

## Assessment organisation evaluation methodology

This evaluation methodology has the following uses:

- it will be used by the SRA to evaluate prospective assessment organisations' work based learning programmes
- it can be used by prospective assessment organisations to assist the design and delivery of their work based learning programmes
- it will be used by the SRA for ongoing monitoring and evaluation during the period of the work based learning pilot.

The evaluation methodology is accompanied by guidance notes.

QAA precept	Quality indicator	Evidences
<p><i>The Quality Assurance Agency for Higher Education (QAA) Precepts for work based learning can be found in at <a href="http://www.qaa.ac.uk/academicinfrastructure/codeOfPractice/default.asp">http://www.qaa.ac.uk/academicinfrastructure/codeOfPractice/default.asp</a> in Code 9 (work based learning)</i></p>	<p><i>Indicators of quality reflect the QAA's Precepts for work based learning, or, in the case of indicator 9, the SRA's commitment to fair and equal treatment of all candidates and the recognition of diversity.</i></p> <p><i>The quality indicators set out the key attributes that the SRA expects of a work based learning provider. It is possible, within the judgement of the SRA, for a provider to</i></p> <ul style="list-style-type: none"> <li>• <i>fail to meet the indicators</i></li> <li>• <i>adequately meet the indicators</i></li> <li>• <i>meet the indicators with varying degrees of excellence</i></li> </ul>	<p><i>Evidences are used by the SRA to judge an assessment organisation's failure to achieve the quality indicators, or achievement of the indicators with adequacy or with varying degrees of excellence.</i></p> <p><i>The SRA will have regard to both an assessment organisation's documentation and to demonstration that the content, standards and processes set out in the documentation are or will be implemented</i></p> <p><i>An assessment organisation demonstrates adequate achievement of the quality indicators through</i></p> <ul style="list-style-type: none"> <li>• <i>all the elements of evidence being present, and</i></li> <li>• <i>each element being sufficient to assure the SRA that it is implemented in practice</i></li> </ul> <p><i>An assessment organisation demonstrates a degree of excellence in its achievement of the indicators through evidence which shows a more than adequate regard for the indicators and for candidates' development towards the work based learning outcomes</i></p>

QAA precept	Quality indicator	Evidences
1 <b>learning outcomes</b>	A quality assured assessment organisation ensures that its intended learning outcomes are clearly identified, contribute to the overall and coherent aims of their programme, and are assessed appropriately.	<p>The SRA expects an assessment organisation to be able to demonstrate that the work based learning programme:</p> <ul style="list-style-type: none"> <li>• specifically references, and enables assessment against, the work based learning outcomes, including the need to work in 3 areas of law and to gain experience of contentious and non-contentious work</li> <li>• includes a learning framework aimed at developing candidates towards the work based learning outcomes</li> <li>• enables the direction or redirection of candidates' learning so as to most effectively achieve the work based learning outcomes</li> <li>• reflects the typical professional requirements of the learning environment</li> <li>• can accommodate candidate diversity and the diversity of learning environments</li> <li>• includes a structured series of face to face meetings between appropriate assessment organisation staff and each candidate</li> <li>• has effective mechanisms for allowing candidates to record evidence that demonstrates compliance with SRA standards (i.e. the WBL Outcomes)</li> <li>• has effective mechanisms for assessing candidates' evidence.</li> </ul>
2 <b>responsibilities for academic standards and quality</b>	A quality assured assessment organisation takes responsibility for the academic standards of its awards and the quality of provision leading to them, and has in place policies and procedures to ensure that its responsibilities, and those of its partners involved in work-based learning, are clearly identified and met.	<p>an assessment organisation should be able to demonstrate that there are effective measures in place:</p> <ul style="list-style-type: none"> <li>• to ensure the delivery of all elements detailed under <b>1. learning outcomes</b></li> <li>• to ensure that they can meet the requirements for assessment organisations set out in the Requirements for Participants detailed in the work based learning Handbook</li> <li>• to ensure feedback from candidates and other partners, and corrective action by the assessment organisation, where there is any failure or other issue with the delivery of any element detailed under 1. learning outcomes or any requirement for assessment organisations set out in the Requirements for Participants</li> <li>• to resolve situations where candidates do not achieve the work based learning outcomes, including the termination of the period of work based learning.</li> </ul>

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<b>3 responsibilities for partners</b>	A quality assured assessment organisation ensures that all partners providing work-based learning opportunities are fully aware of their related and specific responsibilities, and that the learning opportunities provided by them are appropriate.	<p>If the assessment organisation is not the candidate's employer, the assessment organisation should be able to demonstrate that:</p> <ul style="list-style-type: none"> <li>• the roles and responsibilities of employers and candidates are agreed and documented, and do not conflict with the Requirements for Participants set out in the work based learning Handbook</li> <li>• there is in place an agreed system between assessment organisation and employer for providing each other of early warning of potential problems that may affect candidates' progress towards the work based learning outcomes, or continuation of the work based learning programme</li> <li>• there is agreement with employers about the learning environment's scope in achieving the work based learning outcomes, and that</li> <li>• where a single learning environment will not enable candidates to achieve all the work based learning outcomes, the employer recognises and makes allowance for the candidates' need to achieve the remaining outcomes.</li> </ul>
<b>4 responsibilities and entitlements of candidates</b>	A quality assured assessment organisation informs candidates of their specific responsibilities and entitlements relating to their work-based learning.	<p>The SRA expects an assessment organisation to be able to demonstrate that its work based learning programme clearly defines and documents the role and responsibilities of candidates so as to:</p> <ul style="list-style-type: none"> <li>• clarify to candidates their own responsibility for their own development and progress towards the work based learning outcomes</li> <li>• not conflict with the Requirements for Participants set out in the work based learning Handbook.</li> </ul>
<b>5 information support and guidance for candidates</b>	A quality assured assessment organisation provides candidates with appropriate and timely information, support and guidance prior to and throughout their work-based learning.	<p>The SRA expects an assessment organisation to be able to demonstrate that it has plans to provide accurate information, support and guidance at the start of and throughout the period of work based learning which includes:</p> <ul style="list-style-type: none"> <li>• the work based learning Handbook</li> <li>• details of the roles and responsibilities of all participants</li> <li>• any sources of further information, support and guidance</li> <li>• information on all procedures which it may be necessary for a candidate to follow and which addresses and where necessary is adapted to the needs of candidates in respect of their own diversity, the diversity of their learning environments and their own progress towards completion of the period of work based learning.</li> </ul>

QAA precept	Quality indicator	Evidences
6 <b>information support and guidance for partners</b>	A quality assured assessment organisation ensures that its work-based learning partners are provided with appropriate and timely information prior to, throughout and following candidates' work-based learning.	The SRA expects an assessment organisation which is not the candidates' employer to be able to demonstrate that: <ul style="list-style-type: none"> <li>• the employer has been made aware of their agreed responsibilities which extend to, and do not conflict with, employers' responsibilities set out in the Requirements for Participants in the work based learning handbook and the employer's statement of support</li> <li>• the employer has been informed of the sources of any further information, support and guidance available.</li> </ul>
7 <b>staff development</b>	A quality assured assessment organisation ensures that its staff involved in work-based learning are appropriately qualified, resourced and competent to fulfil their role(s) and, where applicable, that any partners in work based learning have effective measures in place to monitor and assure the proficiency of their staff involved in the support of the work based learning.	The SRA expects an assessment organisation to be able to demonstrate that all staff involved in the delivery of work based learning: <ul style="list-style-type: none"> <li>• have, and understand, their agreed and defined roles and responsibilities within the work based learning programme</li> <li>• have the qualifications, training and experience to fulfil those roles and responsibilities.</li> </ul>
8 <b>monitoring and evaluation</b>	A quality assured assessment organisation has policies and procedures for monitoring, administering and reviewing work-based learning that are used effectively and reviewed regularly.	The SRA expects an assessment organisation to be able to demonstrate that measures are in place for monitoring, administering and reviewing the delivery of work based learning. The measures should: <ul style="list-style-type: none"> <li>• be clear</li> <li>• be usable by all involved in the process</li> <li>• allow feedback on the quality and standards of the learning and assessment</li> <li>• be reviewed regularly.</li> </ul> 'Feedback' can include meetings, feedback from staff, questionnaires, and/or focus groups. The feedback should allow providers to identify any problems and take action on them, as well as noting good practice.

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<b>9 fairness, and equality and diversity</b>	A quality assured assessment organisation has policies and procedures for ensuring that candidates receive fair and equal treatment and acknowledging and addressing candidates' diversity.	<p>The SRA expects an assessment organisation to be able to demonstrate that measures are in place for ensuring</p> <ul style="list-style-type: none"> <li>• the equal and fair treatment of all candidates</li> <li>• respect for the diversity of candidates and issues arising from candidates' backgrounds, personal circumstances and the diversity of learning environments</li> <li>• the observance of fair and proper procedures including the correction of any failures of delivery of work based learning, and</li> <li>• the ability for candidates to complain (i.e. raise concerns about the provision of WBL programmes and/or academic service) to the AO</li> </ul> <p>The AO may also have in place measures for providing a system for appeals (i.e. a request for review of an assessment decision about a candidate's competence), but this is not a requirement. The AO may also find it helpful to define what is meant by 'appeals' and 'complaints'.</p>