

ACTVET

Abu Dhabi Centre for
Technical and Vocational
Education and Training

مركز أبوظبي
للتعليم والتدريب
التقني والمهني

QUALIFICATIONS

External Verification Policy

ACTVET_L3_Q_QMPLCY006

Document Type:

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Policy	External Verification Policy					
Policy Number	ACTVET_L3_Q_QMPLCY006					
REVISION INDEX						
Rev	Date	Purpose of Revision	Originating Department		QA Approval	Management Approval
			Prepared by	Approved & Authorised by		
0	03 09 2018	New policy	Lindsey McPherson	Lindsey McPherson	Ziad Mohammad	Mubarak Al Shamsi
1	29 Apr 2019	Review	Lindsey McPherson	Lindsey McPherson	Yousef AlShehhi	Mubarak Al Shamsi
2	Effective from 01 April 2020	▲ Added items in sections 5 & 6 to specify more emphasis on the responsibilities of each entity.	Kannan Unnithan & Amjad Alsehli	Paul Billany	Paul Billany	Mubarak Al Shamsi

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1. Purpose

The purpose of this policy is to ensure that:

- the Quality Assurance processes implemented by the Awarding body are in-line with the NQA guidelines
- the Registered Training Providers (RTP's) consistently promote quality and deliver UAE national qualifications to high standards
- the integrity of UAE national qualifications are maintained.

2. Scope

The scope of this policy is limited to:

- NQA endorsed National Qualifications
- RTP's delivering National Qualifications
- ACTVET AWB Formative External Verification
- ACTVET AWB Summative External Verification.

3. References

References used in this policy are:

- [Qualifications Framework Emirates Handbook 2012](#)
- [VETAC Classification system of Awarding Bodies, June 2014.](#)
- [NQA System for Registration and Quality Assurance of Training Providers and qualifications, June 2014.](#)
- [VETAC system of qualified assessors, Internal Verifiers and External Verifiers, June 2014.](#)
- External Verification Procedure (ACTVET-L3_Q-QMPCDR004)
- Complaint and Appeals Procedure (ACTVET_L3_Q_QMPCDR003)

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4. Definitions

Term	Definition
Assessment	Process of appraising knowledge, know-how, skills and/or competencies of an individual against a predefined criteria
Awarding Body (AWB)	An entity, entitled through legislation or other formal mandates from a regulatory authority, to approve under its remit, the development and issuing of qualifications formally recognising the achievements of a given parcel of endorsed learning outcomes.
Candidate	A person registered to a National Qualification
Certificate	A document formally assuring that a set of learning outcomes and performance criteria has met by a candidate and has been assessed and verified by the Awarding Body against predefined criteria.
Certificate Claim	The process of initiating summative external verification to issue certificates to the competent candidates
Competent Candidate	A candidate who satisfies all requirements of qualification, by completing all the performance criteria specified in each of the relevant units attached to the qualification.
De-registration	The process of withdrawing a candidate's registration from a national qualification.
External Verifier	A qualified and experienced professional who evaluates an RTP practice and performance against pre-defined criteria and VETAC guidelines
NQA	National Qualifications Authority
Portfolio	A collection of evidence referenced to specific requirements of a qualification
Registration	The process of registering RTPs' candidates to a national qualification with ACTVET
RTP	Registered Training Provider approved to offer national qualifications

5. Formative External Verification

Formative EV is a process to evaluate RTPs performance and processes and identify any areas of improvements in the National Qualification delivery. Formative EV will take place during the delivery of the qualification.

ACTVET Awarding Body shall:

- conduct formative EV visits based on the RTP request and readiness
- conduct formative EV visits for all qualifications with registered candidates
- verify NQA staff approval for trainers, assessors and internal verifiers
- verify registered candidates' details and compliance with the qualification entry requirements
- instruct RTPs to deregister candidates who do not meet the entry requirements of the qualification
- provide formative EV reports
- recommend RTPs to provide action plans for the areas of improvement

Registered Training Providers (RTP) shall:

- ensure that formative EV has been done at least once in a year for each qualification with candidate registration
- request formative EV visit to the Awarding Body
- provide all relevant documents such as candidates' portfolios, qualification document and units, IV sampling plan and strategy, NQA staff approvals, evidence of standardization meetings, evidence of assessment validation, and assessment decisions of the assessors
- provide the EV with full access to course materials (lectures, presentations & activities), and candidates' attendance register
- prepare and submit action plans for the areas of improvement as per the formative EV report

6. Summative External Verification

Awarding Body shall:

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- conduct summative EV visit after the RTP submits the claim
- reject certificate claim requests if the submission date is less than 10 weeks from the date of candidates' registration with ACTVET
- reject certificate claim requests if the claimed units' do not satisfy the qualification's rules of combination
- reject certificate claim if any staff involved in the qualification delivery is not approved by NQA
- reject certificate claim if the candidates' listed in the claim do not match the presented portfolios during the EV visit
- respond to the certificate claim request within 5 days by proposing an EV visit date
- reject claim requests if the RTP is not ready for the EV within two weeks from the claim date
- select a minimum of 25% of the claimed portfolios as a sample for the external verification
- increase the EV sample percentage when anomalies are found in the sampled portfolios
- deem a candidate as 'Not Yet Competent' if the evidence in the portfolio are insufficient
- deem a candidate as 'Not Yet Competent' if the candidate's portfolio does not satisfy the *'External Verification Checklist [Formative & Summative] (QMPLCY006_A)'*
- deem a candidate as 'Not Yet Competent' if the candidate does not meet the entry requirements of the qualification
- deem a candidate as 'Competent' only if each and every PCs of all relevant units are met
- provide verbal feedback to the IV and RTP management after the EV visit
- shall request RTPs to submit action plans for the areas of improvement
- reject any claim if the RTP fails to submit the action plans as requested by the AWB
- advise RTPs to appeal on the EV judgment, according to the *Complaint and Appeals Procedure (ACTVET_L3_Q_QMPCDR003)*, in cases where RTP is in disagreement
- issue certificates/transcripts to all competent candidates.
 - certificates & transcripts will be issued only for the Principal Qualifications
 - only transcripts will be issued for Awards

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Registered Training Providers (RTP) shall:

- ensure that the assessment process is in line with the VETAC guidelines and the Awarding Body requirements
- submit claims for the competent candidates only
- coordinate with the Awarding Body for finalising the External Verification date
- be ready for the external verification within two weeks from the date of claim request.
- be ready with the portfolios of every candidate in the claim
- ensure that the IV folder and each candidates' portfolios satisfy the requirements of [External Verification Checklist \[Formative & Summative\] \(QMPLCY006_A\)](#)
- provide the EV with full access to course materials (lectures, presentations & activities), and candidates' attendance register
- ensure that only the claimed candidates' portfolios are submitted for external verification
- ensure that each candidate in the claim is competent in all PCs of all relevant units in the claimed qualification.
- ensure that the portfolio of each claimed candidate consists of enough evidence to prove their competency in each performance criteria of each relevant units in the claimed qualification.
- ensure that candidate portfolio includes assessor feedback for each evidence individually or as a summary to each Performance Criteria.
- submit action plans, within five days from receiving the EV report, as requested by the Awarding Body.
- submit an appeal, according to the [Complaint and Appeals Procedure \(ACTVET_L3_Q_QMPCDR003\)](#), if do not agree with the EV decision.
- collect certificates and transcripts from ACTVET of all competent candidates and distribute the same to the candidates.

7. Payment Process Responsibilities

Fees will be applied to ACTVET Awarding Body services as per Awarding Body Fees Structure (Q_QMPLCY001-B) [Subject to GSEC approval

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8. Documentation

- External Verification Checklist [Formative & Summative] (QMPLCY006_A)
- Awarding Body Fees Structure (Q_QMPLCY001-B)

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