



**Scottish Vocational Qualifications 2011
Internal Assessment Report
Laundry and Dry-cleaning**

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

SVQ awards

Titles/levels of SVQ awards verified

G8C8 22 Laundry Operations Level 2

General comments

The centres visited this year were fully aware of the national standards and have a clear understanding of them and of the specifics of the award.

All the centre assessors and internal verifiers held appropriate qualifications.

All centres were able to show that they had the most up-to-date version of the sector skills council document and were working to this.

Unit specifications, instruments of assessment and exemplification materials

All assessors were fully conversant with the Unit specifications. They are all industry trained, which is to the benefit of the candidates undertaking the award.

All the centres are using the approved SQA candidate support pack for training and evidence gathering. Assessors are using the tutor support pack which contains the relevant instruments of assessment.

Evidence Requirements

The candidate portfolios submitted to the External Verifiers contained the appropriate Evidence Requirements.

All of the evidence submitted by the candidates sampled was relevant to the Unit specifications.

Administration of assessments

The External Verifiers observed at least one assessment taking place in each centre being visited and were content with the way the assessment was handled.

The assessors' handling of the assessment was very good — from initially meeting the candidate, to explaining the process to be undertaken, to assessing the Unit by observation and the evidence presented.

The feedback to the candidate was clear and concise, with appropriate language used throughout.

All of the centres' internal verifications were acceptable. All the appropriate processes were being observed and all relevant centre paperwork was completed.

The assessors are being told of the outcome of the verification as soon as possible after the visit has taken place.

Further general feedback

The feedback to the candidates was appropriate to the assessment; the assessors gave enough information to give the Internal and External Verifiers a picture of how the assessments had gone.

All of the candidates interviewed gave positive feedback to the External Verifiers on the way the assessments had been carried out by the assessors. Feedback on the assessment was both positive and negative.

The candidates and assessors were very positive about the SQA candidate and tutor support packs, which are being used in all centres visited.

All the centres visited were able to show that the candidates had fair and appropriate access to assessment.

Areas of good practice

Examples of good practice from EV reports:

- ◆ The centre has an excellent internal verification recording procedure.
- ◆ The centre has excellent examples of Health & Safety and COSHH documentation which is included by the candidates as relevant evidence.
- ◆ The centre has created excellent Record of Feedback forms, which contain good records from both candidates and assessors.
- ◆ The centre is to be complimented for its support in allowing sufficient time for candidates and assessors to prepare for the assessment.
- ◆ The centre has created an evidence-gathering form for candidates, which clearly lists all the evidence that has been gathered for the various Units.
- ◆ The centre's SQA Co-ordinator has produced excellent records of standardisation meetings. They were well structured and identified which specific parts of the Units were being discussed.
- ◆ The centre has designed a log of all specific training and includes a narrative of how the learning had assisted personal development in the candidate's job.
- ◆ The candidates' records were well constructed and documented, and contained excellent product evidence and records of contact between candidate and assessor.
- ◆ Well presented and documented repair log — machinery and faults.
- ◆ Good examples of progress through each Unit.

Specific areas for improvement

- ◆ Centres should include an anti-plagiarism statement in candidate portfolios in future.
- ◆ Centres should include an induction checklist to provide evidence of candidates' understanding of policies and processes.
- ◆ Centres should develop a more effective CPD log to record how the SVQ has assisted learning in the job role.