



FACTSHEET: EXTERNALITY AT PROGRAMME AND SYSTEMS LEVELS

WHY SHOULD I KNOW ABOUT THIS?

Quality Assurance is one of the criteria for credit rating and externality is key to this process to ensure all stakeholders that standards are being maintained. This is integral to the Credit Rating process, annual monitoring and programme review of all programmes on the Framework. It is the responsibility of both the SCQF Partnership and the CRB to ensure that robust quality assurance procedures which demonstrate externality are in place to maintain the integrity of the Framework and its users. This is a shortened guide to the full information notes available on our website.

TOP 5 TIPS

- 1 Planning Cycle of Externality**
A schedule of when and where externality will take place at programme level for annual monitoring and programme review should be built into the credit rating process. The planning cycle for systems checks should be set at regular intervals.
- 2 Internal Quality Assurance**
Wherever possible the external quality checks at programme and system levels should fit into or complement the internal QA systems already set up.
- 3 Response to External Feedback**
A reporting system should be in place that tracks the response, actions, timelines and responsibilities to follow up on any points identified via externality.
- 4 Training**
Provide SCQF training for those acting as an external viewpoint so that they can provide useful comment.
- 5 Third Party Credit Rating**
As part of due diligence there should be a check on the arrangements a third party has in place to demonstrate externality.

YOUR RESPONSIBILITIES AS A CRB

- Any system in place for externality must always include appropriate subject expertise at programme level and personnel involved must be fully aware of the SCQF and the main **principles (1, 9, 15 and 24)** that relate to quality assurance.
- External checks and balances should be apparent at each stage of the process from credit rating, annual monitoring and programme review.
- Externality may come from another CRB or organisation that you work with or if you work in a large organisation this may come from within, however personnel must not be involved in the creation, assessment or delivery of the programme.
- If you are working with third parties you must be confident that the systems and processes for externality meet the standards set by your own quality assurance team.
- The process of Credit Rating must be reviewed externally as part of a larger review of overall systems or as a standalone activity to uphold the integrity of the SCQF.
- Roles and responsibilities of externals, at programme and systems levels should be clear and all discussions or amendments (at programme level) should be recorded.
- There are separate information notes that deal with externality at programme and systems levels on our website and if you would like any further information please contact us at: info@scqf.org.uk



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