

1. Introduction

Internal Verification (IV) and standardisation form the backbone of assessment quality within The Leisure Experts Qualifications (TLEQ). They ensure that every assessment decision made within an education hub is accurate, fair and fully aligned with the standards set out in TLEQ qualification specifications. This guide provides education hubs with the expectations, processes and quality measures required to deliver reliable Internal Verification and effective standardisation across all TLEQ programmes.

The purpose of this guide is not only to support compliance, but to foster a culture of continuous improvement, shared understanding and professional dialogue. Internal Verification is not simply a checking exercise; it is an opportunity to enrich assessor practice, uphold the credibility of the qualification and protect the learner experience. Standardisation ensures that assessors, regardless of location or cohort, apply the assessment criteria consistently, ensuring that every learner is judged against the same standard.

This guide must be read alongside the **TLEQ Education Hub Handbook (04.01)**, **TLEQ Education Hub Agreement (04.03)**, **TLEQ Education Hub Quality Assurance Manual (04.02.01)**, **TLEQ Education Hub Assessment Delivery Handbook (04.02.02)**, **TLEQ Education Hub RPL Submission Guide (04.02.04)**, **TLEQ Education Hub Malpractice and Maladministration Procedure (04.02.05)**, **TLEQ Education Hub Complaints and Appeals Guide (04.02.06)**, as well as **TLEQ Education Hub Safeguarding and Learner Protection Policy (04.02.07)**, **TLEQ Education Hub Data Handling and Storage Policy (04.02.08)** and **TLEQ Education Hub Annual Monitoring and Submission Policy (04.02.09)**. Education hubs must implement the processes described here in full and maintain records demonstrating their compliance and engagement.

2. Purpose of Internal Verification and Standardisation

Internal Verification exists to secure the integrity of assessment decisions made by assessors within an education hub. It ensures that assessment decisions are consistent, fair and aligned with TLEQ standards, and that assessors interpret and apply the



assessment criteria accurately. It also confirms that assessment processes follow approved methods and documented procedures, that learners are treated equitably and receive a reliable and comparable experience, and that any risks or inconsistencies are identified early enough to allow timely intervention.

Standardisation serves a complementary purpose. It provides a forum for assessors and internal verifiers to compare interpretations of the assessment standard, review example evidence, and align expectations. Through discussion, shared evaluation and review of real or exemplar learner work, teams develop a collective understanding of what constitutes competent performance. This secures consistency not only within a single hub, but also across the wider TLEQ delivery network.

Together, Internal Verification and standardisation uphold the fundamental principles of reliability, validity and fairness within regulated qualifications.

3. Roles and Responsibilities

Each education hub must appoint at least one Internal Verifier (IV) who is suitably qualified and occupationally competent to carry out verification. Their role includes sampling assessment decisions, reviewing evidence, supporting assessors, and ensuring that assessment practice is both accurate and consistent.

Assessors must participate fully in Internal Verification activity, respond to feedback, and engage positively in professional development. Education Hub Managers / Responsible Officers are responsible for ensuring that the verification process is adequately resourced, that verification plans are created and followed, and that required reports and records are submitted to TLEQ.

TLEQ retains overall responsibility for the standard of assessment and will oversee hub Internal Verification activity through sampling, reporting, and external quality review.



4. Planning Internal Verification

Each education hub must complete an Internal Verification and Standardisation Plan at the beginning of each governance year. This plan outlines the qualifications to be delivered, the assessors involved, the units each assessor is responsible for, and the frequency and approach to sampling.

Successful Internal Verification begins with thoughtful planning. The plan must consider:

- The experience and competence of individual assessors
- The volume of learners and expected assessment load
- The presence of new assessors or newly approved hubs
- The complexity or risk level of specific units
- Observations from previous IV or external review
- Known areas where additional scrutiny may be required

Internal Verification must be ongoing throughout delivery and cannot be left to the end of a cohort. Sampling should be structured so that assessors receive timely support and feedback while assessment decisions are still being formed. The Internal Verification plan must be shared with TLEQ and may be requested at any point during monitoring.

5. Conducting Effective Sampling

Sampling is the primary mechanism through which Internal Verifiers review assessor decisions. It should be sufficiently broad to provide confidence that assessment practice is accurate across different types of learners, assessment methods and units.

A sample should normally include a range of learner profiles, including stronger and borderline cases where possible. The Internal Verifier should review learner evidence, assessor comments, assessment decision forms and any associated records. They should assess whether:

- Assessment decisions match the qualification criteria
- Feedback is constructive, appropriate and accurate
- Evidence is authentic and sufficient



- Assessment processes have been followed correctly
- Assessor judgements are consistent with agreed standards

Feedback to assessors should be clear, professional and developmental in nature. Where concerns arise, the Internal Verifier should work collaboratively with the assessor to address issues and document actions required.

6. Standardisation Activities

Standardisation is an essential forum for professional discussion and calibration of assessment decisions. Education hubs are expected to conduct their own internal standardisation activities, in addition to participating in the formal standardisation events coordinated by TLEQ.

Internal standardisation sessions may include:

- Reviewing anonymised samples of learner work
- Comparing assessor interpretations of assessment criteria
- Evaluating borderline assessments
- Reviewing exemplar materials provided by TLEQ
- Discussing specific challenges related to assessment conditions
- Sharing best practice and case studies

These sessions should be recorded, with clear notes of decisions made, interpretations agreed and actions to be implemented. Attendance must be monitored and maintained as part of the education hub's quality records.

TLEQ led standardisation events are mandatory. Education hubs must ensure assessors attend and engage fully, as these meetings are used to confirm consistent understanding across all approved delivery sites.

7. Supporting Assessors and Developing Practice

Internal Verification is not solely a compliance function; it is a professional development



tool. Internal Verifiers should use sampling and standardisation outcomes to support assessors in enhancing their practice. This may involve identifying training needs, encouraging reflective practice, or signposting assessors to CPD resources provided by TLEQ.

Where more significant concerns arise, such as repeated inaccuracies, inconsistent decision-making or a lack of understanding of the standards, the Education Hub Manager / Responsible Officer must work with the Internal Verifier to implement structured support or corrective actions. In some cases, TLEQ may intervene directly to provide targeted training or require enhanced sampling.

All support or corrective actions must be fully documented and monitored until resolved.

8. Record-Keeping and Evidence Requirements

Education hubs must maintain comprehensive records of Internal Verification and standardisation activity. These records should include:

- IV sampling plans and sample outcomes
- Completed IV reports
- Standardisation session notes and attendance
- Records of assessor development or corrective actions
- Evidence of communication between IVs and assessors

These records must be stored securely and supplied to TLEQ upon request for monitoring or audit purposes. Education hubs that cannot provide adequate Internal Verification and standardisation evidence may be subject to additional scrutiny or sanctions.

9. Interface with TLEQ Monitoring

TLEQ will monitor education hub level Internal Verification and standardisation through sampling of records, education hub visits, desk-based reviews and analysis of assessment outcomes. TLEQ may request additional evidence, observe internal standardisation sessions or conduct joint reviews where appropriate.



Where TLEQ identifies risk or inconsistent practice, an action plan will be issued. Education hubs are expected to complete these actions promptly to maintain approval status.

10. Continuous Improvement

Internal Verification and standardisation contribute directly to the continuous improvement of assessment practice. Education hubs are encouraged to reflect on each cycle of activity, discuss lessons learned and provide feedback to TLEQ. This information supports the development of the **TLEQ Annual Quality Improvement Plan (06.13)** and strengthens the delivery of TLEQ qualifications across the network.

11. Record of Approval and Review

At TLEQ, regulatory assurance is more than compliance, it is our commitment to quality, fairness, and the lifelong trust placed in our qualifications.

Version	Date of Approval	Approved By	Next Review	Owner
25.11.1	3 November 2025	TLEQ Board of Directors	1 November 2026	Governance Lead

12. Sign-Off

Approved by:

TLEQ Board of Directors Chair: Joni Harding (3 November 2025)

Responsible Officer: Paul Cain (3 November 2025)

Governance Lead: Rory Ryan (3 November 2025)

