



**Regulated Qualifications
Internal Assessment Report 2012
Licensed Trade Qualifications**

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

Regulated qualifications

General comments

Legislative updates have been communicated to centres by SQA, and have been included in relevant materials and Course presentations. Tutors have indicated that they also maintain currency by referring to relevant websites and trade journals.

There is a general awareness that the legislation is under review and that imminent changes will be required, the details of which will also be communicated by SQA. The Sector Skills Council, People 1st, has given centres the opportunity to contribute to the review process.

Unit specifications, instruments of assessment and exemplification materials

Instruments of assessment and exemplification materials are provided by SQA, and Course delivery and examination procedures have been found to comply with the requirements of SQA's Operational Handbook.

Evidence Requirements

Course delivery has conformed to Evidence Requirements, which are based on the Licensing (Scotland) Act 2005 training and assessment specification, as reflected in the following SQA materials:

- ◆ candidates' handbooks
- ◆ PowerPoint presentations
- ◆ tutors' notes
- ◆ examination papers

While it is appreciated that tutors may prefer to introduce some of their own exercises, centres are reminded that any plans for significant changes to approved Course materials (beyond basic updating) should be discussed in advance with SQA. Further guidance can be found in the Operational Handbook.

Administration of assessments

Examination procedures have been monitored on a regular basis, and have been found to conform with SQA requirements:

- ◆ It has been reported that centres double-check the marking of examination papers as part of their internal verification process.
- ◆ While detailed examination paper inventories have been kept, some centres have been reminded to record the version number of each paper used.
- ◆ The requirement for the security of examination papers has been maintained. Delivery to the examination site in a sealed envelope which had the version of

the paper and the number of papers detailed on the outside was observed on one occasion.

- ◆ The checking and logging of candidates' proof of identification has been appropriate (it has been reported that candidates have been refused admission to a Course on failure to produce appropriate ID).

General feedback

Candidates have confirmed that the Courses have been delivered in an engaging way and that they have been encouraged to participate; this has also been observed during external verification visits.

Candidates' feedback on Course delivery has been summarised and analysed as part of the review process.

Administration systems are being well maintained. Examinations papers (used and blank) can be easily tracked. Papers are being held securely.

Areas of good practice

- ◆ Course delivery has regularly been enhanced by the use of additional video clips, questions, quizzes and hand-outs.
- ◆ Local press cuttings have helped to contextualise Courses.
- ◆ A good rapport between candidates and tutors has been built up through the use of interactive exercises, candidates' personal experience and anecdotes to provide examples.
- ◆ Course administration files, which are very well maintained and clear to follow, have been developed.
- ◆ Internal verification systems have included checks on tutors' delivery.
- ◆ Tutors have signed to confirm, as part of CPD, that they have read and understood the Operational Handbook.
- ◆ The completion of a Course evaluation by delegates provides information which can be useful in informing Course reviews.

Specific areas for improvement

- ◆ The legislative nature of these qualifications requires the provision of current CPD, to confirm tutors' competence; failure to provide this could lead to a hold on certification.
- ◆ It is good practice for the invigilator to ensure that candidates are reminded to read the questions carefully to ensure that they read over (a) their responses before submitting the completed paper and (b) the procedure that they should follow should they wish to change an answer.
- ◆ Centres are reminded that markers' reports should be completed and kept with the corresponding exam papers for future reference. A copy should also be forwarded to licensingqualifications@sqa.org.uk so that numbers of pass/fail scores can be collated.

- ◆ It is essential that all SQA addenda and other updates for Licensed Trade qualifications are forwarded to relevant staff to ensure that tutors are kept up-to-date with changes in legislation, and that the centre contact also sends relevant updates together with the handbook to candidates.