



**Scottish Vocational Qualifications
Internal Assessment Report 2015
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 Units verified: GE6A, G6V9, GA05

General comments

All were verified under the new approach to quality assurance and deemed to have significant strengths.

The four centres that were verified are very experienced and competent in delivering the qualifications. Delivery staff at all centres have a clear and accurate understanding of the requirements of the National Occupational Standards (NOS).

The assessors and verifiers at all the centres are fully work qualified and have the required training qualifications.

Job descriptions are available at the centres and relate to both the centre, SQA and qualification requirements.

Every centre operates extensive staff induction and on-going staff support and development, with the majority of these activities being led by the centre internal verifiers who usually link the work to issues that arise during internal verification.

Regular staff meetings are in place at all centres, all of which involve an element of standardisation.

All centre staff records were open for viewing and confirmed that staff CPD records are current and comprehensive.

Centres have sufficient assessors and internal verifiers to easily deliver their programmes and all the required resources are in place.

At all centres consistency of decisions across assessors and internal verifiers is valid, reliable, fair and equitable.

Course Arrangements, Unit specifications, instruments of assessment and exemplification materials

The centres fully satisfy the requirements of the SVQs.

At all centres 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. Skill Scan programmes are in place during the induction process at three centres.

In all the centres, assessors give prompt, positive and constructive feedback to the candidates, usually through a face-to-face session and the feedback is further recorded in the candidates' portfolios.

In all centres, assessment is carried out in the candidates' own workplace during their normal work activities and by agreement with their employers.

Assessment decisions are valid, equitable, fair and reliable and portfolios were verified in accordance with individual centre policies, which matched SQA requirements.

All centres have now transferred over to the DGV pathways qualification; and this has been carried out with minimal disruption or trauma.

As centres have candidates spread over a large geographical area, course arrangements need to be well organised and structured. To satisfy this, all centres maintain carefully detailed records and well established systems.

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

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

Evidence Requirements

All centres are well aware of the Evidence Requirements of the qualification and the evidence produced by candidates is directly linked to the 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&A, checklists, photographic, audio and video capture and work product question and answers.

Video assessment was used by all centres. This is very effective in accessing candidate actions and comments and as a medium for monitoring and revisiting assessments. It also is a guarantee that the assessment is directly linked to the candidate and helps to monitor the assessor judgements.

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

Some centres have developed a holistic approach to assessment enabling the candidate to complete Units in a timely manner.

Administration of assessments

In all centres assessment administration operates within the current up to date SQA and NOS requirements for the qualification.

SQA assessment and retention procedures are built in to centre policies.

Assessments conducted within the candidates' workplace comply with workplace health and safety requirements.

Most of the centres back-up all their information, registrations, certifications, etc 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.

All of the centres register candidates through SQA's electronic system.

In all cases the qualification and its delivery process was fully supported by the centre management.

All centres have approval letters giving access to information.

General feedback

All centres are delivering the qualifications very well.

Qualification delivery staff are very experienced and have good working relationships both with their allocated candidates and also between themselves.

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

All centres are very happy in their relationship with SQA.

Areas of good practice

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

- ◆ All staff development at one centre is electronically recorded and there is a sophisticated system for monitoring assessor and internal verifier performance on a regular three-monthly basis.
- ◆ All centres have very comprehensive and well organised induction booklets/packs which are regularly updated.
- ◆ One centre has devised a novel and clear process to ensure that assessment is the candidate's own work through its requirement that all candidates state, face-to-face, on a video record that they understand this requirement and will abide by it. This is supported by candidate and assessor signatures with dates on all candidate evidence.
- ◆ The CPD records at one centre include sections relating to 'How has this CPD activity affected your performance?' and 'How has this CPD activity

affected the performance of the team?'. This addition is very valuable in identifying the effect and appropriateness of CPD activities.

- ◆ Inclusion in the induction process and documentation at one centre of a section titled 'learner journey' and also a 'suggestion' section.
- ◆ The implementation by one centre of the Smart Assessor system and its inclusion of electronic evidence.
- ◆ One centre's inclusion in regular standardisation meetings of clear delegate lists, full minutes and a section on actions agreed at the meeting with associated time scales.
- ◆ The good use by one centre of video/DVD capture evidence that clearly identifies the actual candidate and the elements being claimed against the Units, and visually allows both the assessment process and verification of the candidate's own work to be effectively authenticated.
- ◆ The high priority placed by all centres on health and safety.
- ◆ In all centres, the qualified and experienced assessors and internal verifiers operate well in team situations.

Specific areas for improvement

No areas for improvement have been identified.