



# **Internal Assessment Report 2010: Licensed Trade Qualifications (425)**

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

# Vocational awards

## Titles/levels of awards verified

G8YA 46: Scottish Certificate for Personal Licence Holders (On-Sales)  
G8YC 46: Scottish Certificate for Personal Licence Holders (Off-Sales)  
G8Y9 45: Scottish Certificate for Responsible Service of Alcohol (On-Sales)  
G8Y8 45: Scottish Certificate for Responsible Sale of Alcohol (Off-Sales)

## General comments

Tutors had appropriate qualifications, as well as knowledge and experience in the sector. Records of CPD are maintained.

All Assessors use SQA devised materials. These include candidate handbooks, Course delivery materials, and examination papers. All Courses viewed and examination procedures conformed to the requirements of the Operational Handbook.

Appropriate delivery of Course materials was reported; in most cases these were contextualised to meet the specific needs of candidates.

All examination papers had been retained for the required six-month period, and a detailed inventory had been kept.

In most cases examinations were conducted by the tutors, papers were double-marked by the Internal Verifier, and marker reports were submitted to SQA within 10 days of the examination date.

Versions of resit papers had been logged correctly.

Candidates interviewed by External Verifiers were positive about their learning experience, and reported that the Course materials logically followed the content of the handbook.

Course evaluation forms have been used effectively to identify strengths and weaknesses of Course delivery.

The evaluation of examination questions which are frequently answered incorrectly has provided information which has been fed back to the qualifications team at SQA. This has also informed the review of Course delivery.

Some open Courses have been cancelled due to insufficient numbers to provide an interactive learning environment. A reader had been used for a candidate with dyslexia and also for a candidate for whom English was an additional language. In both cases independent invigilation was carried out.

## **Areas of good practice**

The contextualisation of Course materials and interactive exercises enhance delivery and understanding.

The second-marking of papers has highlighted occasional discrepancies, and provides evidence of internal verification.

Detailed logs of Course delivery have also included the version of examination paper used, resit papers, identification checks, and results. This provides a central record and tracking system, and can be expanded to include a log of book and examination orders, marker reports, the issue of certificates and results, and other procedural details.

Some centres have made specialist texts available to tutors, which can underpin knowledge and be a useful reference when responding to questions.

## **Areas for improvement**

Centres are reminded that:

- ◆ While some candidates may register on Courses at very short notice, the issue of candidate handbooks at least two weeks beforehand is strongly advised.
- ◆ The quality of delivery must be assessed at regular intervals during the year, and a written record of assessment and any remedial action maintained.
- ◆ A CPD log should include evidence which relates specifically to the licensed trade qualifications, as suggested in the Operational Handbook.
- ◆ Marker reports should be submitted to SQA within 10 working days of the examination date. A copy of the marker report, signed by the Marker and Internal Verifier, should also be retained with the completed question papers.
- ◆ Invigilator incident report forms should be retained with the completed examination papers.
- ◆ SQA must be notified on the examination paper order form whether or not an independent invigilator will be used.