

HIGHER NATIONAL UNITS

FEEDBACK TO CENTRES

Insert details relating to specific guidance which should be offered to centres based on the moderation of centres.

Include:

- *General comments*
- *Areas of good practice*
- *Areas for further development*

General comments:

Only two visits were done for Higher National units during the 2005/2006 session, one being done as part of an intensive event. The feedback for both visits was good with no problems being evident. The feedback given to the centre was good and reflected the visit.

Advice on good practice and areas for further development:

Both visits produced points of good practice and one resulted in action points being given. The action points were on the intensive event and were given because the centre had not presented a CPD record or qualification details for each assessor.

SVQ AWARDS

TITLES/LEVELS OF SVQ AWARDS MODERATED

Insert details below

SVQ Customer Service levels 2 and 3

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General comments:

The workload of the External Verifiers this session has been slightly down on last session with 52 verification visits and 4 development visits being done. This compares with 57 visits last session. No holds were recommended this session.

Centres are very familiar with the SVQ and are able to interpret the standards without any difficulty. The launch of the revised awards this autumn may cause some initial difficulties in interpretation of the standards but I am confident that most of the centres will be able to implement the new standards without any problems.

The general feedback section in the EV8a for the session 2005/2006 have been in the main very positive. The points that were less than positive generally led to development points and in a few cases, action points.

Advice on good practice and areas for further development:

The development points raised in the reports are mostly about general housekeeping, with no major issues raised. A development point that seems to be raised regularly is the importance of the assessors and internal verifiers having a relevant and up to date CPD record.