

QUALITY POLICY AND PROCEDURES MANUAL

TEMPLATE

for

TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING (TVET) ORGANISATIONS

THIS TEMPLATE IS A GUIDE.

IT DOES NOT REPRESENT A COMPLETED POLICY AND PROCEDURES MANUAL.



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INTRODUCTION

History of Organisation - Brief Overview

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Rationale for the Establishment of a Quality Management System for Training and Certification

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PURPOSE AND SCOPE

Purpose of Training

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Scope of Training

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ORGANISATIONAL STRUCTURE

The organization has a structure that clearly establishes the levels of authority and accountability and which defines the roles and responsibilities for activities involved in the daily operations of the organization and the welfare of persons accessing training and certification. These responsibilities include the following:

- Quality Assurance & Control
 - fiscal management of training resources
 - provision of resources to maintain currency within the sector
 - review of vision, mission and objectives to maintain relevance
 - establishing policies and procedures to guide training and assessment
 - promote a culture of quality within the organisation
- Staff Resources
 - conducting needs analysis
 - sourcing and selecting qualified personnel for training
 - providing training opportunities for the upgrading of staff
 - establishing and implementing a staff training plan
 - providing opportunities for staff furlough/ industry experience in the skill area (where necessary).
 - Maintaining documentary evidence of staff training, experience and qualifications.
- Physical Resources
 - conducting needs analysis
 - establishing procedures for the sourcing of goods and equipment required for training and assessment
 - establishing and maintaining preventative maintenance plan and schedules
 - establishing and implementing occupational health and safety procedures
- Client Welfare
 - establish and implement appropriate policies for the protection of clients. eg: appeal policy

 - provide career guidance to clients

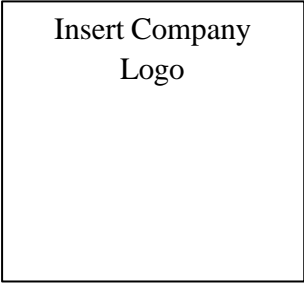
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-
- provide appropriate and timely feedback to clients
 - establish and implement procedures for the handling of grievances/queries and other matters of importance to the welfare of the client
 - establish channels of communication to ensure clients are aware of administrative adjustments and changes to policies and procedures that may impact on their achievement
- Management of training activities
 - | |
|-------------|
| INSERT DATA |
|-------------|
 - Management of the assessment activities
 - | |
|-------------|
| INSERT DATA |
|-------------|
 - Evaluation/Review of programmes
 - | |
|-------------|
| INSERT DATA |
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The Organisational Chart

INSERT ORGANISATIONAL CHART



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These roles and responsibilities are carried out as defined by established positions and documented in Job Descriptions or Terms of References: The major roles and responsibilities for the achievement of the mission are embodied in the following positions :

- Management Committee Members:
 -
 -
 -
- Chief Executive Officer/ Manager/Principal:
 -
 -
- Training Manager/ Deputy Manager/Vice Principal:
 -
 -
 -
- Head of Section/ Registrar:
 -
 -
 -
- Senior Instructor/Senior Trainer:
 -
 -
 -
 -
- Assessor :
 -
 -
 -
- Instructor/Trainer:
 -
 -

Other positions not mentioned above are included in documentation maintained by the organization.

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VISION AND MISSION STATEMENT

This organization's management has a mission statement which expresses its commitment to the training and certification of individuals in the technical and vocational skills.

The Vision

Mission Statement

INSERT VISION AND MISSION

The organization has established objectives in keeping with its mission. These objectives are related to the mission of training and certification and are communicated to the stakeholders. The objectives are:

-
-
-
-
-

INSERT OBJECTIVES

This mission and objectives are communicated to the organisation's stakeholders and the general public in various ways which include:

- Display of mission statement in public areas within the organization
- Inclusion in newsletters, brochures, handbooks and relevant publications
-
-
-

DELETE DATA THAT DOES NOT APPLY. INSERT RELEVANT DATA

The organization's management reviews the mission and objectives at least once per year to ensure its relevance to its stakeholders and the community/industry which it serves. This review includes input from customers, experts in the relevant areas, advisory committees, staff, trainees and other relevant persons.



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STANDARD REQUIREMENT

Quality Assurance & Control

Policy

The executive of this organization is committed to the establishment, implementation and maintenance of quality policies and procedures in keeping with its mission and to facilitate appropriate fiscal management of the resources for training and assessment to meet the needs of its clients.

Responsibilities:

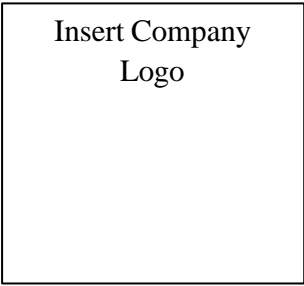
- Chief Executive Officer/ Principal
- Training Manager
- Accountant/Bursar
- Members of the Advisory Committee/Board

Policy Components:

- 1.1. The organization has established a mission statement that clearly expresses its commitment to the provision of technical and vocational education and training. It has established and communicated objectives for training and assessment that are in keeping with its general mandate and which specifies the expected outcomes and benefits to clients.

The mission statement is communicated in various media to all stakeholders and to the general public. Any change to the mission is communicated to all stakeholders in appropriate fora. The mission statement is mounted in public areas to ensure visibility to all clients, trainees, staff and the general public.

- 1.2 The organization has established a management committee to provide oversight to its operations. To ensure the continuity and efficiency of the management committee the following are documented and maintained:
 - Criteria for selection of Management Committee members
 - Profiles of the Management committee members
 - Terms of Reference
 - Minutes of meetings held
 - Plans, outcomes and follow-up actions planned and conducted.



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-
- 1.3 The top management is committed to establishing, maintaining and reviewing policies and procedures to guide actions and decisions taken in the implementation of training and assessment operations of the organization.
 - 1.4 An organizational chart is established that clearly reflects the lines of authority and scope of responsibility. The organizational chart is supported by written job descriptions that clearly identify the roles and responsibilities of the various individuals.
 - 1.5 Job descriptions of the various positions clearly state the role, responsibilities and functions of staff members in the training and assessment activities of the organization and are signed by the incumbents. Signed copies are maintained by the organization and made available to incumbents..
 - 1.6 A policy and procedures manual is documented, implemented and reviewed at regular intervals to maintain currency and relevance to the needs of the organization and its clients. This manual documents the systems that guide training and assessment operation in the organization.
 - 1.7 A system is in place for the control and maintenance of documents and records to ensure proper identification of documents, adequate version control and to avoid the unintended use of obsolete documents.
 - 1.8 Training materials are current and reflect the needs of the industry.
 - 1.9 Affiliated sites/satellite locations (where they exist) are managed according to the organisation's established policies and procedures and a system of accountability exist between these sites and the organization.
 - 1.10 The organization is committed to the provision of funds to manage and maintain the quality of training and support the assessment activities necessary to enable clients to achieve their training objectives.
 - 1.11 The organization has established procedures to guide the management of the financial resources of training and assessment activities.
 - 1.12 The organization is committed to the refund of monies to clients according to the written procedures established. These procedures are communicated to the client at registration.

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Related Policies and Procedures: (Insert)

- Control of Document
- Refund
- Selection of Management Committee/Board members
- Management of Partnerships/Satellite locations

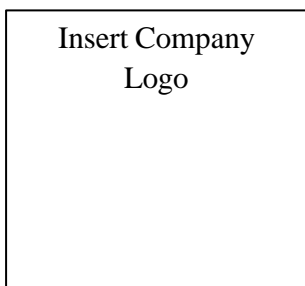
Reference Documents:

- NCTVET Accreditation Standard
- NCTVET Accreditation Templates
- NCTVET Accreditation Handbook

Records:

Samples of the documented evidence to demonstrate the implementation of this policy include:

Document Name	Document Number	Review Cycle
Copies of Brochures, Flyers	XXX.OOI	1 year
Learner's handbooks, Staff Handbook		
Organisational Chart		
Mission Statement and Objectives		
Profile and Terms of Reference of Management Committee		
Copies of Minutes of Management Meetings		
Job descriptions signed by incumbents		
Policy and Procedures Manual		
Training Program/Curricula		
Budget and related procedures e.g. Purchasing		
Audit reports – related to the training and certification activities eg. financial, facility audits		
Refund procedure, records of refunds		
Policies/ procedures governing partnerships and satellite locations		
Relevant standards/ curricula/course outlines		
Contracts		
Relevant operational reports & minutes		



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STAFF RESOURCES

Policy

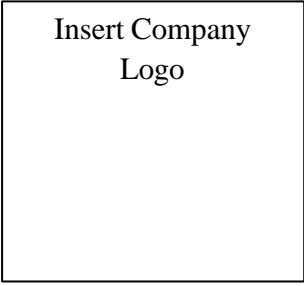
The organization employs staff members that possess relevant and current experience and hold formal qualification of competence and training at least one level above those being trained in the sector of industry for which they are offering training. The organization is committed to encourage the continued improvement of trainers to ensure the transmission of current and relevant information and practice to its clients.

Responsibilities

- Chief Executive Officer/ Principal
- Training Manager/Vice Principal
- Members of the Advisory Committee/Board

Policy Components

- 2.1 The organisation's policy specifies the qualification and experience of training staff in the relevant industry sector or sub-sector and ensures that the qualification is above that of those being trained.
- 2.2 The organisation employs trainers who possess the qualification and experience requirements of its staffing policy.
- 2.3 Procedures are in place and implemented for the recruitment and orientation of staff.
- 2.4 The organisation evaluates the performance of training staff at regular intervals to ensure that training needs are identified and feedback is given to staff to encourage upgrading and enhancement of skills.
- 2.5 The organization allocates the necessary resources , where possible, to provide ongoing staff development and to ensure continuous improvement in technical competencies and overall professional development.
- 2.6 The organisation ensures that trainers in technical areas maintain liaison with the relevant industry through furlough and visits to industry to remain current.
- 2.7 The organization ensures that administrative, clerical and support staff are appropriately skilled/qualified to fulfil their assigned roles and responsibilities.



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Related Policies and Procedures:

- Recruitment
- Staff Induction
- Staff Development

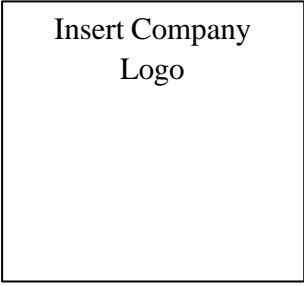
Reference Documents

- NCTVET Accreditation Standard
- NCTVET Accreditation Templates
- NCTVET Accreditation Handbook

Records:

Samples of the documented evidence to demonstrate the implementation of this policy include:

Document Name	Document Number	Review Cycle
Document outlining the required qualification /experience of staff		
Staff recruitment policy/procedure		
Staff development plan		
Staff training plan/budget		
Staff Induction checklist		
Staff personal information sheet/form		
Resumes, verified copies of		
Records of industry furlough/visits/liaison		
Records of qualification and industry experience		
Records of staff participation in training activities		
Evaluation checklists and reports on feedback to staff		



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PHYSICAL RESOURCES

Policy

The organization ensures that the physical plant is able to support the training arrangements agreed upon and maintain the occupational health and safety standards necessary to protect its clients.

Responsibilities

- Chief Executive Officer/ Principal
- Training Manager/Vice Principal
- Staff members

Policy Components

- 3.1 The organization provides space to accommodate the number of clients recruited, the needs of the clients and the method of delivery and assessment.
- 3.2 Areas are allocated for the storage of material, tools and equipment required for training.
- 3.3 Systems are in place to ensure that statutory and regulatory requirements for Occupational Health and Safety are met.
- 3.4 Tools and equipment are upgraded to ensure the training is in keeping with the standard requirements and with industry needs and maintained to ensure safety and efficiency.
- 3.5 The organization ensures that relevant and up-to-date hand tools are available to support the training and assessment activities.
- 3.6 The organization ensures that relevant and up-to-date machinery/equipment is available to support the training and assessment operations.

Related Policies and Procedures: (Insert)

- Purchasing
- Maintenance
- Occupational Health & Safety

Reference Documents

- NCTVET Accreditation Standard

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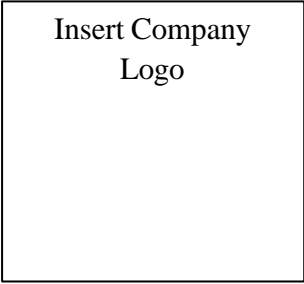
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- NCTVET Facilities Standards
- NCTVET Accreditation Templates
- NCTVET Accreditation Handbook

Records:

Samples of the documented evidence to demonstrate the implementation of this policy include:

Document Name	Document Number	Review Cycle
Sketch plan of facilities		
Completed occupational health and safety template		
Incident reports		
Workshop procedures/documents		
Maintenance records for safety equipment i.e. fire extinguishers		
Inventory system/listing		
Equipment maintenance plan/schedule		
Equipment maintenance records		
User manuals		
Completed safety checklists		
Records of fire drills, safety inspections		
Purchase requisition/purchase orders		
Purchasing procedure		
Supplier contracts		



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CLIENT SERVICES & ACTIVITIES

Policy

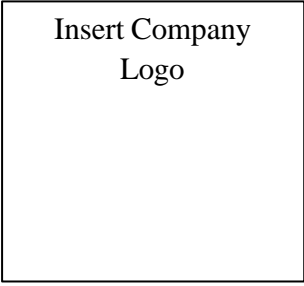
The organization is committed to provide a secure environment, career advice and administrative support for its clients to encourage personal growth through the development of knowledge and attitude and the successful completion of their programme through access to a fair and equitable training and assessment environment.

Responsibilities:

- Chief Executive Officer/ Principal
- Training Manager/Vice Principal
- Career Advisor
- Trainer

Policy Component

- 4.1 The organization has established a procedure for the recruitment of clients is in place which specifies the entry requirements for each programme.
- 4.2 An orientation programme is in place for the induction of new client to the organization.
- 4.3 Assistance is provided to clients in planning and completing their certification programme.
- 4.4 The organization has established and implemented procedures to address the resolution of queries, appeals, and complaints brought to its attention.
- 4.5 The organization has established and implemented procedures to address disciplinary matters brought to its attention.
- 4.6 The organization has established a documented procedure to protect the rights of individual privacy and confidentiality of personal records.
- 4.7 The organization has established systems for the maintenance, management, preservation and security of clients's records.
- 4.8 The organization has systems in place to provide on request, information relevant to the programme completed, competencies achieved, status and period of enrollment



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4.9 The organization has a documented procedure to ensure that clients have access to their trainin and assessment records on request.

Related Policies and Procedures:

- Recruitment procedure
- Appeal procedure/Grievance Resolution procedure
- Access to Records Procedure
- Disciplinary
- Privacy
- Maintaining client records

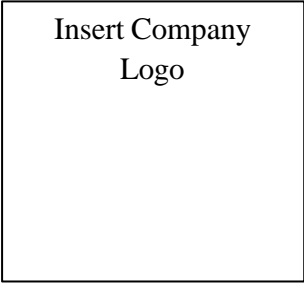
Reference Documents

- NCTVET Accreditation Standard
- NCTVET Accreditation Templates

Records:

Samples of the documented evidence to demonstrate the implementation of this policy include:

Document Name	Document Number	Review Cycle
Recruitment procedure		
Appeal procedure/Grievance Resolution procedure		
Procedures/manual for recruitment		
Interview instruments		
Client Records		
Learner handbook		
Orientation procedure		
Signed off qualification plans		
Procedures for handling disciplinary matters		
Records of resolved disputes		
Records of complaints and how they are handled		
Documentation that shows client advisement services offered		



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TRAINING

Policy:

The organization is committed to provide the necessary training resources and technical support required to develop the knowledge, skills and attitudes of individuals accessing training and assessment in the technical and vocational areas offered.

Responsibilities:

- Training Manager/Principal
- Training Coordinator/ Senior Instructor
- Instructor

Policy Components:

- 5.1 Clients are informed of the training and internal assessment requirements prior to the start of the programme.
- 5.2 The organization has established and implemented an appeal system for internal assessment and feedback.
- 5.3 The organization has established and implemented systems and procedures to ensure integrity and equity of the training and internal assessment processes.
- 5.4 Feedback on the training and internal assessment outcomes is given on a timely basis to encourage and to provide a basis for training intervention.
- 5.5 The organization provides time for theoretical and practical interface and a facilitator to learner ratio that is adequate for the programmes offered.
- 5.6 Current and relevant educational material; and technology are made available to client to support the programmes offered.
- 5.7 Adequate training supplies are available to support training delivery and internal assessment.
- 5.8 There is a policy for the orientation of users to the access of information at the organization.

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5.9 The organization has provides on-the-job training to meet skills training requirements.

Related Policies and Procedures:_(Insert)

- Learner Registration
- Orientation
- Appeal
- Delivery and Assessment
- Access to Library/Resource Centre

Reference Documents:

- NCTVET Accreditation Standard
- NCTVET Accreditation Templates
- NCTVET Accreditation Handbook

Evidence:

Samples of the documented evidence to demonstrate the implementation of this policy include:

Document Name	Document Number	Review Cycle
Training lists		
Timetables		
Current, up to date training material/resources		
Training outlines/lesson plans		
Records of feedback to clients		
Moderation reports		
Audit reports		
Purchases order for supplies/equipment		
Supplier evaluation report/checklist		
Library resources		
Work schedules		

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ASSESSMENT

Policy

The organization provides the necessary resources to manage and maintain an efficient assessment system in keeping with the standards of the awarding body, to facilitate the assessment of candidates leading to nationally recognized certification.

Responsibilities

- Training Manager/Vice Principal
- Registrar
- Senior Trainer/ Trainer/ Assessor

Policy Components:

- 6.1 The organization ensures that the assessment process is communicated to clients prior to commencement of the final assessment.
- 6.2 The organization has an appeal procedure that enables queries and complaints to be investigated with transparency and fairness.
- 6.3 The organization has established administrative arrangements for the final assessment procedures to take place
- 6.4 Strategies are implemented to ensure that final assessment activities are conducted within established guidelines and in keeping with the requirements of the awarding body and the special needs of the client.

Related Policies and Procedures: (Insert)

- Appeal procedure
- Assessment Policy

Reference Documents

- NCTVET Accreditation Standard
- NCTVET Accreditation Templates

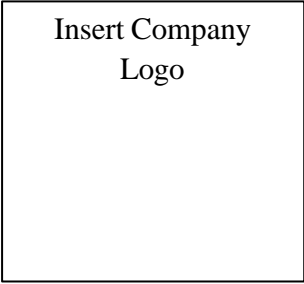
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Records:

Samples of the documented evidence to demonstrate the implementation of this policy include:

Document Name	Document Number	Review Cycle
Assessment records		
Valid assessment items		
Evidence of participation in moderation exercise		
Documents on verification and certification		
Terms of Reference for Registrar		
Registration data		
Contracts/Partnership agreements		



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EVALUATION

Policy

The organisation evaluates its programmes at least annually to ensure it relevancy to its customers and to industry and to provide feedback for service and products improvements.

Responsibilities

- Chief Executive Officer/ Principal
- Training Manager
- Accountant/Bursar
- Members of the Advisory Committee/Board

Policy Components:

- 7.1 Systems and procedures in place for the collection and analysis of relevant data at the end of each training cycle as part of the review of the effectiveness of programme.
- 7.2 Corrective actions are planned and initiated and procedures are established to deal with opportunities for improvements resulting from the findings of the evaluations/surveys done to facilitate continuous improvement of operations

Related Policies and Procedures: (Insert)

- Corrective action procedure

Reference Documents

- NCTVET Accreditation Standard
- NCTVET Accreditation Templates

Evidence:

Samples of the documented evidence to demonstrate the implementation of this policy include:

Document Name	Document Number	Review Cycle
Policy ad procedures for evaluation		
Minutes of meetings		
Industry feedback		

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Document Name

Document Number

Review Cycle

Client (graduate) information survey/tracer study information

Impact evaluation survey

Percentage of completers for all qualifications

Assessment results for all qualifications

Policy and procedures document on method of implementing findings

Minutes of meetings where need for improvement based on findings and
feedback, and subsequent action is discussed

Action taken as a result of stakeholder and client feedback and satisfaction
data

Memos and other communication informing clients or staff of changes in
services as a result of feedback

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APPENDICES

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GLOSSARY OF TERMS

Accreditation

Accreditation is the process of granting recognition to an institution or programme of study to indicate that it has met or exceeded pre-determined standards.

Accrediting body

The authority that is acknowledged as having the legal right to grant accredited status to an institution or its programme of study.

Approval

Approval is the process by which a government agency or other recognised body establishes the basic standards which guides training and assessment of worker competences in an occupational area.

Assessor

An assessor is a specialist who conducts evaluation to determine a candidate's learning outcomes based on established performance criteria. The assessor is a person with the required knowledge and experience in the area being assessed.

Assessment

Assessment is the process of measuring a candidate's performance against pre-determined employment standards.

Award

An award is a certificate, diploma or degree presented to an individual or institution in recognition of the attainment of work competencies or criteria governing the occupation.

Certificate

A certificate is a type of award designated to the achievement of set standards as determined by an area of study or skill

Certification

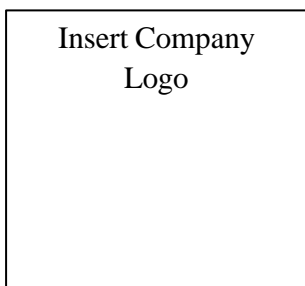
Certification is the issuance of a formal document recognising that a person has attained a standard of proficiency in a set of skills, knowledge and attitude that has been identified as requirements for employment.

Certification of prior learning

The certification of prior learning is the designation of an award based on the assessment of learning outcomes gained through life experiences.

Challenge examination

This is a method of assessment developed and evaluated by subject experts to measure an individual's learning achievements against established learning outcomes.



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Competency

A set of measurable skills, knowledge and attitudes obtained through formal and non- formal education, work experience or life experiences. These knowledge, skills and attitudes are required to perform work activities to the standards required in employment.

Competency assessment

The measurement of skills, knowledge and attitudes obtained by various means, with the purpose of determining the candidate's ability to perform work activities to the standards required in employment.

Currency

Currency is the period of time during which the standards, curriculum or programme of study is valid accepted or in force.

Equivalency

Equivalency refers to the parity that exists between institutions with respect to the value and significance of certificates, diploma and degrees. The granting of equivalence gives the holder of a certificate the same occupational access as an individual holding similar certificate or diploma.

Evidence

The variety of samples produced in the form of written documents, work samples, or demonstrations to substantiate a claim of competence attained through prior learning.

Lead group

A lead group is made up of employers and representatives of an industry sector who as a group informs the development of occupational standards within the industry.

National Vocational Qualification (NVQ-J)

The national qualifications of jamaica is a certificate of competence awarded to an individuals based on the attainment of competences ascribed to the level of the skill for which the individual is assessed. The nvq-j is offered at five levels of attainment.

Job

A number of functions that may be classified as an employable skill and which represents a national vocational qualification (nvq-j) award.

On the job assessment

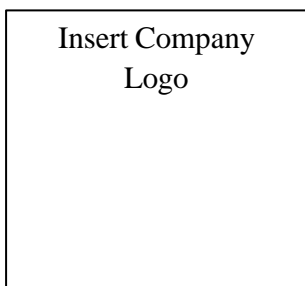
This is the assessment of an individual conducted on the job site to assess competence at a level of attainment determined by occupational standards.

Occupation

An occupation refers to a group of jobs consisting of a set of competencies or related functions.

Performance criteria

Performance criteria are statements of performance that are used as the basis of assessing an individual's competence in a skill area.



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Portfolio

A formally presented document that describes learning achieved from prior experience. It is a package of assembled documented evidence that supports a candidate's claim of competence

Portfolio assessment

This refers to the evaluation of the evidence provided as proof of competence in a skill attained through prior learning experiences. The evidence is presented as a collection of documents that are validated against the occupational standards.

Portfolio development

This is a process of collecting, substantiating and organising documented evidence to support claims of prior learning outcomes.

Prior learning assessment

The assessment and recognition of knowledge, skills and attitudes acquired through formal and non-formal education, training or experience as they relate to specific criteria as set by the examining body.

Ratification

The formal acceptance of scores or ratings presented as evidence of a candidate's performance in a skill area as a result of assessment.

Registration

Formal entry following admission to a programme of training, assessment or professional body in compliance with the regulation governing the organisation or profession

Skill

A skill is a set of functions, tasks and duties that is identified with an occupation and measurable through a variety of assessment instruments.

Skill level

The amount and type of training and experience required in performing the functions, duties and tasks of an occupation at the level of complexity and skill determined by approved occupational standards.

Standards

Standards are the benchmark achievements used as a measure of skills, knowledge and attitudes required in performing the functions and tasks within an occupation.

Standards development

The process of identifying the relevant skills, knowledge and attitudes within an occupation and establishing the achievement levels required for the performance of these skills

Transcript

This is an official document recording the candidate's achievements within a training institution or programme. The transcript identifies modules taken, grades achieved and awards granted.

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Unit certification

A unit is a cluster of job functions and duties that together represents a segment of a total National Vocational Qualification (NVQ) award

Validation

Validation is confirmation of the content validity of a set of occupational standards of a skill by individuals representing the occupation or industry in which it falls.

Verification

Verification is the confirmation of the authenticity of evidence of performance presented for the certification of candidates.

Insert Company
Logo

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