



# **Scottish Vocational Qualifications Internal Assessment Report 2013 Laundry and Dry-cleaning**

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

# SVQ awards

## General comments

The centres that were visited this year are working to the new award structure created by the Sector Skills Council, Creative Skillset. During this year's visits, a full explanation of the new structure was given to centres to help them implement it with candidates who enrolled for the award.

All assessors and Internal Verifiers fully meet the SSC requirements to carry out these functions in the centres.

All the centres visited were able to show they were working to the latest version of the SSC Assessment Strategy.

## Unit specifications, instruments of assessment and exemplification materials

All the assessors in the centres visited were fully conversant with the Unit specifications. As all have industry training and are qualified accordingly, this makes it easier for them to understand and interpret the specifications to the benefit of their candidates.

The centres are all using the SQA-produced training and assessment packs. These were revised and altered in 2012 and are available free to centres on SQA's website (for assessors and candidates).

## Evidence Requirements

The centres were able to show evidence requirements were being achieved in the candidate portfolios that were submitted to the External Verifier.

All the evidence submitted by candidates for the External Verifier visits was sampled and was found to be of a standard appropriate for the level.

## Administration of assessments

The External Verifiers observed several assessments taking place in various centres and they were satisfied with the way the assessments were carried out and with the way the candidates were treated before, during and after the assessment.

The assessors' handling of the process was good; they all explained what was going to happen, putting candidates at ease, assessing the Unit evidence and giving feedback concisely whilst using language that was easily understood.

Internal verification processes were carried out correctly in all centres. All appropriate stages were being observed correctly and the relevant centre paperwork was being completed to SQA's requirements.

## **General feedback**

The feedback that centres provided to their candidates was good and appropriate to the assessment being carried out. This, in turn, gave both the Internal and External Verifiers a picture of what had taken place during the assessment.

The candidates who were interviewed during the EV visits gave very positive feedback on the way the assessments had been carried out by the assessors and the feedback they had been given after their assessment, both positive and negative, although there was not a lot of the latter given.

All the candidates were very positive in the use of the SQA training and assessment packs. They gave them a better understanding of the evidence they needed to gather, the training required for each Unit, and how to find the evidence in the workplace.

All centres were able to show that the candidates had fair and appropriate access to assessment — both in the machinery required for the Units and access to assessors. All centres gave the candidates time to complete the Unit and assessed the candidates when they were ready to be assessed.

## **Areas of good practice**

- ◆ Health and safety documentation, including COSHH and Manual Handling, is good evidence for candidates and makes them more aware of these topics
- ◆ Internal verification recording process, which shows that the centre is meeting the quality assurance and SSC requirements
- ◆ Standardisation meetings being held by centres, and minutes taken for CPD (continuing professional development)
- ◆ Good candidate portfolios, that are well constructed and evidenced for all Units, which makes it easier for both IV and EV checks
- ◆ Good example of an evidence-gathering sheet for candidates, which listed the evidence required for the Units
- ◆ A good induction process to ensure that candidates were suitable for the course
- ◆ One centre ensured that sufficient facility time was given to both candidate and assessor to prepare for the assessment
- ◆ The focus on attending cognate group meetings to support vocational assessors throughout the assessment processes

## **Specific areas for improvement**

- ◆ Centres should develop a CPD log for candidates to record how the learning and training has assisted them in the job role
- ◆ Centres could have an induction checklist to ensure that candidates understand all the processes, policies and the qualification
- ◆ Centres should include a signed document confirming that each candidate has produced all of their own work