

Moderation Feedback – Visiting - 2005

Qualification area

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

**SVQ Quality Management – G4GD – Level 4
HNC Quality
HN Quality Units**

General comments on moderation activity

Areas Where Candidates Performed Well

HN Candidates who were on release from employment performed particularly well in Unit BA25 04 Fundamentals of Quality Systems when they could complete assessments with specific reference to their own company.

Areas Where Candidates Performed Less Well

In HN Unit BA24 04 Fundamentals of Quality Assurance some centres set very extensive written assignments for each outcome (in some cases in excess of 2,000 words were required) which candidates found difficult to focus on.

There was also still a tendency to over assess the main units offered in the group HNC Quality i.e. BA24 04 and BA25 04 and the candidates generally performed less well where the assessment loads were high.

Specific issues identified

Common Misunderstanding with procedure

The requirement for HN candidate evidence to be available for moderation visits was still not clear to some centres. When visits were arranged there was frequently a dialogue about retaining evidence that had been completed prior to the visit date or in some cases material had to be forwarded later for moderation.

Misunderstanding with specific units/courses

A number of HN units in this area refer to specific named and numbered Quality Standards which have now been replaced. This should be addressed in relation to the revisions to the units, which is currently underway. However in the meantime centres should ensure that they are teaching to the most up to date versions of the published Quality Standards even if these are different from those specified in the unit.

There is also still a perception in some centres that every outcome requires to be individually assessed. More integrated assessment is required.

Effectiveness of SQA Administration and Procedures

There was increasing evidence this year of centre developed checklists being used.

Internal moderation procedures in some centres did not pick up issues relating to the requirement of instruments of assessment to address all aspects of the range statements.

Areas of difficulty in moderating

Contact with many centres continues to be difficult. Both moderators found it took considerable amounts of time to arrange visits. Information was often not passed on and telephone calls not returned resulting in many repeat calls to centres or in some cases time running out before calls returned. In two cases calls from centres were finally followed up after the end of the session and therefore the internal assessment and moderation staff were not available. The inclusion of e-mail addresses with the centre contact information would therefore assist enormously.

Feedback to centres

The Comments below all relate to HN Provision.

More centres should be encouraged to give more consideration to the use of integrated assessments across units to provide a more practical and directly work related experience for candidates. There is still a tendency for some units to be over assessed and the bias is generally towards extended response written assessments.

For a subject area such as Quality Management more varied types of assessment could be set including oral presentations, short responses and the use of case studies based on specific types of company or industry.

Feedback to candidates is still very limited in many centres. Scripts frequently have no indication on them of areas for development or improvement. Written feedback is recognised as being a necessity by the majority of centres but very few examples of good quality written feedback were identified throughout the year.

There was frequently little or no guidance provided to candidates on the length of response expected. In one centre candidates responses ranged from a few words to several hundred words for the same assessment.

Centres should ensure Internal Moderation meetings review external moderation reports and pick up on action required.

Candidate assignments should be available on the dates of moderation visits and visit dates should not be agreed if the material is not going to be available in time. One moderator had insufficient material to conclude the visit on two occasions.

Centres should ensure that where remediation has taken place there is evidence available for moderation. In many cases oral remediation had been undertaken but there was no evidence on the candidates material of the questions asked or the responses received from the candidate.