



National Qualifications 2014 Internal Assessment Report Administration

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

National Qualifications (NQ) Units

Titles/levels of NQ Units verified:

DM3P 10, 11, 12: Administrative Services
DM3T 10,11: Presenting and Communicating Information
DM3R 10, 11: Information Technology for Administrators
DM3V 12: Information Technology for Management

General comments

Centres had included all the necessary documentation as requested.

All sample evidence was as requested — it was clear from the VS Form which candidates had passed or failed or had been withdrawn. Substitute evidence had been included where necessary.

Instruments of assessment from the National Assessment Bank (NAB) were used to generate evidence.

It was clear that candidates had a good knowledge of the Units at all levels and centre staff had been very effective in preparing candidates for the final assessment.

Marking schemes were applied correctly and applied in line with national standards.

Marking schemes were included and annotations were made to show where the centre had awarded marks for additional points not covered in the original marking scheme.

Some centres used brackets to indicate where marks were awarded. This is deemed good practice and is in line with the practices used during external examination marking procedures.

Centres had made appropriate judgements in applying the national standards and had made good use of internal verification procedures to ensure the standards were applied consistently. In many centres there was excellent evidence of a robust internal verification system being implemented. This is good practice and helps to ensure consistency in marking and standardisation across assessors.

It is good practice to internally verify candidates' work as it strengthens the assessment process and identifies any issues in the original marking. It is also good practice to internally verify material using a different colour of pen so that any deviations between the original marker (assessor) and the internal verifier are obvious.

Internal verification is seen by most centres as standard practice and this is to be encouraged as it supports the assessment process. On some candidate scripts there was inconsistent application of the standard and this could have been identified with a robust internal verification system.

There was also some good use of formative assessment — unlike external assessments, comments can be written on internal assessments for formative purposes. This is helpful to show candidates why marks were/were not awarded. This can also be particularly helpful in preparing candidates for further assessment, re-assessment or for external assessment.

Unit specifications, instruments of assessment and exemplification materials

Instruments of assessment from the National Assessment Bank were used to generate evidence.

The centres that were sampled displayed a good understanding of the Unit Specifications.

There was a high level of consistency with national standards in assessment.

Evidence Requirements

National Assessment Bank material clearly indicated the Evidence Requirements for each Unit.

Centres had a clear understanding of the Evidence Requirements for each Unit.

It was clear that candidates had a good knowledge of all the Units and centre staff had been effective in preparing candidates for assessment.

Administration of assessments

All necessary documentation was included as requested from centres. It was very clear from the VS Form which candidates had passed or failed.

This form was correctly completed to show which NAB had been used for each candidate. Appropriate substitute evidence was included where needed.

Evidence was well presented and well assessed.

See the General Comments section above for comments on internal verification comments.

Areas of good practice

All necessary documentation was made available as requested, eg copy of NAB used, marking schemes and updated marking schemes.

All sample evidence was supplied as requested.

Appropriate substitute evidence was included where needed.

There were some excellent examples of very effective internal verification.

The marking was clear and it was easy to see where marks had been allocated. Some centres used brackets to indicate where marks had been allocated.

There were some good examples of formative assessment comments. This is particularly helpful in preparing candidates for further assessment, re-assessment and for external assessment.

Specific areas for improvement

It is recommended that all centres adopt a robust system of internal verification to support the assessment process.