



**Scottish Vocational Qualifications
Internal Assessment Report 2012**

Supply Chain Management

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

SVQ awards

SVQs in Supply Chain Management verified:

G881 22, G882 23, G883 24, G885 25

(Based on six External Verifier reports: six successful)

General comments

All centres have in place clear and detailed policies on selection and induction for assessors and internal verifiers (IVs). Most staff in centres are fully qualified and have suitable competence levels. Staff have a good and comprehensive knowledge of the national occupational standards (NOS) and the specifications for the Units they are delivering. Many of them are members of additional bodies such as the Chartered Institute of Purchasing and Supply (CIPS) and the Institute for Learning (IfL). Most staff have some form of industrial experience; all are experienced in terms of assessment and verification.

Standardisation meetings take place regularly in most centres.

Continuing professional development (CPD) records in various forms are retained by all centres. Most were presented in an up to date and concise form showing relevant up to date, beneficial CPD activities which enhance the skill base already in place. One centre is a member of a providers group which discusses issues relating to the relevant qualifications.

Unit specifications, instruments of assessment and exemplification materials

In all centres, the required procedures of the NOS are satisfied.

In general, all centre internal quality assurance teams have a good understanding of their roles and are in constant contact with candidates and other team members.

Assessment is part of the course structure in all centres and is regularly reviewed. Candidate induction is usually given prior to the commencement of the course. Candidates have access to assessment and support materials.

All assessments verified were based on the NOS. In most cases an assessment schedule relating to the Units to be covered was drawn up through discussion between the candidate and assessor. This plan is regularly monitored and can be redrawn if required. Most centres retain a communication log which records all communication between the assessor and candidate. This can include face-to-face meetings, SMS, e-mail, telephone and written contact.

Centres used the candidate portfolio process and in all cases the evidence included was duly signed-off by the appropriate signatories, either from the candidate's work place or the centre. Signatures were usually dated.

Assessment evidence is internally verified following various schedules and sampling plans according to individual centre policies. All these plans were appropriate and sufficient. These schedules and policies are reviewed in most centres on a regular basis.

In all centres, feedback to candidates from assessors and IVs and to assessors from IVs was timely and usually comprehensive. In all cases it followed the individual centre policies.

Evidence Requirements

Centres are aware of the Evidence Requirements of the qualifications and the evidence produced by candidates is directly linked to the NOS.

The types of evidence used include product evidence, personal reports and witness testimony. Evidence comes from both the employer and those providing the testimony.

In some centres, SQA Unit guidance is being used in support of the various modules within the qualification.

Administration of assessments

In all centres, assessment administration is operating within the current up to date SQA and NOS requirements for the qualification.

SQA assessment and retention procedures were usually built into centre policy.

Centres have allocated dedicated administrative staff, in some cases at manager level.

Most assessment is conducted within the candidate's workplace and complies with workplace health and safety requirements.

Centres are using their own preference for administering the qualification and meeting the requirements and standards it demands.

Documentation is stored both electronically and in hard copy within secure environments. In most cases documentation is backed up remotely.

No discrepancies between numbers were found during verification.

One centre is using the 'On Line Learning Assistant' software very successfully. This system allows documentation to be stored in the system and uses a colour-coded checkbox to show what stage a candidate has reached at any given time.

Another centre has 'ISO 9001' accreditation which in itself dictates that there will be no conflicts of interest in respect of roles and responsibilities with the administrative systems.

General feedback

All centres are delivering this qualification very well.

There is a high standard of work from the candidates, good quality assessment and internal verification, and sound system administration.

Centres are also successfully trying out various methods of delivery for some of the qualification components. The 'On Line Learning Assistant' software is one example; another is the e-learning 'toolbox' approach.

External Verifiers were very impressed with the work they saw and the high standard of delivery.

Areas of good practice

The following areas of good practice were identified in various centres:

- ◆ Good centre support materials are available at centres. These are comprehensive, easy to access and an excellent resource for candidates.
- ◆ The procedures that are available to candidates through the 'toolbox' that is part of the e-learning system used by one centre. This is an excellent resource.
- ◆ One company's inhouse e-learning materials were made available to candidates at another centre. This can offer learning and development materials on a whole range of relevant topics.
- ◆ The use of the LinkedIn online forum by one centre as a driver for CPD. This allows for the constant updating of assessor and IV skills and allows the centre to keep abreast of developments in their field and in the wider marketplace.
- ◆ The ISO 9001 accreditation achieved by one centre and the consequent improvements in systems that this award brings.
- ◆ The excellent feedback received from candidates and employers at all centres.
- ◆ The use by centres of SQA support packs.
- ◆ The ability of one centre to introduce up to date comment on the Bribery Act 2011, which only became law less than three months before the verifier's visit.
- ◆ The commitment from all centres visited to excellence and concern for the overall wellbeing of candidates throughout the learning experience.
- ◆ The opportunity afforded by one centre for successful candidates to give end of course feedback. This enables the recipients of awards to register the learning experience they have had.

Specific areas for improvement

In their feedback IVs should always make some comment about the assessment process and not just candidates' performance.