FREQUENTLY ASKED QUESTIONS HANDBOOK
FOR 2020 CVQ* CERTIFICATION

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As you prepare to have the competencies of your candidates validated for 2020, kindly note that the Caribbean Examinations Council has made modifications to the Training and Assessment Audit which is typically conducted when territories are presenting candidates for certification. The audits are conducted to determine the extent to which the Regional Occupational Standards and Quality Assurance criteria that CXC® uses are implemented.

The audits are usually implemented from 1 March through to the 15 May each year. However, given the advent of the global pandemic COVID-19, the audits will have to be conducted for the period July — August 2020 and January 2021.

The Council’s number one priority is to ensure the safety and well-being of stakeholders during these unprecedented times. All CVQ* stakeholders will follow the applicable guidelines of national health protocols as it relates to social distancing, the wearing of masks and sanitization in your respective territories. Rest assured that as the management and staff of the Council continue to monitor the emerging situation, our first priority is the health and well-being of all our stakeholders.

You are being encouraged to refer to the CVQ* Handbook as you prepare for this critical activity. The document can be accessed at:

1. **What is the CVQ* Alternate Strategy for the 2020 Training and Assessment Audit?**

The CVQ* Alternate Strategy for 2020 Training and Assessment Audit will be conducted in a virtual environment. It will include the 100% electronic submission of externally verified portfolios, remote Desk Review of evidence, Live/Recorded Video Capture of Physical Facilities, Online Stakeholder interviews, Online Stakeholder meetings and the electronic submission of completed external verification documents.

2. **What is the schedule for the 2020 CVQ* Alternate Strategy Training and Assessment Audit?**

The CVQ* Alternate Strategy Training and Assessment Audit is scheduled for July-August 2020 and January 2021.

3. **How long will the 2020 CVQ* Alternate Strategy for Training and Assessment Audit be in effect?**

This will be determined by the Council based on the travel protocols in place within the region and the territories’ response to the impact of the COVID-19 pandemic.

4. **What is the sequence of activities for the CVQ* 2020 Training and Assessment Audit?**

Online Pre Stakeholders Meeting, Online Opening Meeting, Remote Desk Review of Evidence, Interview of Head of Institution, Interview of Teachers and Interview of Candidates, Online Closing Meeting, Online Post Stakeholders Meeting.
5. **Who will be conducting the CVQ* Training and Assessment Audit?**

The Training and Assessment Audit will be conducted by Quality Assurance Auditors assigned by the Caribbean Examinations Council.

6. **Who are the stakeholders involved in the CVQ* 2020 Training and Assessment Audit?**

The stakeholders involved in the CVQ* 2020 Audit include representatives from Ministries of Education, National Training Authorities/TVET Councils, Heads of Institutions/Principals, instructional staff, students, internal verifiers, external verifiers, industry personnel, CXC®, CANTA, CARICOM (Refer to Appendix 6: Roles and Responsibilities of the CVQ* Partners in the CVQ* Handbook or access the document at:

7. How will the external verification activities be conducted for the CVQ* 2020 Training and Assessment Audit?

Territories should be guided by their National Training Authorities with respect to the conduct of the external verification activities.

8. Which platforms will be used to conduct the CVQ* 2020 Training and Assessment Audit?

Audits will be conducted using one of the following platforms:

9. How many institutions will be involved in the CVQ* 2020 Training and Assessment Audit?

A sample of no less than 25 per cent of the institutions if there are more than 10. The institutions in the sample are then audited using a set of pre-determined criteria using the prescribed CVQ* audit template.

10. What happens if a scheduled CVQ* 2020 Training and Assessment Audit for a territory is disrupted?

In the event that the Training and Assessment Audit is disrupted, it will be deferred and rescheduled based on mutual agreement with the territory and the Council.
PORTFOLIO SUBMISSION
11. How are the portfolios to be submitted to CXC® for the CVQ* Training and Assessment 2020?

A list of File Transfer Protocol (FTP) users was created for all CVQ* centres, giving them permission to deposit ONLY. This list will be sent to the Local Registrars for distribution. Users must submit portfolios using the link:

CVQ.CXC.ORG:21.

Please note that ONLY Zip files are accepted and the file naming convention <Candidate-Number><CVQ-Code>.ZIP must be used. If users experience issues when submitting portfolios electronically, an email with the relevant details of the issue, should be sent to:

esupport@cxc.org Subject: “CVQ Upload”

12. When is the deadline to submit portfolios electronically?

The deadline for submission of portfolios is at least two weeks before the mutually agreed audit date.

13. What documents are to be submitted for the CVQ* 2020 Audit?

The following documents are to be submitted:

- Head of Institution Audit sheet;
- External Verification Report;
- Internal Verification Report;
- Candidates’ Achievement Sheet;
- Facilities Audit Reports; and,
- Candidates’ Portfolio Completion Form.

E-fillable Forms may be accessed on the Councils website using the link: https://www.cxc.org/examinations/cvq/
14. **How will CXC® treat candidates whose portfolios are not yet externally verified?**

Territories are encouraged to complete the external verification process for these candidates in preparation for the January 2021 examination period. At that point, candidates will be given an opportunity to have the recognition of competencies.

15. **What will be the duration of the 2020 CVQ* Training and Assessment Audits?**

This will be determined in consultation with the respective territories. Please note that the duration of the Training and Assessment Audits may vary by territory based on the number of institutions, programmes and registered candidates.

16. **How will stakeholders be required to participate in the 2020 CVQ* Training and Assessment Audit?**

While the modality of the audit would have changed, the established stakeholder roles and responsibilities remain the same (refer to pp. 22-24 in CVQ* Handbook).

17. **What is the timeline to submit the required evidence for Desk Review for the 2020 CVQ* Training and Assessment Audits?**

The Council is asking that territories submit the required evidence at least two weeks prior to the mutually agreed audit dates.
CERTIFICATION
18. **When will results be released for the 2020 CVQ* Training and Assessment Audit?**

The Council will release results in September 2020 and March 2021 for audits conducted in July and August 2020 and January 2021 respectively.

19. **What is the revised date for querying of preliminary results?**

Candidates, will have one month after receiving the preliminary results to table queries and make amendments.