is broken into the following classifications:

- M = Manager
- S = Supervisor
- C = Client
- O = Other

A witness testimony is broken down into the following classifications:

- 1 = Occupational expert meeting specific qualification requirements for the role
- 2 = Occupational expert not familiar with the standards
- 3 = Non-expert familiar with the standards
- 4 = Non-expert not familiar with the standards

A copy of the above can be downloaded from the Cheynes Training website.

Dealing with Malpractice and Maladministration

Cheynes Training is committed to providing high quality qualifications which are assessed and awarded consistently, accurately and fairly. To this end, we require everyone involved in the implementation, assessment and internal quality assurance of our qualifications to demonstrate honesty and integrity.

Malpractice is defined by City & Guilds as an act or an instance of improper practice and includes maladministration. Malpractice is any activity, practice or omission which is either willfully negligent or deliberately contravenes regulations and requirements and compromises one or more of the following:

- internal or external assessment processes;
- the integrity of a qualification;
- the validity of a result or certificate;
- the reputation and credibility of City & Guilds.

Maladministration is defined as any activity, practice or omission which results in centre or learner non-compliance with administrative regulations and requirements. For example: persistent mistakes or poor administration within a centre resulting in the failure to keep appropriate learner assessment records.

All centres must report any suspected malpractice and maladministration to the Technical Director, as this could affect Cheynes Training's City & Guilds approval and centre risk rating. As a centre Cheynes Training has to report this to the City & Guilds Investigation and Compliance team within 10 days and Cheynes Training are not allowed to complete their own internal investigation until after this time.

If City & Guilds suspects malpractice or maladministration within Cheynes Training or a sub-contractor involved in administering or assessing the qualification, they could:

- immediately suspend Cheynes Training from making claims for certification;
- investigate whether the safeguards at the Centre are up to the standard required to guarantee valid claim.

Allegations of malpractice may also be disclosed directly to City & Guilds by individuals (informants) who have concerns relating to examinations or the assessment of our qualifications at an approved City & Guilds centre. An informant could be one of the following:

- a parents of a learner;
- staff at a centre;
- staff who have left a centre;
- employers of learners;
- staff at other City & Guilds centres;
- regulators and other agencies/organisations;
- other awarding organisations;
- External Quality Assurers;
- an examiner.

Examples of Malpractice and Maladministration Include:

- falsifying Candidate records i.e. signing off observations that did not occur
- registering Candidates that do not exist
- claiming for certificates when a Candidate has not yet completed
- plagiarism
- Candidates copying work
- Evolve tests not being invigilated correctly
- assessments / internal verification not being counter-signed, if applicable
- units being signed as complete when not all of the evidence requirements have been met.

Plagiarism in Examinations:

The definition of plagiarism is 'The failure to acknowledge sources properly and/or the submission of another person's work as if it were the candidate's own'

Mostly, plagiarism refers to copying from published texts whether these are in print or on the internet, but it can also refer to copying from manufactured artefacts, or assignments / tasks or pieces of work previously submitted for examinations.

A strict interpretation of the term "work" in the above definition would include the original ideas, as well as the actual words or artefacts produced by another. Unless the candidate has submitted an extensive and unacknowledged paraphrase (amounting to more than 50% of the total) of another person's writings.

All teachers or assessor entering candidates for a qualification with a coursework component, must accept the obligation to authenticate the work which is submitted for assessment. You must confirm that the work produced is solely that of the candidate concerned. You must not accept work which is not the candidate's own. If plagiarism is discovered prior to the signing of a declaration of authentication the incident need not be reported to the Awarding Body, but you should deal with the matter in accordance with your own centre's procedures.

If you think that the above has taken place then the Technical Director must be informed immediately.

Internal Quality Assurance Strategy for Functional Skills

The assessment room:

- all Functional Skills assessments must take place in a suitable location and in silence;
- the room must enable Candidates to complete their assessments without disruption or interruption;
- Candidates **must not** be seated in such a way that they can overlook each other's work; the recommended method is to ensure that the minimum distance in all directions between Candidates' chairs is at least 1.25 metres;
- other approaches are acceptable, providing that Candidates cannot see each other's work;
- Centres must create a seating plan so that there is a clear record of where each Candidate was seated during the assessment, centres must keep a copy of the seating plans until at least 65 working days after the release of results;
- care should be taken to ensure there is nothing visible in the assessment room that might give Candidates an unfair advantage (see Permitted/prohibited equipment below, for further guidance);
- it is recommended that Centres display the standard JCQ 'Warning to Candidates' posters, especially if the same room is also used for other assessments or examinations;
- a reliable clock must be clearly visible to each Candidate throughout the assessment, this may be on the computer.

The Invigilator role:

The assessments require **continuous** supervision by suitably informed and briefed adults. Anyone acting as an Invigilator needs to be absolutely clear about the scope and purpose of this role, i.e. to facilitate the assessment and:

- ensure all Candidates have an equal opportunity to demonstrate their abilities;
- ensure the security of the assessment – before, during and afterwards;
- prevent possible Candidate malpractice;
- prevent possible administrative failures;
- Anyone acting as an Invigilator must be familiar with the center's internal assessment administration processes as well as the contents of this document.

Invigilators **must**:

- have completed the Cheynes Training invigilators Induction Review;
- be familiar with the requirements of the role as set out in this handbook - (an electronic or printed copy of this handbook must be made available during each assessment sitting);
- give all their attention to overseeing the assessment and ensuring it is conducted properly;
- be able to observe each Candidate that they are responsible for supervising at **all** times;
- be able to summon help without leaving the Candidates unsupervised at any time;
- Invigilators must **not** carry out any other task whilst invigilating.

Permitted/prohibited equipment:

Candidates are generally expected to deploy their normal methods of working, and within reason should be able to access any equipment that would routinely be available to them, as long as this does **not** enable Candidates to:

- communicate or collude with other Candidates, or with any third party external to the assessment;
- access the internet;
- include any pre-prepared notes, crib-sheets, tutor-developed or other materials designed specifically to assist with this assessment;
- where devices have transmitting/receiving capabilities (eg via a SIM-card, dongle, Ethernet or built-in WiFi connectivity) the invigilator **must** ensure at the beginning of the assessment that this functionality has been disabled and remains so throughout the assessment (other than where internet access is specifically required as part of the assessment).

Candidates may wish to use equipment such as a desktop PC or laptop during their assessment; this is acceptable, as long as the above conditions are fulfilled and centres provide the PC/laptop. It must not have any other information stored on it that could potentially give the Candidate an unfair advantage. Under **no** circumstances can the Candidate use their own laptop.

The following items are permitted during Functional Skill Tests:

- paper;
- electronic dictionary;
- grammar or spellchecker for FS English.

Paper-based Functional Skills:

All paper-based functional skills tests are ordered by Cheynes Training head office and at least 14 days must be allowed for them to arrive. Each batch of assessment materials contains the following:

- Invigilation Certificate (IC);
- attendance record for completion during the assessment;
- a sealed pack containing:
 - dispatch note;
 - assessment papers for each Candidate;
 - additional copies of the paper – for invigilator's use;
 - individual barcode stickers for each Candidate;
 - return label and bag with return instructions.

The sealed pack must **not** be opened until immediately before it is used and must be stored securely with the same level of access control to the arrangements as described in the JCQ Instructions for Conducting Examinations (ICE). Live assessment materials must not be viewed by **anyone** within the centre prior to their use and any access to the materials must be limited to the Centre Contact and a limited number of key-holders authorised by the Head of Centre or exams officer.

Where materials need to be transported to another location (for example, another site or the Candidates' workplace) they must remain sealed and transported by a member of staff securely on the day of the assessment using a lockable case. If assessment materials need to be stored overnight away from the centre address, the conditions must meet those listed above. The location must be registered with City & Guilds as an assessment site and materials must not be stored there for more than one night. All assessment sites are subject to Exam Audits.

Setting up the assessment:

As indicated above, the specified date and time is printed on all stationery relating to a particular assessment order and it is expected that the assessment will take place at this time. However, the assessment may take place up to **five working days** either side of the specified date without needing to inform City & Guilds as long as:

- the assessment materials remain sealed until use and are dispatched promptly afterwards;
- all Candidates included on the booking complete the assessment at the same time (exceptions can be made for individual Candidates in the event of unforeseen circumstances);
- a new booking must be made if the assessment date/time needs to be varied by more than five working days.

Opening the packs

- in order to ensure the assessment is presented to Candidates 'unseen', the sealed pack of assessment materials must remain unopened until before use and **not** normally more than one hour before the assessment begins.

Completing the paperwork and returning assessment materials to City & Guilds

The Centre Contact must ensure that assessment materials are dispatched promptly after use. Candidates will be recorded as absent if these are not received within 14 calendar days of the examination date printed on the IC. To ensure results are processed efficiently and released within 20 working days:

- all Candidates included on the booking must complete the assessment at the **same time** (or if not, that the security of the assessment materials is maintained at all times, with all completed materials returned to City & Guilds **together**);
- the date/time displayed on the IC must **not** be altered (even if the assessment did not actually take place at that time);
- the IC must be completed as instructed to record all of the Candidates present and must **not** be photocopied;
- no additional Candidates may be added to the IC (doing so will trigger late entry fees and delay results, and the un-entered Candidates' work may not be marked);
- all submitted papers **must** have the correct barcode;
- the 'spare' invigilator copies of the assessment paper must not be used and the paper must not be photocopied.

Please follow the instructions on the 'return bag' and before posting check to ensure:

- the IC has been completed correctly;
- all Candidates' completed assessment papers are enclosed, and have the correct barcode;
- no blank assessment papers are enclosed (any unused papers must be destroyed – otherwise these Candidates' results will be recorded as 'fail' rather than 'absent');
- no other work from Candidates that were not included on the booking is enclosed;
- all assessment materials should be returned via secure post. It is the centre's responsibility to ensure secure delivery, as City & Guilds are unable account for any bags that go missing before the scanning house have received them.

Checklist for invigilators for Functional Skills (named on demand)

This list summarises the essential actions for invigilators.

Arranging the examination room:

1. check that you have the following on display:
 - a clock that all Candidates can see clearly
 - a board showing the centre number, and start/finish time of the examination(s)
2. check that you have a seating plan for the examination;
3. check in advance with the exams officer which Candidates, if any, have access arrangements or are typing their answers.

Before the examination:

1. check the front of the question paper for the exact requirements for authorised materials.
2. tell Candidates that they must now follow the regulations of the examination.
3. ensure that Candidates have given you any unauthorised materials, including mobile phones.
4. open the packet(s) of question papers in the examination room.
5. tell the Candidates:
 - to fill in the details on the front of the answer booklet or answer sheets and any supplementary sheets
 - to read the instructions on the front of the question paper.
6. remind Candidates to write in blue or black ink or ballpoint pen.
7. tell Candidates when they may begin and how much time they have.

During the examination:

1. supervise the Candidates at all times to prevent cheating and distractions.
2. do not give any information to Candidates about any question on the paper or the requirements for answering particular questions.
3. make sure that no question paper is removed from the examination room during the examination.
4. make sure that a member of staff is available to accompany any Candidates who need to leave the room temporarily.
5. if Candidates have finished, they may leave at any time. You must ensure this doesn't disturb other Candidates.
6. tell Candidates to stop writing/working at the end of the examination.

After the examination:

1. tell Candidates to check that they have:
 - filled out the information on the front of the question paper and identified themselves on any supplementary sheets of paper
 - crossed out rough work or unwanted answers
2. collect all scripts and all unused stationery before Candidates leave the room.
3. arrange scripts in the order Candidates appear on the IC.
4. make sure that scripts are kept in a secure place until they are sent for marking.

Calculators and dictionaries:

1. Candidates are allowed to use calculators and dictionaries (including electronic ones).