



**Scottish Vocational Qualifications
Internal Assessment Report 2012**

**Workplace Core Skills:
Communication**

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

SVQ awards

General comments

On the whole, centres had a clear and accurate understanding of the requirements. During this report, occasional exceptions will be specified.

Unit specifications, instruments of assessment and exemplification materials

Assessors are on the whole familiar with these and the assessment support packs (ASPs) published by SQA have been a helpful and appreciated resource in explaining the requirements of Unit specifications.

Evidence Requirements

In general there is a clear understanding of these requirements but some areas need to be addressed as follows:

- ◆ Naturally-occurring evidence should be used rather than constructing instruments of assessment: learners will recognise the vocational relevance of these.
- ◆ Integration of Core Skills with main SVQ vocational Units should be encouraged wherever possible.
- ◆ A format for checklists should be agreed among assessors; if in doubt, the checklists in the ASPs would give some conformity.
- ◆ There should be an agreed conformity for the information given in observation checklists to aid assessment and internal and external verification.
- ◆ In the Speaking Outcome, a copy of questions and answers should be kept to aid verification.

Administration of assessments

Internal assessments are, on the whole, well administered. Where these are not appropriate, this is caused by poor internal verification procedures. Internal verification procedures need to be documented and adhered to and regular internal verification of assessments should take place to maintain quality assurance. Any centre needing advice regarding internal verification procedures should contact SQA.

General feedback

Feedback to learners was very good and included ways of improving as well as encouraging successful learners.

Very often, because of the nature of SVQ centres, candidates are not at hand to be interviewed, but those who were indicated satisfaction with their learning and with the support given by centres.

Areas of good practice

There were many examples of good practice as follows:

- ◆ Some centres were using e-assessment and this gave learners and assessors quick access to each other, which was especially helpful given the sometimes scattered geographical situations of SVQ learners.
- ◆ Good assessment plans for individual learners tailored to individual needs.
- ◆ Good induction procedures for new assessors and 'shadowing' with experienced assessors was a feature in many centres.
- ◆ Learners were interviewed at the beginning of training and learning and assessments were tailored to their needs.

Specific areas for improvement

These have been dealt with in other areas of the report.