



EXIT VERIFICATION TOOLKIT

July 2007

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1. EXIT VERIFICATION REQUEST FORM

Tool EXT 01

(This form must be completed by the Provider and e mailed to Foodbev SETA ETQA Manager: krappie@foodbev.co.za at least 6 weeks prior to learner certification

Note: Provider to attach copy of a completed INT 02(A)

Learnership	Skills Programme	Unit Standard
1. Title		
2. SAQA ID / Registration No.		
3. Provider's Name		
4. Accreditation No.		
5. Provider Representative's Name		
6. Representative's Position		
7. Representative's Contact Details		
8. Date of Interval Moderation		
9. Total no. of learners to be certificated		
10. Co-provider's Names		
11. Co-provider's Accreditation No.		
12. Preferred dates available for verification		
13. Date of Submission		

FOR OFFICE USE ONLY	
Date Verification request received	
Moderator allocated	
Moderator's contact no.'s	
SP forwarded to Moderator	
Directive/special instructions to Moderator	

2. EXIT VERIFICATION PLANNING DOCUMENT Tool EXT 02

(Must be completed and forwarded to the provider and the Foodbev SETA)

2.1 Verification Details

1. Name of Provider being Verified:			
2. Provider Location:			
3. External Moderator's Name:			
4. Contact number:			
5. FoodBev Registration:			
6. Verification Date:			
7. Verification Method:	Retrospective		
8. Verification Location:			
9. Allocated Time for Exit Verification	1 Day		2 Days
10. Verification Process	Refer to agenda document (EXT 08)		
11. Potential Barriers:	Particular to the context or verification event		
POPULATION DETAILS			
12. Learnership		Skills Programme	Unit Standard
13. Title			
14. SAQA ID / Registration No.			
15. Total No. Unit Standards in Qualification			
16. NQF Level:			
17. NQF Credits:			
18. No. of Learners started			
19. No. of Learners completed			
20. No. of Learners terminated			
21. No. of Learners to carry over			
SAMPLE DETAILS			
22. Sampling Frequency:	(10% of completed POE's)		
23. Sample Size			

2.2 Breakdown of Sample Details

List of learner POE's that make up the sample		
	Learner Name <i>(Surname, First name)</i>	ID No.

2.3. Verification Considerations

To ensure that this verification is manageable and that a fair judgment of the assessment can be made:

Question	Yes	No	Comments
1. Have I received a letter of appointment?			
2. As the verifier, do I have the relevant field expertise?			
3. Would I need a second opinion at some stage?			
4. Has the plan and preparation checklist been forwarded to the provider?			
5. Are ETQA policies and procedures for verification, i.e. Assessment, Verification, RPL and Appeal policies, in place?			
6. Has the provider been made aware that the Internal Moderators must be made available throughout the verification?			
7. Are all relevant verification tools and instruments available?			
8. Have all logistical arrangements, e.g. venue, time, resources needed, travel arrangements, been made?			
9. Have all relevant parties, in line with policy requirements, been informed about the verification?			
10. Does the provider understand that the report will be forwarded to them by the ETQA Manager?			

Moderator's Signature	
Date Plan submitted to ETQA	

3. PROVIDER PREPARATION CHECKLIST FOR EXIT VERIFICATION Tool EXT 03

- *This checklist must be completed by the moderator*

Learnership	Skills Programme	Unit Standard	Moderator's Comments	
Question		Yes	No	
1. Full copy of SAQA qualification / Skills programme registration form				
2. Completed Learning Progress Tracking System				
3. Assessor Registration letter indicating unit standards registered to assess against				
4. Completed POE's including: <ul style="list-style-type: none"> • Curriculum Vitae • Certified Copy of ID document • Qualification enrolled for • Learner Registration Number • Employment Details • Start and End Dates • Declaration of Authenticity • Evidence of competence • Evidence of assessment process • Internal Moderation Reports per Unit Standard • Declarations of competence 				
5. Internal Moderation Policy and Procedure				
6. Completed Internal Moderation Tools used including reports to Assessors and Management				
7. Lists of registered Internal Moderators				
8. Evidence that the recommendations from the Interval Moderation report have been implemented				
9. Completed summative assessments for the Exit Level Outcomes and the Critical Cross-Field Outcomes (CCFO's) of the qualification				
10. Copies of final reports submitted to FoodBev SETA				

4. CHECKLIST – VERIFICATION OF PORTFOLIOS
Tool EXT 04
(To be used by the moderator)

Learner's Name:	
Learner's ID number:	

	Yes	No	Moderator's Comments
1. Clear identification			
2. Index of content			
3. Neat and systematic			
4. Tools for each section according to the Index			
5. Learner biographical details (CV, ID, Contract etc.)			
6. Internal Moderator's report to the Assessor			
7. Induction Agenda			
8. Indication that learner was ready for an assessment			
9. Dates, signatures and names			
10. Link between workplace evidence and the unit standards / assessments			
11. Feedback and review			
12. Development Plans			
13. Remedial evidence clearly indicated as such			
14. Final Summative Assessment			

5. QUALITY OF INTERNAL MODERATION PROCESS

Tool EXT 05

(To be used by the moderator)

Moderation Tool 08: Used to evaluate whether the internal moderation process is effective in quality assuring the assessment process and judgements						
Unit Standard Title		Moderated By				
US No		Assessors Name				
		Compliance			Evidence Format	Moderator's Comments
		Yes	No	NA		
Plan and prepare for internal moderation	1. A moderation plan exists for each batch of assessments moderated					
	2. The scope of the batch being moderated is detailed in the plan (population is defined)					
	3. The plan is aligned to the providers moderation policy and procedures					
	4. The required frequency of moderation is met using Unit Standards as the Unit of Measure for moderation					
	5. The sample for moderation is substantiated in terms of being representative of the population (includes all variables such as assessors, type of us, different learners etc)					
	6. The context of the assessment(s) are clarified in the plan					
	7. Logistical arrangements are confirmed with all relevant role-players prior to moderation					
	8. The plan is communicated to all role-players in particular assessors included in the sample					
	9. Internal Moderation is conducted on a continuous basis throughout qualification programme. (Not only at the end of a learnership)					

		Compliance			Evidence Format	Moderator's Comments
		Yes	No	NA		
Conduct moderation	1. The moderation is conducted in accordance with the moderation plan. Unforeseen events are handled without compromising the validity of the moderation.					
	2. The assessment instruments and process are judged in terms of the extent to which the principles of assessment are upheld.					
	3. The moderator has considered whether the assessors judgement was sound					
	4. The moderator has considered whether the assessors behaviour was reasonable					
	5. The moderator has used reliable tools and instruments to objectively complete the moderation					
	6. The moderator has considered that the assessment tools were appropriate					
	7. The moderator has considered that the assessment process is fair and manageable					
		Compliance			Evidence Format	Moderator's Comments
		Yes	No	NA		
Support and Advise Assessors	1. There is evidence that the moderator has provided feedback to the assessors on the moderation findings					
	2. The nature and quality of advice promotes assessment in accordance with assessment principles and supports quality management systems in line with ETQA requirements					
	3. The support contributes to the ongoing professional development of assessors					
	4. All communications are in line with relevant confidentiality requirements					

Report and Record Moderation		Compliance			Evidence Format	Moderator's Comments
		Yes	No	NA		
	1. Results of the moderation are recorded with the relevant consequences and remedial action required					
	2. A summary report detailing the moderation findings for the population or batch is available					
	3. Moderation findings are reported to relevant role-players within agreed time-frames and according to ETQA requirements for format and content.					
	4. Records are maintained in accordance with Organisational Quality Assurance and ETQA requirements.					

6. EXIT VERIFICATION: EVALUATING THE MODERATOR

Tool EXT 06

(Must be completed by the provider and forwarded to the Foodbev SETA)

Note: Foodbev SETA will only forward the moderation report to the provider upon receipt of this response form.

Provider Name:

Provider Representative or Assessors

name:

Date of Moderation:

Qualification:

Date of Evaluation:

Moderators Name:

Please evaluate the moderation exercise using the following scale:

In the event that you are not able to respond to a question, please indicate NA

Requirements Not Met	1
Requirements Met	2
Requirements Exceeded	3

The word "assessor" refers to the Provider as an assessment body or an Individual Assessor. Either or should be in an objective position to complete this form.

MODERATION PROCESS	
1. To what extent was the moderation plan made clear to you as the assessor?	
2. Was the plan in accordance with your company's moderation policy and procedure?	
3. Did the moderator provide adequate communication using appropriate techniques?	
4. Were the appropriate parties informed of the moderation exercise?	
5. Was the selected moderation technique appropriate to deal with the types of evidence gathered?	
6. To what extent did the tools used by the moderator facilitate the purpose of the moderation exercise?	
7. Was the moderation conducted in accordance with the moderation plan?	
8. To what extent do you believe the internal moderation system is aligned to the external moderation process?	
MODERATOR	
1. Did the moderator demonstrate competence within the field of the moderation exercise?	
2. During the interviews did the moderator demonstrate good interpersonal skills?	
3. Do you believe the moderator was able to be objective?	
4. Did the moderator provide you as the assessor with additional opportunities to clarify evidence gathered?	

5. Do you agree that the moderator reached the correct moderation decision?	
6. Was the moderator open to suggestions of how their moderation process can be improved?	
7. How well did the moderator maintain confidentiality with regards the assessment?	
ADVICE AND SUPPORT	
1. To what extent did you as the assessor agree with the moderator's findings on how well you upheld the assessment process?	
2. To what extent did you as the assessor agree with the moderator's findings on how well you upheld the assessment principles?	
3. To what extent do you believe the moderator's advice will promote quality in accordance with good assessment procedures?	
4. To what degree will the moderator's advice enhance the formulation of a good Quality Management System within you company?	
5. To what extent do you believe changes will be implemented within your company due to the external moderation?	
6. Was advice and support coherently documented in the moderation report?	
7. To what extent has this prompted you as an assessor to adapt your assessment style?	
8. Were the moderation outcomes communicated to the appropriate parties?	

Additional Comments and Suggestions

Specifically, what as the assessor would you recommend to the moderator to improve the moderation process?

Many Thanks for your time and valuable feedback.

Please forward this evaluation to both the moderator and ETQA manager.

Name: _____

Signature: _____

7. EXIT VERIFICATION REPORT FORMAT

Tool EXT 07

(This reporting template must be completed by the Moderator and forwarded to the FoodBev SETA)

1. Executive Summary
2. Content Page
3. Introduction
4. Verification Scope
5. Purpose of the Verification
6. Verification Process
7. Moderator's Findings
8. Moderator Decision
9. Moderator's Recommendation(s)
10. Conclusion
11. List of Learners
12. Acronyms and Abbreviations

8. AGENDA

Tool EXT 08

(This is a propped agenda used by the Moderator and the provider)

Agenda	Responsibility
1. Introduction	ALL
2. Track assessments done since Interval Moderation	Moderator
3. Review verification with provider	ALL
4. Report Writing	Moderator