



**Higher National Qualifications
Internal Assessment Report 2013
Administration and IT
Administration and IT Graded
Units**

The purpose of this report is to provide feedback to centres on verification in Higher National Qualifications in this subject.

Higher National Units

General comments

From visiting verification undertaken, there is evidence that centres have a clear and accurate understanding of the requirements of the national standards.

Internal verification is well documented (pre-delivery, ongoing and post-delivery). There was also good evidence of standardisation within centres, which provided good support to new assessors.

Centres make good use of SQA-produced assessment exemplar packs, and there is evidence of centres using locally devised alternative assessments. It is strongly recommended that all locally devised assessments are submitted to SQA for prior verification.

All centres visited had master teaching packs in place (paper or electronic) and these were kept up to date by Internal Verifiers.

Unit specifications, instruments of assessment and exemplification materials

There was good representation at the Annual HN Network Event in February 2013. This provided excellent networking opportunities and there was detailed discussion on Unit specifications, instruments of assessment and exemplification materials. Feedback from this event was very positive. Visiting verification has shown evidence that good practice identified at this, and previous events, had been adopted by centres. Understanding Standards materials have been launched and discussed at the HN Network Events of the last two years. While these materials relate to Graded Units, the resource assists assessors in making assessment decisions at the appropriate level.

Throughout 2012–13, centres provided feedback on SQA-produced assessment exemplar packs which resulted in amendments to the content of two packs: (F84C 34) IT in Business: Word Processing and Presentation Applications and (F84V 34) IT in Business: Spreadsheets. Similarly, the solution in one pack (FG69 33) IT in Business: Word Processing, Spreadsheets and Database: an Introduction, was amended following comments from centres. These are examples that show good evidence of internal verification. Centres should continue to submit comments relating to assessment exemplar packs using the form available on SQA's website.

Evidence Requirements

The centres visited had a clear understanding of the Evidence Requirements for the Units sampled.

Administration of assessments

It was clear that the centres visited had robust internal verification systems which ensured the integrity of assessment and assessment decisions.

General feedback

Feedback to candidates, from assessors, is generally improving but it is still variable in quantity and quality. Centres are making good use of electronic marking which can provide candidates with very good feedback which is easily accessible.

Those students interviewed as part of an external verification visit gave excellent feedback on the quality of teaching and assessment in their respective centres. Many candidates indicated that they would progress to university courses, following a degree-link programme.

Areas of good practice

Centres have made good use of plagiarism-checking software to ensure the integrity of candidate work. In addition, virtual learning environments have been used effectively in assessment.

There were good examples of integration of Unit delivery and Unit assessment to reduce candidate assessment burden.

Specific areas for improvement

Centres should review candidate feedback in terms of quality and quantity.

Higher National Graded Units

Titles/levels of HN Graded Units verified:

F8KW 34 – Administration and Information Technology: Graded Unit 1

F8KX 35 – Administration and Information Technology: Graded Unit 2

F8KY 35 – Administration and Information Technology: Graded Unit 3

General comments

Samples of Graded Unit 1 and 2 (examination) were reviewed at central verification in June 2013. Visiting verification took place between April and June for Graded Unit 3 (project).

There were no Not Accepted decisions at the central verification event which took place in June 2013, or from visiting verification.

It is clear that centres had taken on board the content of the presentation, on preparation for central verification, at the 2012 HN Network Event. All centres had provided full and complete documentation, including internal verification records.

Unit specifications, instruments of assessment and exemplification materials

Centres had used up-to-date Unit specifications and all had used SQA-produced assessment exemplar packs. Centres had made good use of the Understanding Standards resources — this was evidenced in the quality of marking, leading to robust assessment decisions. Many centres had used double-marking in addition to internal verification.

Evidence Requirements

The centres had a clear understanding of the Evidence Requirements for the Units sampled, either at central verification or visits.

Administration of assessments

There was good evidence of internal verification of examinations and projects leading to robust assessment decisions.

General feedback

The quality of candidate work is very good. There were some excellent projects which were professionally presented.

Those students interviewed as part of an external verification visit gave excellent feedback on the quality of teaching and assessment in their respective centres. Many candidates indicated that they would progress to university courses, following a degree-link programme. Most candidates thought that the Graded

Unit examinations and project would give them confidence to progress at university level.

Areas of good practice

One centre assessed candidates for the Graded Unit examinations using a virtual learning environment. This made the assessment process paperless and marking was easy to track.

Specific areas for improvement

The Unit specification for Graded Unit 3 (project) will be reviewed with the aim of creating a greater consistency with other subject areas within the sector, with regard to remediation and re-assessment.