

Report on Monitoring Standards 2004

SVQ: Promoting Independence level 3 (G45S 23)

Two experienced members of SQA's verifying team and an external specialist in the field judged assessment material and candidate evidence against the standards of the Units:

- D1JE 04 *Promote People's Equality, Diversity & Rights*
- D1JE 04 *Promoting Effective Communication and Relationships*
- B6S9 04 *Promote, Monitor and Maintain Health, Safety and Security in the Workplace*
- B6V3 04 *Contribute to the Protection of Individuals from Abuse*
- B6TB 04 *Contribute to the Development, Provision and Review of Care Programmes*

Centres were asked to provide evidence for two candidates for each of the above Units. There were a total number of 30 judgements for assessment instruments and assessment decisions in 2004. Detailed comments for each Unit are included in the appendix.

Quality of collected material

Standardised documentation is available to centres who are encouraged to use this to present their evidence and as a result, the standard of presentation has improved greatly.

Assessment instruments

Generally, direct observation of real work activities and candidates' reflective accounts of real work practices continue to be the most appropriate assessment instruments. Questions are used where knowledge evidence is not met through work based evidence. There is a variability of the amount of simulation which is acceptable for these Units. Work related practice continues to form the majority of evidence for level 3, however some knowledge evidence may be produced from HNC Social Care assignments particularly for workers in children's services where there is a specific Unit dealing with Child Protection.

Evidence of candidate performance

Integration has improved since 1999 although to varying degrees for each Unit (see Unit report in appendix). There were still instances of two of the Units being assessed as 'stand alone'. Standards appear to be applied consistently, among centres, apart from examples where internal verifiers are re-assessing the candidates work and asking for much more evidence than the standards demand.

Assessment decisions

While there was general agreement between the scrutiny panel and centre assessment decisions, variations in assessment approaches between centres were noted. Hopefully this will improve in the new HNC and in the new standards requirements. There were quite a lot of examples of candidates being asked to produce too much evidence but effective use of product evidence showing where candidates were using their knowledge in practice, ie in care plans and review reports was noted.

Comparing standards over time

While there is a general improvement overall, centres still need to monitor the volume of evidence produced as the tendency to over-assess does not aid standardisation. There is better integration in the main, however some centres continue to assess as stand alone Units and rely too heavily on questioning.

General comments on the Units

All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council therefore take up of SVQs in Care is high and is rising.

Unit specific comments:

D1JE 04 Promote People's Equality, Diversity and Rights

- ◆ inconsistencies remain in approaches to the assessment of this Unit
- ◆ the majority of centres have still completed the Unit as stand alone where the descriptor calls for the Unit to be cross integrated with other Units
- ◆ there is a need to make less use of inappropriate materials as evidence (eg Acts, leaflets, policies)

B6S8 04 Promoting Effective Communication and Relationships

- ◆ evidence of better integration with other Units
- ◆ more thorough knowledge evidence is now being provided

B6S9 04 Promote, Monitor and Maintain Health, Safety and Security in the Workplace

- ◆ too much questioning in some instances and some incorrect answers present which had not been identified by assessor
- ◆ still instances of variability of standard of portfolios within centres — an issue for internal verification processes to address

B6V3 04 Contribute to the Protection of Individuals from Abuse

- ◆ evidence found to be thin from some centres and lengthy from others
- ◆ reflective accounts tend to only show action taken, not understanding
- ◆ little cross-referencing to O Unit visible
- ◆ legislative knowledge better now than in past
- ◆ knowledge evidence more robust

B6TB 04 Contribute to the Development, Provision and Review of Care Programmes

- ◆ good use of product evidence
- ◆ standard of report preparation is improved
- ◆ knowledge evidence is more robust.

Recommendations (applying to all the Units)

We require:

- ◆ more integration of evidence across Units — particularly in values and communication
- ◆ decrease in volume of evidence due to lack of cross referencing
- ◆ to ensure candidates in suitable job role — this will be resolved in new occupational standards
- ◆ to improve standardisation within centres — the need for assessors to meet more regularly is still apparent
- ◆ closer observance of assessment guidance which is provided at the start of each Unit
- ◆ to remind centres that internal verification is a check that the assessor is applying correct standards and procedures; it is not second assessment of candidate work
- ◆ to ensure that confidentiality is maintained, where product evidence is used