

SVQ Management Network Meeting

19 April 2013

Feedback from Discussion Groups

Discussion Group A

Notes in no particular order of importance

E-learning

- Increased use of various electronic storage across all centres
- Skype being use for communication and professional discussions
- Increased use of photos, digital recordings, scanning of evidence, e-portfolios
- Some centres still totally paper-based and printing electronically stored evidence for portfolios
- E-portfolio cost can be high for some centres
- E-portfolios good for geographically spread candidates
- Phone cameras useful for capturing evidence
- Certain learning styles do not adapt well to elearning
- Some companies have access problems
- Be aware of any copyright issues
- Some candidates do not have IT competence - MA core skill can help address this?
- 'not sure we are quite there yet!'

Remote External Verifying

- Works well as a blended solution as face to face also liked by many centres
- Can same time for verifiers and centres
- Groups had very little experience of this but felt it could work

Other agenda items

- CMI membership some centres and candidates having trouble logging in
- PDAs additional costs of registrations for possible development programmes outweighed by the benefits
- Funding at times a challenge although the new SAAS may help
- New sector specific management VQs may affect the uptake of generic management VQs in future

Funding issues

- Centres need to drive increased commercial uptake as support declines
- Content of CMI PowerPoint presentation at event may be useful for selling and promoting management development with employers

Other related issues

- New optional Units not yet given SQA numbers but will be issued as soon as accredited. It is expected centres to get automatic accreditation for new Units?
[SQA response: new Units coded by May 2013 and centres already approved for particular SVQ Team Leading and SVQ Management qualifications will be automatically approved for the relevant new optional Units added]
 - Difficulties with performance evidence for some of the diversity and inclusion requirements. Range of cultures is not always possible
 - Health and Safety – sometimes candidates lack evidence as often an outsourced responsibility in large organisations
 - SVQ 3 in Management may be used for aspiring managers?
 - Where managers who have achieved SVQ 5 in Management are introduced at the top of organisations, this help can drive SVQs throughout the whole organisations
 - Core Skills still a concern for MA delivery
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Discussion Group B

The topics discussed were based around:

(i) Use of digital/e-learning and generation of evidence:

E-portfolios: Being used by some centres and where they are providing this resource, mainly have available e-portfolio or paper-base as choice for their candidates. A small number currently use only e-portfolios.

It was discussed that the sectors in which the centres delivered the management qualifications had an impact on the centres decision on IT use. For example, managers within the health and social care sector, it was stated, were less involved with IT usage so it was considered that these managers were more likely to be reluctant to follow the e-portfolio route. It was suggested that mainly younger age-groups were efficient IT users. It was also suggested that age was not a factor as most age-groups were IT users.

Generally, the group appeared to agree that the sector and the age of the individual candidate were relevant factors.

Advantages of e-portfolio:

- all users access
- decrease in assessor/candidate meetings
- decrease in costs-travel
- all users can use when free/convenient.
- standard recordings
- assessment planning, review and feedback is electronically logged.

Disadvantages of e-portfolio:

- less IT competent candidates in specific sectors may be reluctant.

- many systems record the date etc of assessment/IV, but may not include assessment planning, review and feedback.
- Some systems do not upload evidence documents.
- Some candidates may not be able to access the system on organisation's IT system at work. (Organisational policy/security.)
- If personal computers used, IT problems may restrict access.
- Cost.

(ii) Remote External verification:

Advantages:

- Reduces time spent by centre hosting EV visits.
- Can provide access to EV prior to visit.
- EV accesses system prior to the visit and samples requested work
- EV visit can focus on feedback/developments for the centre at the visit.

Disadvantages:

- Some systems do not upload evidence documents.
 - EV monitoring requires viewings of applied systems/documents, which are often not included in the E-portfolio system, eg candidate/staff induction, assessment planning, CPD etc.
 - As stated, the above is often still paper-based and held in centres.
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Discussion Group C

The topics discussed were based around:

- Just under 50% of delegates in this group were using an e-portfolio. Those who didn't use this method were using a mixture of emails, digital recordings, texts, etc.
- Of those using e-portfolios, one was most enthusiastic and had no real problems, another thought it was great but had just started - and other providers gave mixed feedback. It seems very much to depend on which method of e-portfolio is being used.
- Those who were providing SVQ Management qualifications to Care Managers discussed the fact that there wasn't an option to use an e-portfolio as the candidates job role didn't allow for this. Some others felt that we should provide both options to candidates where possible
- Remote EVing was discussed. It was felt that meeting with the EV face to face was very useful but perhaps not every verification event would require to be carried out this way.

- Group also discussed using PDAs and a variety of ways of how PDAs could be used with employers more in the future.
- A discussion around Unit D6 Allocate and Monitor Progress and Quality of Work in Your Area of Responsibility - in particular knowledge point 7 which deals with Health and Safety. All agreed that this Unit had difficulties around culture, values, conflict etc. Not always easy to cover. So a Unit which could perhaps be revised in the future?

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