

BTEC Quality Assurance Handbook 2011-12

3. Roles and responsibilities

Content

| | |
|--|----------|
| Roles and responsibilities..... | 3 |
| Roles at cross-centre level | 3 |
| Senior Managers | 3 |
| Quality Nominee | 3 |
| Examinations Officer..... | 4 |
| Roles at programme level..... | 5 |
| Programme Leader | 6 |
| Lead Internal Verifier | 6 |
| Internal Verifiers | 7 |
| Assessors..... | 8 |

Roles and responsibilities

This chapter gives you an outline of the key roles undertaken at your centre. The responsibilities for each role are described briefly. Where a role has specific responsibility in relation to a quality assurance process, this is also explained in the relevant chapter.

Roles at cross-centre level

Senior Managers

The **Head of Centre** is formally responsible for ensuring that your centre acts in accordance with our terms and conditions of approval.

These include that you:

- ensure the provision of appropriate resources
- recruit learners with integrity
- provide full and fair access to assessment
- maintain full and accurate records of assessment
- comply with all our quality assurance processes
- ensure that all certification claims are secure and accurate

Day to day responsibility is normally delegated to the centre's Quality Nominee. Senior managers should:

- identify a Quality Nominee able to act as a key point of contact with us
- liaise with the Quality Nominee to ensure that all processes are being conducted effectively
- support the Quality Nominee in putting actions in place to respond to reports on quality assurance

The Head of centre or other senior managers may need to be directly involved in:

- dealing with appeals from learners that have not been resolved by the programme team
- investigating malpractice allegations related to learners or members of staff
- liaising with us where any serious breach of approval conditions has occurred
- any aspect of quality assurance which relates to the overall integrity and security of BTEC or Edexcel vocational qualifications

Quality Nominee

The **Regulatory arrangements for the Qualifications and Credit Framework 2008** require us to "put in place procedures that must ensure each centre has arrangements to identify a single named point of accountability for the quality assurance and management for the assessment of units and qualifications". This is the Quality Nominee.

We ask every vocational centre to identify a member of staff as the Quality Nominee for vocational provision. This person is the main point of contact for information related to quality

3. Roles and responsibilities

assurance. The Quality Nominee will receive regular information from us about all aspects of BTEC and Edexcel qualifications, which they should share with the relevant staff in your centre. Therefore, it is very important that Quality Nominee details are kept up-to-date on Edexcel Online.

You can do this easily:

- Log into your Edexcel Online account
- Click on "Edit My Account"
- Check the box marked "Please check this box if you are the Quality Nominee for your centre"
- Click "Submit"

We recommend that your Quality Nominee is someone with responsibility for your vocational curriculum, as they will be involved in monitoring and supporting staff in your centre.

Responsibilities

The Quality Nominee should ensure the effective management of your BTEC programmes and actively encourage and promote good practice your centre. They will be the main person involved with Quality Review & Development and will liaise directly with the Centre Quality Reviewer. For Quality Nominee responsibilities relating to specific quality assurance processes, please see the relevant chapters.

As Quality Nominee, you will liaise with the appropriate centre and Edexcel staff to ensure that:

- all programmes are approved and registrations are accurate and up-to-date
- our approval conditions and policy requirements are being implemented consistently and effectively
- all staff are aware of all support and guidance available and understand requirements
- assessment and internal verification is effective on all Edexcel BTEC and Edexcel vocational programmes
- there is an accredited Lead Internal Verifier in place for each Principal Subject Area, where required
- where required, Standards Verification is completed successfully

Further guidance can be found in the **Centre Guide to Managing Quality** on the Key Documents page of the BTEC website:

www.edexcel.com/quals/BTEC/quality/Pages/documents.aspx

Examinations Officer

This is the person designated by a centre to take responsibility for the correct administration of learners with us. This may be a defined role or, in a smaller centre, an additional duty undertaken by a Programme Leader or teacher.

The Examinations Officer normally acts as the administrator for Edexcel Online, which is our system to provide direct access for learner administration.

3. Roles and responsibilities

Responsibilities

- Liaise with programme leaders to maintain information on which programmes are running and when they start and finish
- Register learners by 1 November (for programmes starting in September) or within one month of enrolment (for other start times)
- Register learners onto the correct programmes checking that these are the specific titles and versions that learners are following
- Check registrations carefully to ensure that all data is correct and follow correct procedures if amendments are required
- Give Edexcel Online access to the Quality Nominee
- For relevant programmes, give Edexcel Online access to Lead Internal Verifiers so that they can register onto the OSCA system

You can find full details on BTEC registration procedures, including deadlines and instructions for registering via EDI and Edexcel Online from the **Information Manual**: www.edexcel.com/iwantto/Pages/info-manual.aspx

- To use Edexcel Online, you will need to be set up with an account in order to obtain a username and password. Edexcel Online also includes access to services for teaching staff including OSCA
- If your centre is not registered, or you are unsure who your Edexcel Online administrator is, contact our Edexcel Online Customer Services team on 0844 576 0024
- For additional Examinations Officer support, contact: serviceoperations@edexcel.com

Roles at programme level

The programme team consists of the teachers or tutors who are responsible for the delivery, assessment and internal verification of the BTEC or Edexcel vocational programmes. All team members should:

- read and understand the programme specification
- understand the construction of the units
- identify opportunities to generate evidence
- create and agree a plan of assessment activities, with timescales
- ensure the assessment plan, assignments and assessment decisions are internally verified and appropriate action is taken by the team
- read and understand the relevant chapters of this Quality Assurance Handbook

The appropriate minimum size of the programme team will depend on the number of units and the number of learners. As no person can internally verify their own assessment decisions, where there is a single specialist practitioner delivering the programme, arrangement must be made for their assignments and assessment decisions to be internally verified by someone appropriately experienced.

Programme Leader

A programme leader or programme manager is a person designated by your centre to take overall responsibility for the effective delivery and assessment of BTEC or Edexcel vocational qualifications.

The programme leader may also act as the Lead Internal Verifier if appropriate.

Responsibilities

- Liaise with the Quality Nominee to be aware of information updates and quality assurance requirements
- Liaise effectively with the Examinations Officer regarding the registration and certification of learners
- Liaise with relevant Edexcel appointed staff undertaking quality assurance
- Ensure that there are sufficient resources to deliver the programmes and units
- Ensure that programme staff have the necessary expertise and, where relevant, qualifications
- Review reports arising from quality assurance and ensure that appropriate actions are taken

Lead Internal Verifier

QCF regulation requires that centres identify a designated person to have overall responsibility for the assessment of a group of programmes. A Lead Internal Verifier is a person designated by you to act as a point of sign-off for the assessment and internal verification of programmes in a Principal Subject Area (e.g. BTEC Firsts and Nationals in Business, or BTEC First and Level 1 in Hospitality).

- For BTECs up to Level 3, the Lead Internal Verifier should register through the online standardisation system, OSCA, to gain accreditation
- For NVQs and competence based qualifications, the Lead Internal Verifier role is well established. The Lead Internal Verifier should be appropriately qualified, but there is no requirement to gain accreditation via OSCA

You don't have to do all the internal verification – in fact your assessment decisions must still be internally verified. We use the term Lead Internal Verifier to emphasise the importance of proper coordination of internal verification through a single point of contact. This is a role that senior staff members within programme teams have always undertaken.

We appreciate that centres deliver BTEC programmes in different ways and have a variety of programme team and management structures. However, the Lead Internal Verifier should be:

- someone with the authority to oversee assessment. This may be the programme leader, as this would normally be a key part of their role
- directly involved in the assessment and delivery of a programme, so that they understand the units
- able to coordinate across assessors and other internal verifiers for a Principal Subject Area

3. Roles and responsibilities

Responsibilities

- Ensure that there is an assessment and verification plan for the programmes in the Principal Subject Area which is fit for purpose and meets requirements
- Sign off the plan and check that it is being followed at suitable points
- Where possible, undertake some internal verification and/or assessment for individual units within at least one of the programmes
- Ensure that records of assessment and samples of learner work are being retained for use with Standards Verification if necessary. Plan to set aside examples of work verified to different levels and grades
- Liaise with the Standards Verifier to ensure that appropriate sampling takes place, if and when sampling is required
- Make arrangements for handover to a colleague if unable to carry out the role

Lead Internal Verifier accreditation (BTECs up to Level 3)

- Register with us via OSCA and confirm registration every year
- Undertake induction training (once only)
- Access practice standardisation materials (available annually for use with programme teams)
- Complete the accreditation process by undertaking the online standardisation exercise (normally once every three years)

For full details on Lead Internal Verifier accreditation, please go to **Chapter 5**.

Internal Verifiers

Internal verification is the quality assurance system you use to monitor assessment practice and decisions, ensuring that:

- assessment is consistent across the programme
- assessment instruments are fit for purpose
- assessment decisions accurately match learner work to assessment & grading criteria
- standardisation of assessors takes place

Internal Verifiers can be anyone involved in the delivery and assessment of the programme. You cannot internally verify your own assessment. Where there is a team of assessors, it is good practice for all assessors to be involved in internally verifying each other. If there is only one main person responsible for delivery and assessment, then another person will need to be identified to undertake internal verification.

Responsibilities

- Check the quality of assessment instruments to ensure they are fit for purpose
- Ensure an effective system of recording learner achievement is in place
- Keep accurate and up-to-date records of the internal verification process
- Advise on the appropriateness of assessment evidence with regard to level, sufficiency, authenticity, validity and consistency
- Use your subject specialism to sample assessments to verify assessors' judgements, ensuring that they are consistent, fair and reliable

3. Roles and responsibilities

- Ensure your own assessment decisions are sampled when teaching on the programme
- Ensure that appropriate corrective action is taken where necessary
- Take part in the formal stages of any appeal

Further guidance can be found in the **Centre Guide to Internal Verification** on the Key Documents page of the BTEC website:

www.edexcel.com/quals/BTEC/quality/Pages/documents.aspx

Assessors

An assessor is anyone responsible for the assessment of learners.

Responsibilities

- Ensure that you have read and understood the programme specifications and the requirements of all units being assessed
- Design assessment activities which guide your learners to produce evidence that meets the targeted assessment & grading criteria, unit content and any associated guidance
- Assess the work submitted by learners, checking authenticity and sufficiency of evidence produced against the relevant criteria
- Accurately record all assessment decisions
- Provide feedback to learners, identifying which assessment & grading criteria have been achieved and giving opportunities for improvement
- Follow up any advice from your internal verifier

Further guidance can be found in the **Centre Guide to Assessment** on the Key Documents page of the BTEC website: www.edexcel.com/quals/BTEC/quality/Pages/documents.aspx