

3: Roles and responsibilities

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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 qualifications.

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 assurance. The Quality Nominee will receive regular information from us about all aspects of BTECs, which they must 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 **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. As this is a curriculum role, in most cases it isn't appropriate for the Examinations Officer to also be the Quality Nominee.

Our systems will only allow one person to be identified as Quality Nominee for your centre. In larger centres, we appreciate that certain responsibilities may be delegated to a team (for example, an FE college may have a designated higher education manager). In this case, the Quality Nominee remains the main point of contact for us and must coordinate quality assurance activity undertaken by their team.

The Quality Nominee also has overarching responsibility for myBTEC, allocating roles to colleagues in your centre. Find out more here:

www.edexcel.com/btec/mybtec

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. They will also be the initial point of contact for our Standards Verifiers, making sure that they are put in touch with the relevant Lead Internal Verifier to conduct sampling. 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 Pearson 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 Pearson BTEC and Pearson vocational programmes
- there is a registered 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.btec.co.uk/keydocuments

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 provides direct access for learner administration.

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 and access standardisation materials
- Give Edexcel Online basic access to all other BTEC staff as necessary
- For programmes that include externally assessed units, ensure that all exam entries are made according to Pearson requirements.

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/infomanual

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 provides 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 BTEC programmes. All team members should:

- read and understand the programme specification and assessment guidance
- 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, arrangements 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 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 to ensure accuracy of registration and certification of learners
- Liaise with programme team to confirm assessment and internal verification schedules
- 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

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”. We also require this for all BTEC qualifications. 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. QCF BTEC Firsts and Nationals in Business, or NQF BTEC First Performing Arts).

- For QCF BTECs up to Level 3, the Lead Internal Verifier must register through OSCA and complete online standardisation to gain accreditation
- For the new NQF BTECs from 2012, the Lead Internal Verifier must register through OSCA to access standardisation materials and work through these with the programme team. There is no requirement to gain accreditation via OSCA
- For NVQs, SVQs and competence based qualifications, the Lead Internal Verifier role is well established. The Lead Internal Verifier must be appropriately qualified, but there is no requirement to register or gain accreditation via OSCA.

You don't have to do all the internal verification – in fact your assessment decisions must still be internally verified by someone else. 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:

- a subject specialist. It is important that you have an understanding of the subject you are responsible for
- 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.

Responsibilities

- Ensure that there is an assessment and verification plan for your programmes 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 assessment plans, records of assessment and samples of learner work are retained for 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: BTEC (QCF) Entry Level to Level 3 only

- 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 online standardisation (normally once every three years).

Lead Internal Verifiers and BTEC (NQF) from 2012 and 2013

- Register with us via OSCA and confirm registration every year
- Undertake induction training (once only)
- Access standardisation materials and work through these with your programme team.

For full details on the Lead Internal Verifier role, 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

- Agree an assessment and verification plan for each programme
- 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
- 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.

For NVQs, SVQs and competence based qualifications, Internal Verifiers must hold, or be working towards, the appropriate verifier qualifications.

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

www.btec.co.uk/keydocuments

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
- Agree an assessment and verification plan for each programme ensuring full coverage of the required units
- Teach learners the knowledge and skills required to achieve the qualification
- Design assessment activities which guide learners to produce evidence that meets the targeted learning aims and assessment criteria, using the associated assessment guidance to provide sufficient coverage of unit content
- Provide formative feedback to learners on work in progress, identifying areas for improvement

- Provide summative assessment of the completed work submitted by learners, checking authenticity and sufficiency of evidence produced against the relevant learning aims, assessment criteria and unit content
- Accurately record all summative assessment decisions
- Follow up any advice from your internal verifier.

Further guidance can be found in the **BTEC Centre Guides to Assessment** on the Key Documents page of the BTEC website: www.btec.co.uk/keydocuments