



**Higher National and Vocational Qualifications  
Internal Assessment Report 2012**

**Laundry and Dry Cleaning**

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

# SVQ awards

## General comments

The centres which were visited this year are working to the old award structure, which was reviewed in the last year by the Sector Skills Council (SSC) and a new award structure put in place. As we carried out the visits this year this was fully explained to the centres, and any questions were answered to help them implement this to new candidates.

All assessors and Internal Verifiers fully meet the SSC requirements to carry out these functions in the centres.

All the centres visited were able to show they were working to the latest version of the SSC Creative Skillsets assessment strategy.

## Unit specifications, instruments of assessment and exemplification materials

All the assessors in the centres visited were fully conversant with the Unit specifications. Again they were taken through the changes in the Unit specifications, which have occurred through the review by the SSC, to make sure they have an understanding of these changes. As they all have industry training and hold suitable awards in their field, this made it easier for them to understand and interpret the specifications, which will in turn benefit their candidates.

The centres are all using the SQA-produced training and assessment packs for the awards, both for assessors and candidates. The centres were shown the new revised and updated training packs for the awards. Again questions were asked and answered about these as they start using them.

## Evidence Requirements

The centres were able to show by the candidates' portfolios that were submitted to the External Verifier for verification that these were being carried out.

All the evidence submitted by the candidates on the EV visits was sampled and this was appropriate for the Unit standards.

## Administration of assessments

The External Verifiers observed several assessments taking place over the various centres. They were satisfied with the way the assessments were carried out and the way the candidates were treated before, during and after the assessment.

All of the assessors' handling of the process was good. They all explained what was going to happen, putting candidates at ease. Assessing the Unit evidence and giving of feedback were concise and their use of language was easily understood.

All of the centres' internal verification processes were good. The appropriate stages were being observed and the relevant centre paperwork was being completed, with the assessors told the outcome as soon as practically possible after the visit had taken place.

### **General feedback**

In general all the centres' feedback to the candidates was good and was appropriate to the assessment being carried out. The assessors have given a lot of good information on the assessments, which has given both the Internal and External Verifiers a picture of what had taken place during the assessment.

The candidates who were interviewed during the EV visits on the whole gave very positive feedback about the way the assessments had been carried out by their assessors, and said that the feedback they had been given was constructive. All the candidates were very positive about the use of the SQA training and assessment packs, which gave them a better understanding of the evidence they needed to gather and how to find this in the workplace.

All the centres were able to show that the candidates had fair and appropriate access to assessment, both in the machinery required for the Units and of the assessors.

### **Areas of good practice**

Below are listed examples of good practice found in the centres:

- ◆ health and safety documentation, including control of substances hazardous to health (COSHH) and manual handling, which is good evidence
- ◆ internal verification recording process
- ◆ standardisation meetings being held and minutes taken
- ◆ good candidate portfolios, well constructed and evidenced
- ◆ good example of evidence gathering sheet for candidates, which listed the evidence required for the Units
- ◆ induction process to ensure that the candidate is suitable for the Course
- ◆ a centre ensured that sufficient facility time is given to both candidates and assessors to prepare for the assessment

### **Specific areas for improvement**

- ◆ centres need help to develop a standard CPD log for recording how the learning and training has assisted them in the job role
- ◆ centres could have a better induction checklist to ensure that the candidate understands all the processes and policies and the qualification