



**Scottish Vocational Qualifications  
Internal Assessment Report 2013  
Healthcare Support Clinical and  
Non-clinical**

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

# SVQ awards

Healthcare Support Clinical and Non-Clinical levels 2 and 3

## General comments

This is the first full year of delivery of these awards, and therefore only a few of the approved centres had candidates who had completed. It is heartening to note that more centres now have candidates enrolled and new centres continue to come forward for approval to offer the awards.

The centres visited in 2012–13 are working well with the new standards and are gaining confidence in using the new assessment methods to gather evidence of candidate competence.

Centres are seeking advice where they are unclear and the external verification team has been happy to provide additional guidance.

One centre requested clarification on the use of holistic assessment plans. The Verifier was able to advise that the centre should design their own to incorporate the option Units selected.

The assessor team for these awards is small and therefore members are able to support each other and share ideas and experience.

## Unit specifications, instruments of assessment and exemplification materials

Members of the team were all involved in the credit rating and levelling of the National Occupational Standards and in preparing the assessment strategy and guidance for the SVQs. This means that they have a clear understanding of the Unit specifications and are well-placed to provide external verification and guidance.

Reports highlighted:

- ◆ A variety of assessment methods were used to meet the Evidence Requirements.
- ◆ Minutes of meetings were seen and covered appropriate areas.
- ◆ Assessment plans were evident in all portfolios sampled and were of a good standard.
- ◆ Signed plagiarism statements were present in all portfolios.
- ◆ The candidate portfolios showed that the assessment cycle was followed.
- ◆ E-portfolios made feedback and comments available very promptly.

## **Evidence Requirements**

In the main, centres understood and were able to comply with the Evidence Requirements. However, one centre experienced some difficulty and the External Verifier had to recommend that certification be delayed until the issue was resolved.

Reports indicated:

- ◆ Candidates demonstrated a sound underpinning knowledge base.
- ◆ The reflective accounts and direct observation evidence sampled were of a high standard.
- ◆ Work sampled met the standards and assessor judgements were appropriate.
- ◆ There was evidence that candidates had developed through the workshop experience and through developing as reflective practitioners.
- ◆ Candidates' evidence through the assessors' planning and observations was accurately judged.
- ◆ There was evidence of planning, assessing, review and feedback in the portfolios sampled.
- ◆ There was clear tracking of feedback and actions completed by the assessor and candidate.

## **Administration of assessments**

This showed:

- ◆ Clear evidence of good planning, review and feedback in the folders and clear evidence of planning, review and feedback from the assessors, demonstrating good working relationships between assessors and candidates on this new award.
- ◆ Clear evidence from the minutes that standardising activities are carried out.
- ◆ A great deal of work has been undertaken within the department where assessors and Internal Verifiers have spent time getting to know the work and roles of candidates.
- ◆ Internal verification procedures have been developed and appear to be working well.
- ◆ The centre has an effective selection and induction in place for assessors and Verifiers.
- ◆ Detailed CPD records demonstrated current competence for both the assessor and Verifier.
- ◆ CPD records for all staff were of a high standard.
- ◆ All staff had appropriate qualifications to assess and internally verify these awards.

## **General feedback**

Feedback to candidates indicates that:

- ◆ Internal Verifiers experienced and spent time visiting the project where the initial candidates undertaking this award are based.
- ◆ IV feedback was clear, concise and provided timeously in all portfolios.
- ◆ Helpful feedback was given and confirmed with the assessors.
- ◆ Good evidence of speedy feedback to candidates with clear guidance given.

Feedback from candidates indicates that:

- ◆ Candidates confirmed they had a good experience when undertaking the award.
- ◆ Candidates acknowledged that the assessor support and attendance at workshops was beneficial in helping them to understand the standards and produce appropriate evidence.
- ◆ One candidate said that she had a very positive experience of the SVQ process and received tremendous support from her assessor.
- ◆ Two candidates working in the same department held very different roles. This was clear from the evidence presented in their portfolios.
- ◆ Candidates acknowledge the support from their assessor, although they found some of the knowledge Evidence Requirements difficult to understand.
- ◆ Candidates recognised the workshop model used had helped them to clarify and develop their understanding of the evidence required to gain the qualification.
- ◆ The centre delivers the SVQ well and one candidate praised the support and guidance she received from her assessor.
- ◆ One candidate described her satisfaction with her assessor and was happy with the support she had been offered.
- ◆ One candidate felt the assessor had a good relationship with her workplace mentor which had been very helpful throughout her qualification.

Reports evidenced that centres enjoy a good relationship with NHS employers and this is demonstrated by the close relationship with the mentors in the clinical areas.

## **Areas of good practice**

- ◆ The workshop model used for developing underpinning knowledge is effective and beneficial in introducing this new award.
- ◆ The evidence presented was sufficient and clearly met the standard. This demonstrated the relevance of this award to the candidates in their specific work roles.

## **Specific areas for improvement**

The following advice is provided in response to some specific questions that the verifier team has been asked:

- ◆ Centres are encouraged to develop their own holistic assessment plans once the assessor and candidate have identified the option Units most appropriate for their job role. Guidance on this is provided on page 19 of the assessment guidance.
- ◆ SQA would encourage centres to copy the key words and concepts and place a copy in the candidate portfolio to ensure consistency of language and terminology. This information is contained in the assessment strategy on pages 9 and 10.
- ◆ Centres should ensure that professional discussion takes place to support the evidence provided by candidates.
- ◆ Professional discussion must be in line with the assessment guidance. It should be formally planned, recorded within the candidate portfolio and available to the assessor, Internal Verifier and External Verifier.