

# ACTVET

Abu Dhabi Centre for  
Technical and Vocational  
Education and Training

مركز أبوظبي  
للتعليم والتدريب  
التقني والمهني

## Quality Assurance (Awarding Body)

### External Verification Procedure

ACTVET\_L3\_Q\_QMPCD004

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## ACTVET

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## 1 INTRODUCTION

The External Verification procedure articulates the process related to the claim certificate, Summative and Formative External Verification process, Committee Approval, and Certificate Issuance of National Qualifications delivered at the ATPs.

## 2 OBJECTIVE

The External Verification procedure aims to establish the methodology and infrastructure for control of the Summative and Formative External Verification process conducted by ACTVET External Verifier to quality assure the delivery of National Qualifications at ATPs. This procedure document highlights the roles and responsibilities of The Awarding Body and The Accredited Training Providers.

## 3 SCOPE

The scope of this procedure applies to ATPs delivering National Qualifications.

## 4 DEFINITIONS

Sr. No.	Term	Definition
4.1	Assessment	Process of appraising knowledge, know-how, skills, and/or competencies of an individual against pre-defined criteria
4.2	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.
4.3	Candidate	A person registered for a National Qualification
4.4	Certificate	A document formally assures that a set of learning outcomes and performance criteria has been met by a candidate and assessed and verified by the Awarding body against pre-defined criteria.
4.5	Certificate Claim	The process of initiating summative external verification to issue certificates to the competent candidates.
4.6	Competent Candidate	A candidate who satisfies all requirements of the enrolled qualification by completing all the performance criteria specified in each relevant unit attached to the claimed qualification.

Sr. No.	Term	Definition
4.7	De-registration	The process of withdrawing a candidate's registration from a national qualification.
4.8	Element	An element is a group of Performance Criteria that exhibit an outcome of a unit.
4.9	External Verifier/EV/ EQA	A qualified and experienced professional who evaluates an ATP practice and performance against pre-defined criteria and VETAC guidelines.
4.10	NQC	National Qualifications Centre is the official body regulating the UAE Vocation Education sector.
4.11	Performance Criteria (PC)	A performance criterion is a group of tasks, skills, or applied knowledge that demonstrates the required standards of performance expected from a candidate to achieve a specific unit.
4.12	Portfolio	A collection of evidence referenced to specific requirements of a qualification.
4.13	Registration	The process of registering ATPs candidates for national qualification with ACTVET.
4.14	ATP	Accredited Training Provider approved of offering national qualifications.
4.15	Transcript	A document that includes all the units' names and standards and formally assures that a candidate has met a set of learning outcomes and performance criteria and has been assessed and verified by the Awarding body against pre-defined criteria. Printed on Transcript Template_QMPLCY006_E
4.16	IV/IQA	A qualified and experienced professional who internally verifies ATP submissions.

## 5 ROLES & RESPONSIBILITIES

Sr.#	Responsible Party	Roles & Responsibilities
5.1	Accredited Training Provider	<ul style="list-style-type: none"> <li>Comply with the Registration and Certification of National Qualifications and Awards Policy (ACTVET_L3_Q_QMPLCY001) and External Verification Policy (ACTVET_L3_Q_QMPLCY006).</li> <li>Request for formative and summative EV visits.</li> <li>Request for the deregistering candidate.</li> <li>ATP shall ensure that the internal verifier of the qualification is available during the EV visit to explain the IV strategy of the ATP and any clarification as required by the external verifier.</li> <li>ATP shall ensure that only the claimed candidates' portfolios are submitted for external verification.</li> <li>ATP shall pay any fees specified in the Awarding Body Fees Structure (Q_QMPLCY001-B).</li> </ul>
5.2	Awarding Body	<ul style="list-style-type: none"> <li>Conduct formative and summative verification according to the External Verification Policy (ACTVET_L3_Q_QMPLCY006.)</li> <li>Issue certificates and transcripts after processing summative verification requests from ATPs successfully.</li> <li>Conduct consultation sessions and workshops for ATPs to ensure complying with VETACT and awarding body standards.</li> <li>Communicate with the NQC regulator and report any requested information concerning the national qualifications.</li> <li>Validate the certifications upon requests from the NQC and other validation companies.</li> <li>Request new/ amend policies and procedures from ATPs complying with the awarding body and VETAC regulations.</li> <li>Assign External Verifiers for Formative and Summative External verifications and deregistering candidates.</li> <li>Identify and assign SMEs for the national qualifications for which the EV doesn't have experience.</li> <li>Reject certificate claim requests if the ATP doesn't comply with the External Verification Policy (ACTVET_L3_Q_QMPLCY006).</li> <li>Awarding body shall withhold the certificate issuance if the ATP does not comply with the Awarding Body policies.</li> </ul>

Sr.#	Responsible Party	Roles & Responsibilities
		<ul style="list-style-type: none"> <li>Awarding body shall recommend and report any disciplinary actions against ATP to NQC if the ATP doesn't comply with VETAC regulations or the Awarding Body policies and procedures.</li> </ul>

## 6 PRINCIPLES & RULES

### 6.1 Formative External Verification

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

6.1.1 A formative EV visit shall be initiated based on the ATP request to the Awarding body.

6.1.1.1 At least one Formative EV shall be conducted annually for ATP's every qualification with active candidate registration.

6.1.1.2 Formative EV shall be conducted only after completing a minimum of one assessment.

6.1.2 Awarding body shall only accept the certificate claim if the yearly Formative External Verification has been conducted for the claimed qualification.

6.1.3 If ATP did not fulfil the Action Plan Template\_ QMPLCY006\_F provided by ACTVET during Formative External Verification. ACTVET will report the violation to NQC and reject the certificate claim.

### 6.2 Summative External Verification

Summative External Verification is a process of quality assure the National Qualification delivery, assessment, and internal verification processes at an ATP to issue the certificates.

6.2.1 Summative External Verification shall be initiated based on the ATP's certificate claim request to the Awarding body.

6.2.1.1 ATP shall comply with the Registration and Certification of National Qualifications and Awards Policy (ACTVET\_L3\_Q\_QMPLCY001) to be eligible for submitting a certificate claim.

6.2.1.2 Before submitting a certificate claim request, ATP shall ensure that all items specified in the External Verification (EV Checklist QMPLCY006\_A) are available and accessible by the external verifier.

6.2.1.3 The awarding body shall conduct a Summative External verification for each certificate claim request submitted by an ATP.

- 6.2.1.4 A certificate claim request shall include one or more candidates from a specific qualification.
- 6.2.1.5 The Awarding body shall sample at least 30% of the claimed candidates' portfolios for summative external verification.
- 6.2.1.6 The final decision on a claim request shall be based on the outcome of the summative external verification conducted on the sampled candidates' portfolios.
- 6.2.2 Awarding body shall issue a certificate/transcript for competent candidates only.
- 6.2.2.1 Each candidate in a claim shall submit a portfolio of evidence in line with the EV Checklist\_QMPLCY006\_A
- 6.2.2.2 The Summative External Verification of Qualification shall be conducted based on the qualification/unit documents published by the NQC.
- 6.2.2.3 Each candidate's portfolio shall contain a PC-Evidence Matrix showing the list of all units, their PCs, and the location of evidence linked to each PC.
- 6.2.2.4 The candidate portfolio shall include the assessor's feedback for each piece of evidence individually or as a summary of each Performance Criterion.
- 6.2.2.5 Candidates in a claim request shall be marked as competent when:
- 6.2.2.5.1 The sampled candidates satisfy the qualification entry requirements published by the NQC.
- 6.2.2.5.2 The sampled candidates satisfy the qualification's rules of combinations published by the NQC.
- 6.2.2.5.3 The sampled candidate's portfolio includes the evidence for each PC in all relevant qualification units.
- 6.2.2.5.4 Evidence submitted by the sampled candidates for each PC in all relevant units satisfies the principles of assessments.
- 6.2.2.6 The Awarding body shall prepare an EV report\_ QMPCDR001 for each certificate claim request and submit it to the ATP.
- 6.2.2.6.1 Based on the EV report\_ QMPCDR001 and Awarding Body comments, the ATP shall submit Action Plan Template\_ QMPLCY006\_F filled within five days of receiving the EV report\_ QMPCDR001.
- 6.2.2.7 If there is a disagreement with the Summative EV outcome, the ATP shall submit an appeal, according to the Complaint and Appeals Procedure (ACTVET\_L3\_Q\_QMPCDR003).

6.2.2.8 If ATP did not fulfil the Action Plan Template\_ QMPLCY006\_F provided by ACTVET during the last Summative External Verification. ACTVET will report the violation to NQC; further claims will not be processed, and new candidate registration will be stopped until action plans are addressed and implemented.

## 6.3 External Verifier

An external Verifier (EV) represents the Awarding body and is responsible for conducting the formative and summative external verification.

- 6.3.1 An External Verifier shall have NQC External Verifier approval by NQC.
- 6.3.2 An EV shall hold a valid National or International External Verifier qualification /award.
- 6.3.3 An EV shall be a qualified Assessor.
- 6.3.4 An EV shall be a qualified Internal Verifier.
- 6.3.5 An EV shall hold a qualification or industry experience related to the subjects being externally verified by the EV.
- 6.3.6 An EV shall thoroughly know the QF Emirates and UAE TVET sectors.
- 6.3.7 The External Verifier shall conduct the formative and summative external verification per this policy.
- 6.3.8 The External Verifier shall seek the Subject Matter Expert's (SME) report and confirmation in verifying the assessments and evidence of candidates submitted for a qualification that the EV is neither qualified nor experienced in.
- 6.3.9 The external verifier shall prepare the required sampling plan for the SME.
- 6.3.10 The external verifier shall verify all processes per this policy except for SME's assessments and evidence validation.
- 6.3.11 The external verifier shall decide on a claim based on the Subject Matter Expert Report (Q\_QMPLCY006-B) and the Internal Quality Assurance process's quality.

## 6.4 Subject Matter Experts

A subject Matter Expert (SME) is a qualified and experienced professional temporarily contracted for a short period by the awarding body to evaluate and ensure the relevance and quality of the evidence submitted by the candidates to obtain National Qualification. ATP shall bear the cost of allocating SMEs as per NQC fees.

Subject Mater Experts (SME) should have the below skills and requirements to be assigned for one of the national qualifications at the ATPs.

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## 6.4.1 Capability of the SME:

- 6.4.1.1 To effectively communicate and enhance the institute's technical knowledge in a format that provides the maximum support to the institute.
- 6.4.1.2 Have a high level of understanding of the topic area and its associated application and practice in the workplace.
- 6.4.1.3 Teaching experience is proposed on the assumption that an SME who understands instructional practice can suggest effective ways to present the material to learners.

## 6.4.2 Technical expertise:

- 6.4.2.1 SMEs must have experience in the field of qualification to have the expertise in evaluating physical evidence as per the standard.
- 6.4.2.2 SMEs shall be certified in their field experience with a professional certificate demonstrating their competency and technical level.
- 6.4.2.3 SMEs should have health & safety understanding and/or training to judge the produced evidence in the workshop/lab if applicable.
- 6.4.2.4 SMEs can work with learning management systems (LMS).

## 6.4.3 Suitability of SME:

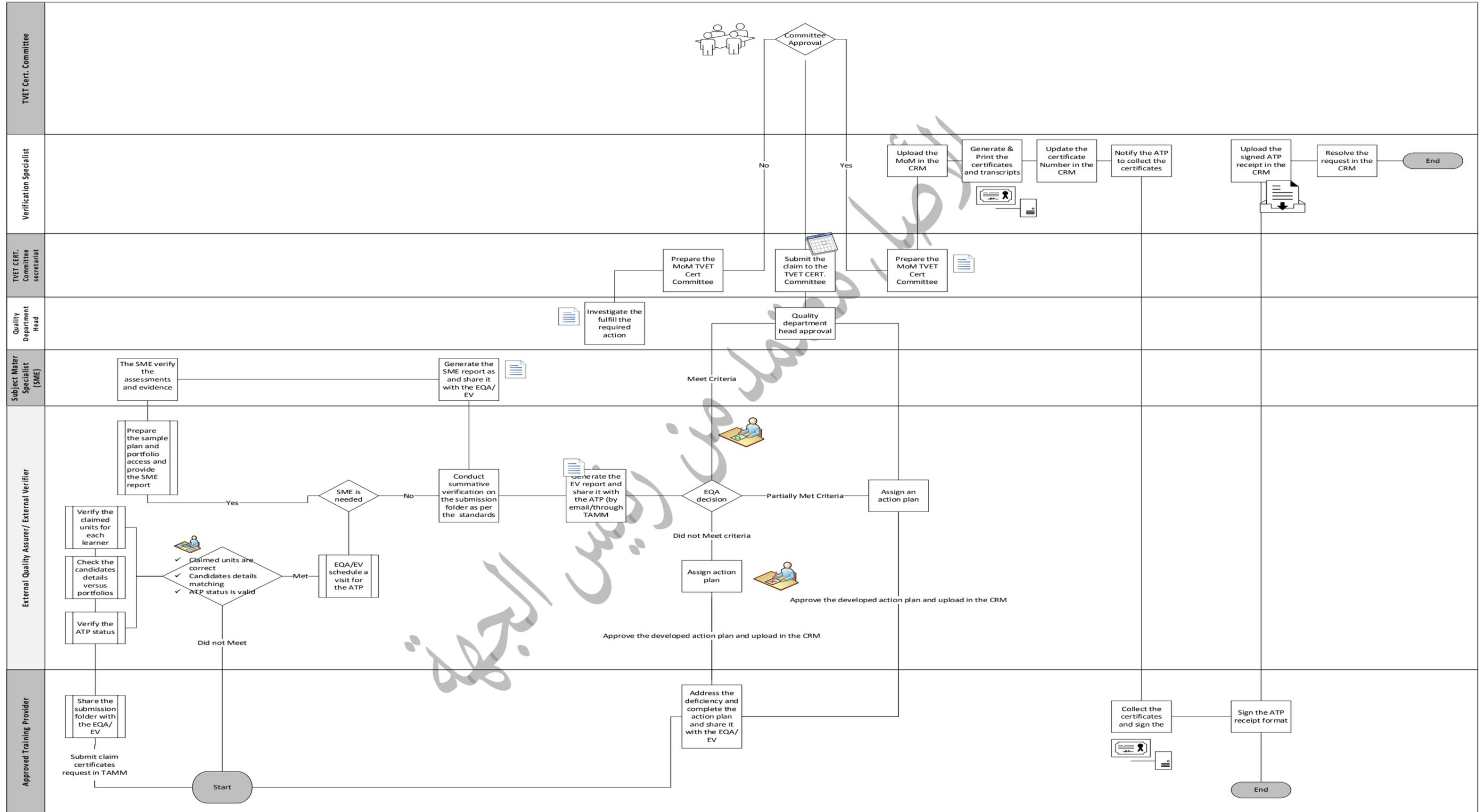
- 6.4.3.1 The SME must be available and have sufficient time for the verification process.
- 6.4.3.2 SMEs should have effective interpersonal skills to promote effective teamwork and manage conflicts or disagreements with others.
- 6.4.3.3 Allocation of SMEs shall preferably fulfil the criteria below:
  - 6.4.3.3.1 Have current occupational experience related to the subjects being externally verified, preferably with a teaching role.
  - 6.4.3.3.2 Sign the non-disclose agreement provided by ACTVET.
  - 6.4.3.3.3 Sign the conflict of interest document provided by ACTVET.
  - 6.4.3.3.4 The SME shall verify the samples identified by the External Verifier according to the Subject Matter Expert Report (Q\_QMPLCY006-B) template.
  - 6.4.3.3.5 The SME shall assess the evidence and provide an External Verifier on the acceptance of assessment tools based on the unit's performance criteria requirements.

- 6.4.3.3.6 The SME shall provide his technical feedback on evidence submitted by the candidates based on the unit's performance criteria requirements and the assessment tools used.
- 6.4.3.3.7 Based on the unit's performance criteria requirements, the SME shall advise the External Verifier of the acceptance of assessment decisions and feedback provided by the assessors.
- 6.4.3.3.8 The SME shall complete and sign the Subject Matter Expert Report\_QMPLCY006\_B and send it to the External Verifier.
- 6.4.3.3.9 The SME shall sample more evidence to evaluate the quality if required.
- 6.4.3.3.10 The SME will be reported to NQC if any violation is found, observed, and blacklisted from performing the task in any awarding body.

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## 7 FLOWCHART



## 8 PROCEDURES

### 8.1 Claim Verification

Sr. #	Steps	Accountable	Timeline	Outputs
8.1.1	The ATP submits a Certificate Claim request on the TAMM Portal (ACTVET CRM). ATP ensures that all items in the EV checklist_QMPLCY006_A are available for the request.	ATP Representative	-	Certificate Claim request
8.1.2	The verification specialist reviews the profile of the ATP and completes the action on CRM	Verification Specialist	5 days from the Certificate Claim date	-
8.1.3	The verification Specialist checks candidates in the Certificate Claim	Verification Specialist	5 days from the Certificate Claim date	-
8.1.4	The verification Specialist approves candidates who meet the entry requirements of the qualification	Verification Specialist	5 days from the Certificate Claim date	List of approved candidates for the EV visit

### 8.2 Summative / Formative External Verification

Sr. #	Steps	Accountable	Timeline	Outputs
8.2.1	External verifier schedules the EV visit for the ATP on CRM	External Verifier	5 days from the Certificate Claim date	-
8.2.2	External verifier sends the EV visit date and time and the EV Checklist_QMPLCY006_A through CRM.	External Verifier	-	-
8.2.3	External verifier coordinate between the SME and ATP if required	External Verifier, SME, ATP	2 Days after the EV request	SME and ATP agreement
8.2.4	SME generates the Subject Matter Expert Report_QMPLCY006_B and shares it with the External verifier	SME	5 Days from SME/ATP agreement	SME report
8.2.3	The ATP approves the date of the visit and prepares for the visit	ATP	-	EV visit schedule

Sr. #	Steps	Accountable	Timeline	Outputs
8.2.4	The external verifier conducts the visit by evaluating the IV and assessment activities at the ATP	External Verifier	5 days from the EV visit date	-
8.2.5	External verifier completes the Inspection and EV Reports on CRM and completes relevant actions on CRM	External Verifier	5 days from the EV visit date	-
8.2.6	Quality Department Head approves the EV report_QMPCDR001	Quality Department Head	5 days from the EV visit date	EV report
8.2.7	External verifier generates the EV report from the system and shares it with the ATP on CRM	External Verifier	5 days from the EV visit date	-
8.2.8	ATP shall fill the Action Plan Template_QMPLCY006_F where it is required & upload it on CRM in agreement with EV	ATP	5 working days from the EV notification Date	Complete Action Plan
8.2.9	ATP approves the EV report and downloads a copy for their record	ATP	5 days from the EV visit date	Approved EV report

### 8.3 Committee Approval

Sr. #	Steps	Accountable	Timeline	Outputs
8.3.1	The EV team send the EV reports, including the details of each claim certificate request, to the secretariat of TVET Cert. Committee	External Verifier	-	-
8.3.2	The Secretariat of the TVET Certificate Committee sends an invitation to schedule a committee meeting.	Secretariat of TVET Cert. Committee	-	-
8.3.3	Committee members accept the meeting request	Committee members	-	Meeting Schedule
8.3.4	TVET Cert. The committee meets and approves the EV reports submitted by the EV.	Committee members	-	-

Sr. #	Steps	Accountable	Timeline	Outputs
8.3.5	TVET Cert. The Committee secretariat prepares the MoM TVET Cert. Committee_ACTVET-L3-QA-005 and obtains committee members' signatures	Secretariat of TVET Committee	2 days from the meeting date	Signed MOM
8.3.6	TVET Cert. The Committee secretariat sends the final MoM TVET Cert. Committee_ACTVET-L3-QA-005 to the Verification Specialist to print the certificates and transcripts.	Secretariat of TVET Committee	2 days from the meeting date	-

#### 8.4 Certificate Issuance

Sr. #	Steps	Accountable	Timeline	Outputs
8.4.1	The verification Specialist enters the date and number of the MoM TVET Cert. Committee_ACTVET-L3-QA-005 into each claim certificate case approved by the committee.	Verification Specialist	2 days from receiving MoM	-
8.4.2	The verification Specialist completes relevant actions on CRM and generates the certificates and transcripts	Verification Specialist	2 days from receiving MoM	-
8.4.3	The verification Specialist prints the certificates and transcripts	Verification Specialist	1 week from receiving MoM	Certificates and Transcripts
8.4.4	Verification Specialist verifies the accuracy of the information on the certificates and the transcripts	Verification Specialist	1 week from receiving MoM	-
8.4.5	The verification Specialist obtains the signature of the TVET Cert. Committee Chair	Verification Specialist & Chair of the committee	-	Signed Certificates and Transcripts
8.4.6	The verification Specialist hands the certificates and transcripts to ATP and obtains their signature.	Verification Specialist & ATP	-	-
8.4.7	Verification Specialists upload Receipt of Certificates Form_ QMPLCY006_C on CRM and close the claim certificate request.	Verification Specialist	-	The claim certificate request is closed.

## 9 RISK IDENTIFIED IN PROCESSES

Refer to the department Risk Register

## 10 KEY PERFORMANCE INDICATORS (KPIs)

Sr. #	Measurement	Unit of Measure	Reporting frequency
10.1	% of Formative EV Visits conducted for qualifications	%	Yearly
10.2	% of completed claim certificate requests received in CRM (Yearly)	%	Yearly

## 11 REFERENCES

No.	Document Title	Document Reference
11.1	<a href="#">Official NQC Assessor, Trainer IQA and EQA Quality Standards for the UAE</a>	Version 02; November 2022
11.2	<a href="#">Registration and Certification of National Qualifications and Awards Policy</a>	ACTVET_L3_Q_QMPLCY001
11.3	<a href="#">Complaint and Appeals Procedure</a>	ACTVET_L3_Q_QMPCDR003
11.4	<a href="#">Official NQC ATP Quality Assurance Standards for the UAE v2- Nov 2021</a>	Version 02; November 2021
11.5	<a href="#">TVET Assessment Guidelines</a>	Version 01; 19th May 2023

## 12 APPENDIX <OR APPENDICES>

- [External Verification Formative and Summative Checklist QMPLCY004\\_A](#)
- [External Verification SME Report Template QMPLCY004\\_B](#)
- [Receipt of Certificates Form QMPLCY004\\_C](#)
- [Certificate Template QMPLCY006\\_D](#)
- [Transcript Template QMPLCY006\\_E](#)
- [Action Plan Template QMPLCY006\\_F](#)
- MoM TVET Cert. Committee\_ACTVET-L3-QA-005
- [EV report QMPCDR001](#)
- [Complaint and Appeals Procedure \(ACTVET\\_L3\\_Q\\_QMPCDR003\)](#).
- Conflict of Interest Template ACTVET\_L3\_Q\_QMPCDR004\_H
- Non-Discloser Agreement Template ACTVET\_L3\_Q\_QMPCDR004\_G

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