



**Scottish Vocational Qualifications
Internal Assessment Report 2013
Road Haulage**

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

SVQ Awards

Road Haulage SVQs Verified:

GE6A, G6V9, G7HG, GA05, Driving Goods 2&3, Carry and Deliver Goods 2

General comments

The delivery staff in centres have a clear and accurate understanding of the requirements of the national standards. The assessors and verifiers are fully qualified and have the required training qualifications. They have sound interpersonal skills and relate well to their candidates and the other delivery staff.

The centres operate extensive staff induction and ongoing staff support and development, with the majority of these activities being led by the centres' Internal Verifiers who usually link the work to issues that arise during internal verification. All centres operated regular staff meetings which involved an element of standardisation.

In all centres, staff records were open for viewing and confirmed that staff CPD records are current and comprehensive. Most centres have sufficient assessors and Internal Verifiers to easily deliver their programmes and all the required resources are in place. The consistency of decisions across assessors and Internal Verifiers is valid, reliable, fair and equitable for all the elements within the Unit.

One interesting development over the session has been the introduction in some centres of Safe Guarding training sessions for assessors and Internal Verifiers.

In most centres there was evidence of assessor induction programmes backed up by comprehensive handbooks for assessors and Internal Verifiers which included centre policy documents.

One centre has introduced a requirement that all assessors attend a defensive driving course.

Unit specifications, instruments of assessment and exemplification materials

All centres were using correct and up-to-date materials. Centre internal quality assurance teams have a good understanding of their roles and are in regular contact with candidates and other team members. Assessment plans are agreed with candidates during candidate induction with candidates receiving a written record of their planned assessment programme.

This induction process involves the use of Skills Scan in three centres. The effectiveness of this process was exemplified in one centre when one candidate was identified as being registered for the wrong award. This was picked up through the Skills Scan by the assessor before any assessment took

place. This ensured that the candidate was able to be registered for, and complete, the correct qualification.

In all centres, assessors give prompt, positive and constructive feedback to the candidates, usually through a face-to-face session and further recording in the candidate's portfolio.

In all cases, assessment was carried out in the candidate's own workplace during their normal work activities and by agreement with their employer.

Assessment decisions were valid, equitable, fair and consistent and portfolios were verified in accordance with the individual centre's policy, which ensured that all Units within the qualification were covered.

Most centres have now transferred over to the Driving Goods Vehicles pathways SVQ; and this appears to be carried out with minimal disruption or trauma.

As most centres have candidates who are well spread out geographically, there is a requirement for Course arrangements to be well-organised and structured. To satisfy this, centres maintain detailed records and well-established systems.

In addition, candidates in some centres are often spread across most of Scotland, often working in rural areas and for small organisations. This means that centres must be diligent in managing their candidates and also that they must be flexible in arranging candidate/assessment sessions.

Three centres are using electronic portfolio and tracking systems which are helpful in supporting the complex organisational arrangements that the qualification and the industry present.

Evidence Requirements

All centres are well aware of the Evidence Requirements of the qualification, and the evidence produced by candidates is directly linked to National Occupational Standards (NOS). No evidence of impropriety was found.

In all centres materials are work-related. No centres use simulation as a tool in assessment; assessment is carried out 'on the job'.

The types of evidence used include direct observation, witness statements, Q and A, checklists, photographic, audio and video capture and work product question and answers.

Video assessment was used by the majority of centres and is very effective in accessing candidate actions and comments and also as a medium for monitoring and revisiting assessments.

Many centres also used a good combination of direct observation of the candidate in their own work environment, and occasional classroom-based discussions, question and answers, and checklists based in work activities. This combination helped to ensure that candidates have a fair and equal opportunity to achieve the qualification.

Some centres are developing more holistic approaches to assessment, enabling the candidate to complete Units in a timely manner.

Administration of assessments

Assessment administration in all centres operates within the current up-to-date SQA and NOS requirements for the qualification. SQA assessment and retention procedures are built into centre policy. Any assessment conducted within the candidates' workplace complies with workplace Health and Safety requirements.

Many centres back up all their information, registrations and certifications on to remote servers or the 'cloud'. All centres have a back-up process which is outwith centre offices, to ensure business continuity and the safe retention of candidate records. All centres have dedicated office teams that support candidates, assessors and Internal Verifiers.

General feedback

The move to pathway-based qualifications has been welcomed and embraced and the change to these qualifications is being well managed. The qualification is being delivered well and the vast majority of candidates are gaining the award timeously.

Areas of good practice

The following areas of good practice were identified in various centres:

- ◆ In all centres, the candidate portfolios were comprehensive and complete
- ◆ The use of Skill Sets
- ◆ The development of electronic portfolios
- ◆ The learner withdrawal policy in place at one centre encourages assessors to support and discuss issues with candidates before they leave, ensuring the candidate has been given every opportunity to complete the qualification
- ◆ The VQ flowchart devised and used in two centres will help candidates to understand their qualification and how it progresses, and also give them an understanding of the process and clear knowledge of how they can reach their final certification target
- ◆ The candidate compliance packs in place at one centre which were extensive and comprehensive

Specific areas for improvement

No areas for improvement have been identified.

It is pleasing to see that centres have taken on board the new pathway-based delivery of the Road Haulage Qualification and in general the standard and quality of delivery has been maintained and enhanced.