

Moderation Feedback – Visiting - 2005

Stakeholders Group

Care

Qualification area

**Subject(s) and Level(s)
included in this report**

Care SVQ levels 2,3,4 and RMA
HNC Social Care

General comments on moderation activity

196 Moderation visits took place to centres offering SVQs in Care during the year 2004-2005, this has been a particularly significant year as the new National Occupational Standards launched in January 2005 have led to major changes in the SVQs in Health and Social Care and HNC Social Care. SQA held Quality Networks across the country to launch the new standards these were attended by over 500 people and the new awards were generally welcomed by the participants. In addition 3 Professional Development Workshops were held to enable assessors and internal verifiers to gain additional information on the new SVQs and HNC.

6 Colleges were visited for HNC Social Care only and 3 for HNC and SVQ awards.

6 centres had holds on certification placed during the year.

15 development visits were completed by the full time moderator.

27 Approval visits were completed by the full time moderator to centres coming forward for Care for the first time and to centres wishing to add additional qualifications to their existing profile.

2 non college centres were approved to offer the HNC Social Care, this is a very positive development which will enable employers to work with their own staff towards the completion of Scottish Social Services Council registration requirements.

- Overall progress in SVQ and HNC qualifications has been good.
- The majority of candidates have met the standards well and within a reasonable time frame
- There continues to be evidence of over assessing in SVQs in a small number of centres and in a few colleges, however overall there is evidence of improvement.
- The standard of candidate evidence has continued to improve with less of a reliance on lists of questions
- A greater number of assessors are now qualified in A1 and moderators piloting the amended report form have been collecting information on assessor qualifications which will assist in monitoring the time taken for assessors to become qualified.
- The standard of internal moderation continues to improve centres are able to produce more robust evidence of standardisation meetings.
- More structured learning programmes for candidates are becoming the norm, due in part to the requirement for all employers to have a structured induction programme in place although there is still room for improvement in terms of the recording of the learning that takes place at this time.
- Although links between the HNC Social Care and the SVQ Level 3 are more evidenced in some colleges there is a long way to go in embedding the SVQ assessment as part of the taught HNC framework. To this end a series of Quality Networks have been planned to enable colleges to come together and explore strategies for integration.
- One remaining concern is a minority of colleges continuing to demand evidence for HNC which is greater in length and depth than that which is required to meet the National Standards this is a situation that the moderators will continue to monitor.
- Moderators report good use of product evidence and assignments for the application of knowledge in practice, particularly in Level 4 Care and the Registered Managers award.

Specific issues identified

Holds on certification:

- The six holds on certification were as a result of assessors failing to assess candidates to the required standard, these failures not being identified by the internal verifier who had signed off the units as complete, candidates not providing sufficient evidence of their work performance to meet the required standards, lack of direct observation where the units call for this to take place, and in one instance the assessor providing the same observation record for a number of candidates with only the name changed. All holds on certification were successfully remediated and the follow up visits showed that centres had taken the issues on board and amended their procedures.

General Issues:

- The majority of centres offering SVQ awards in Care have had two visits during the past year this is in line with the requirements of the Lead Industry Body and has assisted centres to prepare and plan for the new revised awards which were introduced in January 2005.
- There are a few colleges still not providing sufficient guidance for students to assist them in utilising their HNC assessments as knowledge evidence for the SVQ. Again this has been addressed in the design of the revised HNC and will be monitored by the moderators during visits.
- Moderators who have visited centres using paper free portfolios to record evidence report that this is proving difficult to moderate as it is not easy to check individual progress, whole portfolio is on disc and indexing not clear. Moderators have no training in this new assessment method.

Administrative Issues:

- Although many of the external moderators are qualified to moderate in health and social care it has come to light that many centres continue to have a separate moderator allocated for each of these subject areas, and a further moderator allocated for the HNC, this situation leads to duplication of work for moderators, and significantly for staff in centres who can often be the same staff group who work across the range of awards.
- There has been a marked improvement in the support offered by the SQA particularly in terms of the receipt by moderators of the last visit report and more accurate reporting of the numbers of candidates enrolled for each of the awards on offer in the centre. This has helped the moderator team to be more aware of any issues raised by the last moderator and to be in a position to monitor candidate progress more effectively.
- There have been one or two instances of centres trying to register candidates on the old awards after the closing date for registration, however in each instance there were specific reasons for this and a resolution was found which did not disadvantage the candidates.
- Centres have now either been granted automatic approval for the new awards or have been re-approved where they had not registered any candidates following their original approval visit, it is noted that the total number of centres active in the area of Care has increased over the year and it is anticipated that this increase will continue due to the expansion of employees requiring a registerable qualification.

Feedback to centres

Sample of Development points from moderator's reports:

- Make more use of holistic assessment
- Ensure that a consistent format is adopted for all folios and that all required documentation is included
- Ensure that where questions are asked verbally these are recorded with the answers
- Reflective accounts and direct observations should not always be on the same piece of work
- Knowledge claimed must be clearly evidenced in reflective practice
- Centre should consider using work products more often...removing any information that identifies the individual
- The SQA evidence recording documentation allows for additional clarification to be added
- Centre is asked to ensure that evidence is numbered clearly on an index form
- HN evidence can be assessed on a sample basis
- Assessment questions gave too much information on what the answers should include
- Students generally were poor at referencing their work
- Centre should look at adapting the existing log book to meet the requirements of the SVQ workplace units
- Workplace practice is recorded by students but feedback from college and placements is inconsistent

Sample of good practice from moderator's reports:

- The centre internal verification systems are clear and it is easy to identify where remediation has taken place
- There was good use of alternative evidence gathering with Witness testimony to support the reflective accounts
- RMA units contained detailed reflective accounts linking knowledge points and good use of product evidence to support the claims
- The assessors have adapted their style to suit the candidates' job roles
- Centre has devised a robust recruitment and selection procedure
- Good progress being made towards the achievement of A & V units
- Centre is commended on support systems in place, in depth value base training and induction and assessor refresher courses.
- Encouraged to see references to the Codes of Practice and National Care Standards
- Centre providing good opportunities for students to learn about and experience care as a work activity
- Marking criteria clear and feedback offered positive guidance
- Social care team working hard on integrating assessments to ensure students are not being over assessed.