



Policy and Processes	
Author	Steve Clarke
Policy / Process	Internal Quality Assurance and Verification
Version/Date	V7.0 May '26

Tech Leaders Connect supports the quality assurance process and will ensure that the requirements of the Awarding Body are followed. The roles and responsibilities of assessors and internal verifier are recognised as being essential to the delivery and quality assurance of the CIO Standard. Sufficient time will be allocated so that the assessment and internal verification team can carry out their duties effectively.

Competent and qualified assessors and internal verifiers will be responsible for the delivery of the CIO Standard. Where required, training will be put in place to train new assessors.

The CIO Standard can only be maintained by competent and qualified assessors and internal verifiers, working to agreed codes of practice and Awarding Body requirements.

Sampling

The internal verifier must:

- Ensure that monitoring of the qualification is carried out on an on-going basis.
- Development of a sampling plan and ensuring the sample size is appropriate
- Ensure the sampling process covers all parts of the qualification, assessment methods and a wide range of candidates and that it takes in to account workload, assessment methods and candidate cohorts
- Sampling must include checking assessment records, methods used by the assessor and evidence produced by the candidate to support the assessment decision
- Third party submissions must be checked for authenticity
- Where actions are identified, ensure target dates are agreed and feedback is provided to relevant parties

Standardisation

The internal verifier must:

- Plan standardisation activities to cover at least the next 12 months
- Hold regular standardisation meetings with assessors
- Ensure assessor training and/or development needs are identified and actioned
- Review Awarding Body procedural changes and ensure all assessors understand the implications
- Manage an annual team records update process

Internal Verification Process

Tech Leaders Connect recognises the role and responsibilities of the internal verifier and allocate sufficient time for all duties to be completed effectively.

- Ensure that assessors have sufficient relevant and current occupational competence and hold or are working towards nationally accredited assessor awards
- Ensure only qualified assessors sign assessment decisions
- Ensure assessor training and development requirements are identified and managed
- Maintain records of qualifications and occupational competence
- Ensure candidates are registered on the assessment systems
- Refer disputes and appeals to the appropriate authority
- Ensure that the sampling process covers all assessors, each part of the standard and all assessment methods
- Develop, maintain and use a process for verification
- Engage with a sample of candidates to ensure they are aware of and satisfied with the assessment process

Evaluate feedback from candidates and discuss with assessors and feed back to the central evaluation process