



**National Qualifications 2012
Internal Assessment Report**

Business Administration

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

National Qualifications (NQ) Units

Titles/levels of NQ Units verified:

Administrative Services	DM3P 10, 11, 12
Presenting and Communicating Information	DM3T 10, 11
Information Technology for Administrators	DM3R 10, 11
Information Technology for Management	DM3V 12

General comments

All necessary documentation was included as requested. All sample evidence was as requested — very clear from the VS Form which candidates had passed or failed. Appropriate substitute evidence was included where needed.

Instruments of assessment from the National Assessment Bank were used to generate evidence.

It was clear that candidates had a good knowledge of the Units at all levels and that centre staff have been effective in preparing candidates for assessment.

Marking schemes were included and annotations were made to show where the centre had awarded marks for additional points not covered in the original marking scheme. Marking schemes were applied correctly to candidates' work and applied in line with national standards.

The clarity of marking was easy to follow. It was easy to see where marks had been allocated. Very good use of brackets to indicate where marks were awarded — this is good practice and is in line with the practices used during external examination marking procedures.

In many centres there was excellent evidence of a robust internal verification system being implemented. This is good practice and helps to ensure consistency in marking and standards. It is good practice to internally verify candidates' work as it strengthens the assessment process and identifies any issues.

It is good practice to internally verify material using a different colour of pen so that any deviations between the original marker and the Internal Verifier are obvious. Some centres record their internal verification decisions formally on separate forms. Centres had made appropriate judgements in applying the national standards and had made use of internal verification to ensure consistency of standards.

It was sometimes not obvious from the scripts whether any internal verification had taken place. Some evidence simply had two signatures on it, which is not sufficient. Internal verification requires a thorough check of the original

assessment decision and, where appropriate, amendments made including an explanation of the final mark agreed.

Internal verification is seen by most centres as standard practice and is to be encouraged as it supports the assessment process. On some candidates' scripts there was inconsistent application of the standard; this could have been identified with a robust internal verification system.

There was good use of formative assessment. Unlike external assessments, comments can be written on internal assessments for formative purposes to show candidates why marks were/were not awarded. This can be particularly helpful in preparing candidates for re-assessment or for external assessment.

Unit specifications, instruments of assessment and exemplification materials

There was good understanding of the Unit specifications, and a high level of consistency with national standards in assessment.

Instruments of assessment from the National Assessment Bank were used to generate evidence.

Evidence Requirements

It was clear that candidates had a good knowledge of the Courses at all levels, and centre staff have been effective in preparing candidates for assessment.

Centres have a clear understanding of the Evidence Requirements for each Unit.

Administration of assessments

Evidence was well presented and well assessed.

All sample evidence was as requested. All documentation was included as requested. It was very clear from the VS Form which candidates had passed or failed. This form was correctly completed to show which NAB had been used for each candidate. Appropriate substitute evidence was included where needed.

See internal verification comments in the general comments above.

Areas of good practice

All sample evidence was as requested.

Appropriate substitute evidence was included where needed.

All necessary documentation was made available, eg marking schemes.

There were some excellent examples of internal verification.

The clarity of marking was easy to follow. It was easy to see where marks had been allocated.

Some good examples of formative assessment comments — this is particularly helpful in preparing candidates for re-assessment and for external assessment.

Specific areas for improvement

All centres should adopt a robust system of internal verification to support the assessment process.