

	Document Title	Approval of Results, Internal and External Verification		
	Doc. Number	ADM-PRO-001	Doc. Owner	Training Admin Manager
	Author	Angela Byrne	Revision	Rev. 01
	Reviewed by	Angela Byrne	Approved by	Louise Byrne
	Next Review Date	15/12/2026	Approved Date	15/12/2025

1. Policy Statement

At Shorcontrol Safety we require that all training, administrative and assessment activities are conducted to a high standard, and procedures are applied fairly and consistently to all employees and learners.

It is important that all employees are involved in the management, assessment and quality assurance of qualifications, and our learners are fully aware of the contents of this policy and that the arrangements are in place to prevent and investigate instances of suspected or actual malpractice and/or maladministration cases including but not limited to plagiarism, cheating and collusion.

This policy is not a stand-alone policy, but the fundamentals of its requirements are inherent in specific policies and procedures throughout training and administrative processes. Shorcontrol Safety's strategy to implement this policy includes awareness training for all tutors, assessors, relevant managers, and employees involved directly and/or indirectly in delivering education and training programmes assessment activities. Further appropriate actions regarding the successful implementation of this policy will be identified and implemented as required, on a continuous basis.

2. Purpose

This procedure is intended to ensure that the results of a learner's assessment are properly controlled and maintain a high level of quality assurance.

3. Scope

All members of staff and contracted tutors who assess or conduct quality assurance audits of assessments and assessment related material. *This procedure will apply for all courses and programs which incorporate assessments, of which the results determine whether a learner either passes or fail said course or program.*

4. Definitions

Term	Definition
Internal Quality Assurance Assessor (IQAA)	Member of Shorcontrol Safety staff who is properly skilled, trained and accredited in administering internal quality assurance audits.
External Quality Assurance Assessor (EQAA)	A third-party member of business is hired by Shorcontrol Safety who is properly skilled, trained and accredited in administering external quality authentication audits.
Conflict of Interest	When an individual's personal, financial, or professional interests—or those of their close associates—interfere, or appear to interfere, with their ability to manage, develop, deliver, or assess training programs impartially and objectively.
Breach of controlled conditions	Refers to the failure to follow established, documented procedures, security protocols, or safety standards designed to manage, protect, and regulate training materials, assessments, or the training environment. Such breaches compromise the integrity, confidentiality, and validity of the training process and its outcomes.

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5. Procedure

5.1 Internal Verification

- Independent checks of course records will be carried out by an independent Internal Quality Assurance Assessor (IQAA).
- The IQAA may be a member of staff who will be properly trained on performing the IQAA duties and responsibilities.
- The IQAA will carry out ongoing monthly internal verification sampling on all awards awaiting certification.
- Program Assessors will receive communication when their documents are part of an internal verification process.
- The IQAA will sample course records and indicate independent verification by initialing and dating the course registration sheets of the courses under the internal verification process.
 - IQAA will perform 100% IV on all PHECC, IOSH and QQI courses.
 - IQAA will perform 100% IV on all City & Guilds courses documentation
 - *For IV requirements related to Tutors and the practical portion of City & Guilds Courses See: ADM-POL-003 Internal Verification Requirements of City & Guild Courses*
- The IQAA will initially all samples and relevant paperwork which it includes in their internal verification process.
- The IQAA will produce a report upon the completion of an internal verification process and will sign off all Course summary sheets for courses completed.
- The IQAA must supply the report and its findings to the Head of Training and Development.
- Members of training and assessment, for the programs which the IQAA used for the internal verification process, must be supplied with the report and findings of the process for their respective programs.
- Members of training and assessment must sign off on the report and findings of their respective program; this will help ensure that these individuals receive adequate feedback pertaining to their ability properly administer and evaluate course paperwork.

5.2 External Authentication

- Shorcontrol Safety must ensure that the selected External Quality Assurance Assessor (EQAA) are appropriately qualified to conduct quality assurance for organisations, such as Shorcontrol Safety, which administer educational and training programs on behalf of external awarding bodies (PHECC, City & Guilds etc.).
- The Head of Training and Development will be tasked with ensuring the EQAA is appropriately qualified and/or recognized by the accredited awarding body.
- Shorcontrol Safety will supply the EQAA with all necessary and relevant documents which they will require in order to satisfy a quality assurance audit of programs offered.

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- The EQAA must use the company provided *External Authentication Report Form* (ADM-FM-003) and sign the course summary sheet for 30% of the monthly Courses completed.
- All EQAAs must become familiar with and adhere to Shorcontrol Safety policies and procedures related to data and information protection in order to be allowed to review classified or confidential labeled documents.
- The EQAA must include the following when reviewing or auditing programs offered at Shorcontrol Safety:
 - Internal Verification Reports
 - Moderation of Assessment Results of 30% Sampling of results.
 - The identification of areas Shorcontrol Safety can approve upon (when applicable)
- Shorcontrol Safety will ensure that any external authentication report produced by an EQAA for a course, or courses offered at Shorcontrol Safety will be made available to the relevant accredited organisations for which Shorcontrol Safety administers programs.
- The frequency of external authentication audits will be determined by the number of learners and range of awards administered through Shorcontrol Safety.
- External Authentication audits will be conducted at least yearly.
- Accredited awarding bodies (e.g., PHECC, QQI) may dictate how often their programs, which Shorcontrol Safety facilitate, will need to be reviewed by an EQAA.
- A different EQAA will be selected to perform a program’s external authentication audit after a singular EQAA has conducted their 3rd external authentication audit.

Results Approval

- All completed coursework produced by learners and tutors will be checked and copied by the Internal Quality Assurance Assessor (IQAA).
- The original completed coursework will be sent to the appropriate accredited awarding body.
- A Results Approval Panel, consisting of Shorcontrol Safety management and appropriate personnel, will assemble after both the Internal Quality Assurance and External Quality Assurance Assessors have produced and delivered their reports to the Head of Training and Development.
- A list of management and personnel allowed to sit on the Results Approval Panel will be made available to all accredited awarding bodies which Shorcontrol Safety facilitates programs for.
- A minimum of three members must be present in order for a panel to be recognized, and for their review and determinations from their meeting to be qualified as successfully performing the results approval process.
- The results panel will complete a report signed by at least two panel members and will sign the summary sheet of at least 20% of the monthly courses completed by the IQAA and the EQAA.

6. Responsibilities

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Employee Title/Classification	Responsibility
Training Administration Manager	Ensure that all members of staff who are part of the internal verification, external authentication or results approval process are adhering to this procedure; must ensure that all IQAAs and EQAAs are appropriately accredited in performing their respective duties as outlined in this document.
General Manager	To ensure the necessary resources are available within the organisation for the implementation of this policy. To ensure the contents of this policy are implemented effectively. To investigate and act upon any breaches or violations which may arise or be reported in relation to this policy.

7. Enforcement

Employee Title/Classification	Responsibility
General Manager	Has the discretion of determining the repercussion on the discovery of any member of staff, tutors, managers, visitors, or subcontractor's breach or violation of this policy. Has the discretion of determining the repercussions on the discovery of a manager or assigned responsible personnel's failure to enforce or follow this policy or its procedures.
Training & Development, Training Administration Managers	Has the discretion of determining the repercussions on the discovery of any subordinate or learner's breach or violation of this policy.
Internal Quality Assessor (IQA)	Has the discretion of determining the respective repercussions on the discovery of any tutor/assessor in breach or violation of this policy.

8. Related Information and Documents

Document ID	Title
ADM-POL-002	Security and Integrity of Assessments Policy
TRA-POL-002	Fair and Consistent Assessment of Learners
TRA-PRO-003	Recheck, Review and Appeals Procedure
ADM-POL-003	Internal Verification Requirements of City & Guild Courses
ADM-FM-003	External Authentication Report Form

9. Procedure Review

This policy shall be reviewed when:

- There is a change of General Manager at Shorcontrol Safety.

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- There is a change in any of the related policies or procedures found in section 8. *'Related Information & Documentation'* of this document.
- As prescribed in Shorcontrol Safety's policy and procedure review schedule.
- As determined or requested by the General Manager at Shorcontrol Safety.
- In addition, this policy may be updated in light of operational feedback to ensure arrangements for dealing with suspected cases of malpractice and/or maladministration remain effective.

Revision Date	Author with Title	Description
04/21/2018	John Kelly; Head of Training and Development	Update from Rev.3
03/03/2020	Adam Romans; Safety, Health, and Quality Manager	Update from Rev. 4 and format standardization
01/04/2021	Adam Romans; SHQ Manager	Added 100% IV, 20% Results Panel, 30% sampling for EA
17/08/2024	Angela Byrne; QHSM	Reformat and recoding of document to align with responsible process.
15/12/2025	Angela Byrne; QHSM & Academic Committee	Reviewed with AC for approval – separation of policy between admin and learner for clarification and relevance.