

Research and Information Services

MONITORING STANDARDS REPORT



SVQ Hairdressing Level 2

(G77N 22)

Introduction

A Scrutiny Panel, consisting of two members of SQA's verifying team and an external specialist in the field judged assessment material and candidate evidence against the standards of units:

- ◆ DD56-04 Ensure Your Actions Reduce Risks to Health & Safety
- ◆ DD58-04 Give Clients a Positive Impression of Yourself & Your Organisation
- ◆ DD4E-04 Advise and Consult With Clients
- ◆ DD5X-04 Shampoo and Condition Hair & Scalp
- ◆ DD4K-04 Change Hair Colour Using Basic Techniques
- ◆ DD57-04 Fulfil Salon Reception Duties
- ◆ DD54-04 Develop and Maintain Your Effectiveness at Work

Centres were asked to provide evidence for two candidates for each of the above units from the specified SVQ in Hairdressing. 'Top up' evidence was requested for unit D56 from any other qualification framework available (in this case evidence was provided for this unit from SVQ Business Administration level 1 and 2.). There were a total number of 147 judgements for assessment instruments and assessment decisions in 2006.

1 Quality of collected material

Overall the quality of materials for all units ranged from satisfactory to good, except for unit DD54 04 Develop and Maintain Your Working Effectiveness, which was below average. The main reason for this being that integration was not widely used and there was only limited evidence of guidance being provided on criteria for pass and validity to performance criteria.

2 Assessment instruments

In line with national standards, evidence is mainly collected in a realistic working environment, and simulation is not allowed except in certain areas of DD57 04 Fulfil Salon Reception Duties. Most assessment instruments provided were clear and well constructed for both theoretical and practical elements/units.

Where elements/units had been integrated together, the risk of over-assessment was reduced and the panel noted that in some units greater integration could have been applied thus reducing the possibility of over assessing more widely. Some assessments were weighted written mandatory question papers which provided clear guidance on pass criteria and what percentage of questions would require oral responses.

3 Evidence of candidate performance

The application of the standard to candidates whilst, variable, was in line with national standards in the majority of cases. Some centre-devised portfolios had differences in standards, and evidence was difficult to track. There was insufficient evidence of candidates' performance in both practical and essential knowledge areas, with examples of the range not being fully covered.

There were some areas of good practice however, for example weighting of mandatory questions, feedback provided to trainees, and integration.

4 **Assessment decisions**

Assessment decisions appeared acceptable overall and consistent across centres. There are specific unit comments under 'General Comments'.

5 **Comparing standards over time**

The evidence materials presented and scrutinised suggest that, generally, the standards over time have remained much the same, based on the limited 2002 sample available. Where improvements have been indicated it suggests that it is mainly due to the currency of the qualification relating more to industry needs and requirements.

6 **General comments**

Comments for each of the units can be summarised as follows:

DD56-04 Ensure Your Actions Reduce Risks to Health & Safety

- ◆ integration with other units worked well when used
- ◆ observations exceeded range requirements, in some instances
- ◆ where project work was used it varied from good to adequate
- ◆ knowledge evidence was variable across centres

DD58-04 Give Clients a Positive Impression of Yourself & Your Organisation

- ◆ only half the assessment material monitored had fully integrated this unit
- ◆ assessment decisions were consistent across centres
- ◆ tracking of evidence within the portfolios was completed in line with the old standards

DD4E-04 Advise & Consult With Clients

- ◆ range not always fully covered
- ◆ not trackable through three technical units
- ◆ centres should be encouraged to weight essential knowledge and understanding questions

DD5X-04 Shampoo & Condition Hair & Scalp

- ◆ very little use of integration thus possible repetition of assessment
- ◆ weighting of questions should be used
- ◆ candidate feedback only provided in a minority of cases

DD4K-04 Change Hair Colour Using Basic Techniques

- ◆ problems due to larger content of mandatory questions in 2006 compared to 2002
- ◆ some examples of split questions without direct clarification from SQA
- ◆ essential knowledge questions not always weighted
- ◆ cross referencing not widely used throughout units within centres
- ◆ indexing/cross referencing not trackable or clear in some cases
- ◆ no obvious signs of testing being carried out

DD57-04 Fulfil Salon Reception Duties

- ◆ good integration of theory and practice overall
- ◆ standardisation was evident across centres
- ◆ assessment decisions were variable but consistent

DD54-04 Develop & Maintain Your Effectiveness at Work

- ◆ limited guidance
- ◆ while unit requires to be integrated, integration not widely used
- ◆ examples of assessment instruments not providing full coverage of range
- ◆ quality of record keeping and presentation below average.

7 Conclusions

Two units clearly state that assessment practices are improving. One unit is much the same and one is new to the framework. For the remaining units, the standards have not improved; this is due to the mandatory question barrier.

8 Recommendations

The members of the Scrutiny Panel agreed that SQA should consider:

- ◆ creating cross referencing/weighting template for centres to use
- ◆ ensuring that all cases of good practices are shared and, where necessary, adapted to enable centres to develop and ensure standardisation throughout the sector

The members of the Scrutiny Panel agreed that centres should consider:

- ◆ removing the Standard Setting Body (SSB) number from the portfolio (sometimes there is confusion between this and the SQA unit number)
- ◆ being more aware of evidence requirements, which are stated on the unit descriptors
- ◆ splitting mandatory question papers into manageable sections
- ◆ weighting all written question papers including non mandatory question papers (if used)
- ◆ clearly locating or recording responses to oral questions
- ◆ providing clear feedback in the portfolio, for all candidates on completion of a unit
- ◆ providing a guide on how to navigate through non-SQA portfolios (this was not always obvious to the scrutiny panel when looking at portfolios)
- ◆ carrying out effective cross referencing in certain units thereby reducing the possibility of over-assessment
- ◆ ensuring that internal verifiers are clear about evidence requirements and standards for unit/s
- ◆ taking into account the advice/guidance provided by External Moderators on their previous moderation visit. (Certain portfolios had not been properly assessed as per SQA standards)

Appendix: Unit summary

1 The Units

Unit	Main Purpose	Candidate Profile	Uptake	
DD4E 04 Advise and Consult With Clients	To help candidates be aware of the importance of consulting with the client to ascertain their particular requirements for a given treatment	25% candidates based with private training providers; 75% full/day release college-based candidates. All monitored evidence was from female candidates	This is a mandatory unit.	
DD4K04 Change Hair Colour Using Basic Techniques	To provide an understanding of basic colouring techniques		This is a mandatory unit.	
DD54 04 Develop and Maintain Your Effectiveness at Work	To encourage candidates to take responsibility for improving their performance and attitude, whilst dealing with clients and contributing effectively to the salon team		Uptake of this unit is minimal – it is optional	
DD57 04 Fulfil Salon Reception Duties	To provide candidates with the necessary knowledge and understanding to enable them to carry out the tasks required in the salon environment		While this is a non-mandatory unit within the current framework, more than 50% of centres offering this qualification provided evidence	
DD58 04 Give Clients a Positive Impression of Yourself & Your Organisation	To promote a positive impression to the client and to adapt your behaviour to suit different types of clients and salon situations		This is a mandatory unit.	
DD56 04 Ensure Your Actions Reduce Risk to Health & Safety	To provide an understanding of: the Health and Safety requirements and policies within the workplace; how to reduce Health and Safety risks and carry out tasks safely, in accordance with workplace policies		54% full time/day release, college-based candidates; 46% private provider – based. Most of the evidence was from female candidates – only 2 males. There was a little “top up” evidence from candidates completing this unit as part of level 2 and level 1 SVQs in Business Administration	The candidates undertaking the group award must achieve this unit
DD5X 04 Shampoo & Condition Hair & Scalp	To provide candidates with the necessary knowledge and understanding related to hair and scalp conditions, and necessary treatments available		75% full time/day release college -based candidates. 25% candidates based with private training providers. All candidate portfolios scrutinised were from females	This is a mandatory unit.

2 Assessment instruments

Unit	Fitness for Purpose/Integration	Quality of Presentation	Level of Demand	Conditions of Assessment	Guidance on Criteria for pass and validity to PCs and range/ Summary
DD4E 04 Advise and Consult With Clients	Assessments were generally fit for the purpose intended, and a range of assessment types was used. Most centres did integrate this unit with other units	In general the presentation monitored was good	The level of demand was appropriate	The evidence is collected from a realistic working environment and should be integrated with three technical units	While guidance was provided for this unit, it was not fully expansive
DD4K04 Change Hair Colour Using Basic Techniques	Instruments of assessments were appropriate and fit for the purpose intended. Across the evidence scrutinised 33% of it showed integration with other units. While integration worked well in some cases it was not obvious whether integration had been applied in many others, possibly because of the referencing used	The quality of presentation was good	Generally the level of demand was appropriate	The evidence/assessment is carried out on live models and cannot be simulated on tuition heads. The essential knowledge and skills (EKU) is part mandatory and supported by either non mandatory questions or projects depending on centres' choice	Appropriate guidance was given as per standards and evidence requirements. The unit was fit for the purpose intended
DD54 04 Develop and Maintain Your Effectiveness at Work	Assessment instruments, generally, not providing full coverage of range. Centres should be encouraged to familiarise themselves with candidate evidence requirements. It would be appropriate to have more written/paper evidence from candidates	The quality of record keeping and presentation is below average	50% of the submitted evidence met the standard and 50% of the evidence was below standard	Practical assessment takes place in realistic working environment. Generally the documentary evidence required is not available for range and essential knowledge and understanding (EKU)	Guidance given was limited. Only 25% of evidence gave written feedback
DD57 04 Fulfil Salon Reception Duties	Assessment instruments are generally fit for the purpose intended, and a range of assessment types was	Presentation of this unit was to an acceptable standard	The level of demand was appropriate for the level intended	The assessment was carried out under realistic working environment, enabling the	Appropriate guidance was given as per standards and evidence requirements

Unit	Fitness for Purpose/Integration	Quality of Presentation	Level of Demand	Conditions of Assessment	Guidance on Criteria for pass and validity to PCs and range/ Summary
	used. While integration has been carried out, in a few cases this was difficult to track			observation of performance and gathering of naturally occurring evidence to support achievement of competence	
DD58 04 Give Clients a Positive Impression Of Yourself & Your Organisation	Assessments were generally fit for purpose and a range of assessment types were used. 50% of the evidence monitored fully integrated this unit with others – this worked well. Centres should be encouraged to make more effective use of integration	The quality of presentation and record keeping was good. Overall the quality was satisfactory	The level of demand was appropriate for this unit	It is appropriate that this unit is carried out in a realistic working environment and integrated with other Units	Appropriate guidance was given on the criteria for pass, standards of performance and validity to performance criteria (pcs)
DD56 04 Ensure Your Actions Reduce Risk to Health & Safety	Instruments of assessment were appropriate and fit for the purpose intended. A diverse range of evidence was used in assessing candidates learning	Generally the quality of presentation was good – a few were satisfactory i.e. detail was adequate in some project submissions	Generally the level of demand was appropriate	No comments	Appropriate guidance was given as per standards and evidence requirements. The unit was fit for the purpose intended
DD5X 04 Shampoo & Condition Hair & Scalp	In general, instruments of assessment are fit for the purpose. There is a range of assessment types used. Use of integration is sparse – this should be used more consistently, both written and across units to prevent repetition of assessment	In general, the presentation and record keeping was good	83% of evidence performed to the standard and 17% of evidence performed below standard	Assessment takes place in the realistic working environment, whilst supplemented by questions and written responses	A minority of the evidence gave written feedback. Weighting of questions should be used to help recognition of achievement more readily

3 Evidence of candidate performance

Unit	Accuracy of Assessment Decisions	Consistency of Application of Standards	Examples of Good Assessment Practice/ Summary	Comparison Over Time
DD4E 04 Advise and Consult With Clients	The accuracy of assessment decisions is questionable in relation to the range statement and evidence requirements – it states three different technical treatments, some could only be tracked using two	Evidence is consistently not trackable throughout the three technical units	Only one example of graded mandatory questions was provided	Generally the standards appear to be the same as those in 2002 – where assessment practices have not improved it appears due to the fact there is only one opportunity to sit a mandatory question paper which perhaps disadvantages our candidate group
DD4K04 Change Hair Colour Using Basic Techniques	In general, assessors decisions were accurate fair and consistent across the different assessors	The application of standards was generally consistent	The assessment and candidates' performance were in line with national standards. There was overall consistency in the application of standards to both question and projects and judging candidate performance	Problems due to larger content of mandatory questions in 2006 compared to 2002. Standards are higher in 2006 compared to 2002 with regard to practical activities
DD54 04 Develop and Maintain Your Effectiveness at Work	Where clear, assessment decisions were appropriate	25% were on standard 75% were more lenient	25% of evidence gave candidate feedback. Weighting of written questions where used	The team felt that the unit, as a whole, was less rigorously assessed than in 2002. It is also evident that student uptake of the unit is minimal. Therefore we can only conclude that assessors need more training to clarify the unit specification. Check guidelines with regard to unit delivery
DD57 04 Fulfil Salon Reception Duties	The assessment decisions were variable but consistent. This also includes standardisation across centres	The assessment standards are variable and this is mainly linked to integration not being easy to track, PCs not indexed, no evidence of A.P.L. and dates not relating to pcs.	The few examples of good practice consisted of good project work and where centres had integration (20%) this worked well	The assessment instruments used in both 2002 and 2006 were very similar. Evidence monitored found that the quality and quantity of this unit was higher than in 2002

Unit	Accuracy of Assessment Decisions	Consistency of Application of Standards	Examples of Good Assessment Practice/ Summary	Comparison Over Time
DD58 04 Give Clients a Positive Impression of Yourself & Your Organisation	Assessment decisions were accurate and consistent within and across centres	There was overall consistency in the application of the standards, however, there was a lack of consistency of candidate evidence, cross referencing and indexing of portfolios with the old standards	One example of good use of grading for marking EKU	This unit is new to the current framework and was not in the previous one
DD56 04 Ensure Your Actions Reduce Risk to Health & Safety	In general assessor decisions were accurate, fair and consistent across the different assessors	The application of standards was generally consistent – but difference was noted in the range - number of observations exceeded unit requirement	There was overall consistency in the application of the standards to both questions/projects, and judging candidate performance. The assessment and candidates performance were in line with national standards	The standard for this Unit in 2006 remains the same as the standards in 2002. Certain evidence did have the range missing from the portfolios and because of the topic – Business Administration the type of evidence content was different to that of Hairdressing. However the application and interpretation of the standards appear similar
DD5X 04 Shampoo & Condition Hair & Scalp	In general, assessor decisions seemed fair and accurate. In a minority of cases, inconsistency across assessors was evident	67% of evidence applied standards consistently; 25% more lenient and 8% more demanding	Weighting of written assessment questions and candidate feedback	The standard for this Unit in 2006 remains much the same as the standard in 2002. The same applies to the interpretation and application of the standard