



**SQA Qualifications Regulated by Ofqual
Internal Assessment Report 2012**

**Warehousing and Distribution
Road Passenger Transport
Road Freight Transport**

The purpose of this report is to provide feedback to centres on verification in qualifications in this subject

Warehousing and Distribution (Ofqual) 470

Qualification verified:

GA7J 02 Warehousing and Storage Level 2 Certificate

General comments

There is a clear and accurate understanding of the requirements of the national standards. Staff are well qualified in their fields of expertise.

Candidates receive an induction, which includes equality and diversity and health and safety requirements.

Candidates are supported throughout the course of their learning and are treated fairly and equally. All candidates have the opportunity to have prior achievement recognised and accredited prior to starting their learning. No candidates are disadvantaged and all have equal opportunities to assessment.

The printed information provided to candidates is good and the centre continuously reviews candidate resources.

Contact time with assessors is good.

All staff receive a full induction and undertake continuous staff development in and out of the workplace.

Course Arrangements, Unit specifications, instruments of assessment and exemplification materials

Internal quality assurance teams have a good understanding of their roles and are in constant contact with candidates and other team members. They are all familiar with the Course Arrangements, Unit specifications, instruments of assessment and exemplification materials.

Evidence Requirements

Assessment is internally verified and standardisation activity is carried out regularly. Assessors ensure the authenticity of the candidates' work.

There is no evidence of impropriety.

All evidence records were complete and up to date, signed and completed within the management criteria and the Evidence Requirements of the Course/Units.

Administration of assessments

Assessment is conducted within the candidates' workplace and complies with workplace health and safety requirements.

Candidates have the opportunity for re-assessment if required, and all assessments are agreed with the assessor, the candidates' supervisor and team manager. Candidates also sign and record assessment dates and times.

A range of assessment methods are used throughout the assessment process and the assessment team is allowed sufficient time to conduct assessment and internal verification duties.

Areas of good practice

The following areas of good practice were identified:

- ◆ the continuous review of resources
- ◆ regular training reviews to ensure that assessment and internal verification practices are reliable, consistent and up to date

Road Passenger Transport (Ofqual) 471

Qualification verified:

G994 22 Road Passenger Vehicle Driving (hackney carriage/private hire vehicles) level 2 NVQ

General comments

All staff are fully work-qualified and hold appropriate qualifications. Assessors and Internal Verifiers have recorded staff development programmes. There are induction and training records for assessors and Internal Verifiers.

The roles and responsibilities of the personnel are clearly stated in the documentation.

Staff have a good knowledge of the requirements of the national standards.

Course Arrangements, Unit specifications, instruments of assessment and exemplification materials

Standardisation and sampling take place leading to development meetings. Internally devised checklists are in place and utilised in both on-site and work environment situations.

Internal verification procedures and policies are in place along with assessment schedules and internal verification records.

Well established candidate induction checklists are utilised and locally devised and commercially produced knowledge and learning materials are available.

Assessment policies and procedures are in place along with candidate induction packs, which include agreed assessment schedules and feedback policies.

Evidence Requirements

A variety of methods of assessment are used including direct observation, checklists, video capture. There is a clear feedback process.

There is an agreed assessment schedule which indicates a clear understanding of the Evidence Requirements for the qualification.

Administration of assessments

There is good consistency of assessment decisions between assessors. There is good supportive evidence contained within candidates' portfolios and a good use of video capture showing individual candidates carrying out relevant tasks.

Internal verification formative and summative reports and statements are used and are included in the candidates' portfolios.

There is a set policy on the retention of assessment portfolios and a procedure for the dissemination of reports, action statements and 'smart' targets.

Areas of good practice

The following area of good practice was identified in one centre:

- ◆ Good use is made of video capture that views and records forward and reverse simultaneously — and includes audio, speed and direction information. This gives the assessor a good view of the vehicle road position, the candidate's driving ability, and the customer interaction. (The customer element can only be used with the permission of the customer involved.)

Specific areas for improvement

The nature of the course, when linked to the job-related constraints of the candidates within the industry (taxi), can make the process of developing and producing evidence difficult. Centres should seek to support candidates through the process with effective assessment planning.

Road Freight Transport (Ofqual) 472

Qualifications verified:

GC09 54 Driving Goods Vehicles level 2 Certificate

GC08 62 Employment Rights and Responsibilities level 2 Award

General comments

All centre staff are fully qualified and have relevant employment experience. They have a good knowledge of the standards and of the requirements of the qualification.

All assessors and Internal Verifiers are competent for the Units they assess.

Appropriate and comprehensive analysis of the candidates' working environments is undertaken, usually through a checklist process. This includes health and safety risk assessments.

All centres hold full records of staff CPD, which are up to date and comprehensive. Staff CPD is strongly supported — including centre and externally provided CPD opportunities.

A comprehensive induction is always provided for staff. Candidate induction is also well established.

All centres hold a log of correspondence between themselves and SQA.

Course Arrangements, Unit specifications, instruments of assessment and exemplification materials

All centres held regular minuted meetings to ensure that all staff involved in the delivery of the qualification are fully aware of the national standards, the qualification requirements and assessment procedures.

Many of these meetings cover standardisation of assessments, course resource requirements and feedback from external verification.

Locally devised and commercially produced knowledge and learning materials are available in all centres.

Assessment policies and procedures are in place which include induction, agreed assessment schedules and feedback policies.

Evidence Requirements

All centres had a good understanding of the Evidence Requirements of the qualification.

A variety of assessment methods were in use including: direct observation, Q & A, video capture, formative and summative reports, checklists and witness statements.

All the Evidence Requirements are based on the NOS. Well laid out portfolios provide clear evidence trails, supported by various materials, assessor and Internal Verifier feedback.

Administration of assessments

All centres have well established assessment and internal verification policies and procedures.

In some cases there are formal assessor–candidate agreements in place.

Course reviews, Internal Verifier feedback, action and development meetings took place in all centres, and were minuted.

In most cases there were clear assessor schedules and lists of allocated learners to individual assessors.

Centres used various methods to identify skill shortages and opportunities for candidates to make up these skills shortfalls. These included induction scans, learner induction checklists and skill analysis.

Access agreement letters giving access to information were in place, as were employer agreements.

All centres have assessment and record-retention policies.

Consistency of decisions across the assessors and verifiers is sufficient, valid, reliable and fair for the elements contained in each of the Units.

SQA assessment and retention procedures are built into all centre policies.

Every centre had a compliance mechanism that included anti-plagiarism aspects.

Areas of good practice

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

- ◆ the good use of video capture, supporting decisions made by direct observation of the assessor
- ◆ the effective use of photo capture to support assessment decisions
- ◆ well laid out portfolios with constructive feedback to the candidate
- ◆ well laid out learner materials giving good knowledge support for each of the Units within the qualification
- ◆ induction scan results used to identify candidates' weaknesses and point to opportunities to make up skill shortfalls