

Higher National Qualifications

And

Scottish Vocational Qualifications

Senior Moderator Report

2006

Subject: Administration

Sector Panel or SSC: Administration

The purpose of this report is to provide feedback to centres on moderation which has taken place within Higher National and Scottish Vocational Qualifications in this subject.

HIGHER NATIONAL UNITS

FEEDBACK TO CENTRES

General comments:

Only 3 Centres were visited in 2005/6. The main concentration of activity was on the Graded Units (see separate report).

Candidate Evidence was of a high standard – well presented and well assessed with robust internal moderation systems in place.

Advice on good practice and areas for further development:

One Centre had developed an assignment feedback form which provides candidates with constructive feedback and is a useful document in the remediation process.

Two of the Centres had produced Master Packs for each unit. This is becoming common good practice now.

Master Packs include the following:

- Details of integration (where applicable)
- Reassessment statement
- Scheme of work
- Assessment instruments
- Marking guidelines
- Information on staff delivering the unit

Centres are making a good start with the new units

SVQ AWARDS

TITLES/LEVELS OF SVQ AWARDS MODERATED

SVQ BUSINESS AND ADMINISTRATION LEVEL 2 AND 3

FEEDBACK TO CENTRES

General comments:

Portfolios contained a variety of appropriate evidence, which was clearly referenced on checklists/matrices in well organized and well presented portfolios. Contingencies should be marked on the matrices to assist with the identification of appropriate evidence.

Nearly all centres are using a sequential numbering system across all units, which is good practice.

Centres are accepting the need to produce Performance Evidence – observations and work product. This Performance Evidence is backed up by strong supporting evidence. CfA describe this as triangulation of evidence.

A more holistic approach is being adopted with evidence of cross-referencing across options and back to the Core/Mandatory units

Assessment Planning is vitally important

Advice on good practice and areas for further development:

Centres are adopting very good Induction Programmes for candidates.

These Induction Programmes introduce candidates to the main objectives of the award, copy of standards and assessment strategy, role and responsibilities of assessors and internal moderators, importance of CPD, Health and Safety and Appeals process etc.

PERFORMANCE EVIDENCE

Observations

Observations should have references to the Units/Performance Indicators/Knowledge and Understanding in the margin alongside the appropriate section/paragraph. This is particularly advisable when delivering the new award where an holistic approach requires to be taken.

With Observations – more than one may be required to highlight competence over time.

Where possible, knowledge requirements should be incorporated into Performance Evidence – with questions being asked only to fill gaps. Questioning/Professional discussion can sometimes be incorporated into the Observation as this may be an appropriate time to fill the knowledge gaps with some questions or discussion.

Work Product

Centres are producing good product evidence.

This evidence is being well annotated in order to put it into context or provide a background as to how and why it was produced.

Supporting Evidence

Centres should continue to triangulate evidence ie use supporting evidence such as Witness Testimonies, Questions, Authenticated Personal Statements, Profession Discussion alongside assessor observations and work products.

Written Personal Statements should be authenticated (signed by supervisor/colleague) to confirm competence. Witnesses should be added to the Contributors' List.

Centres should take care with the 'why' knowledge questions – evidence for these really requires a question to be asked – use the most appropriate time to ask the question.

There has been an increase in online portfolio building. Not only does this dramatically reduce the paperwork involved, it also delivers a more tailored service. The Contact Diary allows for excellent communication between Assessors/Candidates and Internal Moderators.

Centres have made significant progress in the delivery and assessment of the new SVQ Business and Admin Awards.

In Summary

Centres are working towards the following picture of good practice:

Well documented observations which are annotated to the national standards

The optional units cross referenced to the core units

Delivery of the new standards is underpinned by good assessment planning

Robust systems of internal moderation

Questions used to plug gaps in knowledge not evidenced by Performance Evidence

Personal Statements countersigned by line managers to authenticate statement.

External Moderators Reports are very positive in the first year of these new standards.