

EXTERNAL VERIFICATION

CODE: P013

Section: Academia

Policy Owner: BOG

Procedure Owner: Chief Operating Officer - Academia

POLICY

1.1 Purpose

The aim of this policy is to explain the external verification process being implemented by ITS to further improve its quality assurance.

1.2 Introduction to the External Verification Process

The External Verification Process consists of two phases.

In the first phase, ITS will be externally verifying all assignments and exams to ensure that a level of consistency is reached across all levels and programmes. During this phase, benchmarking will be carried out at the discretion of the management in order to evaluate the quality of assessment being done by ITS faculty.

In the second phase, ITS will reduce the number of assignments and exams verified, subject to satisfactory performance in the first phase. Hence, based on specific pre-set criteria, ITS might decide to reduce the sample taken for external verification.

1.2.1 Sampling of assessed work in Phase 1

Being the benchmarking phase of the external verification process, ITS will be externally verifying all written assignments and exams depending on the class size. When the number of students is less than 20, the External Verifier will verify two assessed scripts. When the number of students exceeds 20, the External Verifier will verify a sample of a minimum of 15%. Hence, if the class consists of 24 students then the External Verifier will verify four assessed scripts.

For the sake of transparency, it is the responsibility of the External Verifier to determine the samples to be verified. External Verifiers are encouraged to include a wide range of marks in the sample chosen.

1.2.2 Sampling of assessed work in Phase 2

During the second phase, assuming that the first phase has been implemented successfully, ITS will be verifying most of the written assignments and exams, but not necessarily all. All assignments and exams will be externally verified when new courses are introduced, new lecturers join the Institute and lecturers are assigned new modules to deliver for the first time.

For the sake of transparency, it is the responsibility of the External Verifier to determine the samples to be verified. External Verifiers are encouraged to include a wide range of marks in the sample chosen.

1.3 Documentation

The External Verifier is to fill in and sign the External Verification Document found in Appendix I. One document is to be filled in by the External Verifier, which includes sub-sections for different modules.

1.4 Disagreement on grades

If the External Verifier's mark is +/- 10% of the grade awarded to the assessed work, then the lecturer's grade is confirmed. If not, then the student's work is presented to a moderation board consisting of the Course Coordinator, the Academic Manager and one other member (possibly the External Verifier). It is up to the ITS management to decide what is to be done with the rest of the students' assignments or exams which haven't been externally verified - this will be decided on a case by case basis.

PROCEDURE

Qualifications and Experience

The External Verifiers are recruited on a part-time basis by ITS based on proficiency in the subject to be verified.

ITS requests potential candidates to possess the necessary qualifications and experience to ensure that verification contributes to the overall quality assurance of the Institute. The External Verifier is requested to have a qualification on the subject area, at least one MQF level higher than the assignment being verified. Hence, if the assignment to be verified is at MQF Level 6, then the External Verifier is requested to possess a qualification at MQF Level 7. If this is not possible, then the External Verifier is requested to have a qualification at the same MQF level of the assignment being verified, together with at least 8 years of relevant experience in the subject area.

For the sake of transparency in the External Verification process, ITS requests potential candidates to disclose any possible conflict of interest that may arise.

Reporting

The External Verification process will be carried out at the end of each semester, or as requested by ITS academic management.

External Verifiers choose the samples for the External Verification process. They are requested to make the necessary arrangements with ITS to get copies of the work to be verified. Subsequently, External Verifiers are requested to submit a report (refer to Appendix I in External Verification Policy) within 15 days of having received the sample/s.

If the External Verifiers deem it necessary to take longer due to a significant number of assignments to be externally verified, then a request for extension is to be submitted in writing which is subject to acceptance by ITS academic management.

Training

All External Verifiers are requested to attend a short training course in preparation of work to be done. This training is to be done before the External Verification process is initiated.