



**Scottish Vocational Qualifications
Internal Assessment Report 2013
Warehousing**

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

SVQ awards

General comments

Centres are very experienced with this award and are fully aware of the National Occupational Standards and the assessment strategy.

All assessment is being carried out in commercial warehouses. Evidence was well presented and well assessed. All assessment decisions sampled were valid and reliable.

Assessors and Internal Verifiers were appropriately qualified and experienced and occupationally competent. Assessors and Internal Verifiers have up-to-date CPD.

Unit specifications, instruments of assessment and exemplification materials

Evidence from external verification visit reports suggests that assessors are very familiar with and confident in using the specifications to assess candidates. The assessments methods are robust, varied and fit for purpose. The accurate and consistent judgement of candidate performance also demonstrates sound knowledge of the requirements of the awards.

Evidence Requirements

Centre assessors and Internal Verifiers demonstrated clear understanding of the Evidence Requirements by the consistent interpretation of standards and effective judgement of candidates' achievement for all the awards.

Administration of assessments

There were good administration systems in place to support the assessment and internal verification procedures.

General feedback

Feedback to candidates was generally good. Open access to the assessors is via phone and e-mail. Candidates will normally discuss with the assessor when they are ready to undertake assessments and negotiate actual times.

The construction of portfolios continues to be good: Clear referencing of evidence is being applied within portfolios. Candidate evidence was well laid out and easy to follow.

There is further evidence of increased use of electronic portfolios and increased use of video and voice recording for evidence generation.

Records of assessment visits were included in portfolios: these were signed by the candidate and assessor. The records showed Units covered, method of assessment, feedback and ongoing assessment plans.

Areas of good practice

The External Verifiers reported the following good practice:

- ◆ Observation reports had a good level of detail.
- ◆ Good use was made of witness testimony within the Units. These were well dated and signed by all parties.
- ◆ There was a good range of evidence types used, including: observation, candidate statements, witness testimony and product evidence. Visit reports and observation records contained sufficient and relevant information.
- ◆ Good use of voice and video recording as evidence.
- ◆ Photographs are suitably annotated and explained.
- ◆ Centres had very good internal verification procedures in place, providing good feedback to assessors. These procedures were well documented.
- ◆ There were good CPD records available for both assessors and Internal Verifiers.

Specific areas for improvement

Many visit reports did not have any development points being given. Development points tend to be about minor issues, eg missing dates, missed signatures, the wrong title being given to evidence.

The areas for improvement were as follows:

- ◆ Increase the range of assessment methods at Level 3.
- ◆ Ensure candidates sign all documents where required.
- ◆ Ensure the assessment is candidate-led, particularly at Level 3.
- ◆ Candidates should be encouraged to get their line manager/supervisor to authenticate candidate evidence. This reduces the need for a specific witness testimony.