



**Scottish Vocational Qualifications 2011
Internal Assessment Report
Wholesaling**

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

SVQ awards

Titles/levels of SVQ awards verified

Warehousing and Storage Level 2

Logistic Operations Management Level 3

General comments

Ten external verification visits were undertaken. All visits were successful with no Holds placed.

The External Verifier (EV) team were very positive in their external verification reports and all reports highlighted good practice. The qualification is highly rated by assessors, candidates and employers because it can help the employers improve their operations as well as help the candidate develop and gain a qualification.

Many centres now use electronic systems with e-portfolios becoming much more common. They help to record and keep track of candidate progress, as well as providing a portfolio structure. Digital voice and video recording is being used extensively.

Unit specifications, instruments of assessment and exemplification materials

Assessors are very familiar with what is expected of them in producing portfolios that meet the overall requirements of the awards. This is indicated by reports of meetings with assessors, the standard of supporting evidence gathered, and the content of observation reports made throughout the session.

Evidence Requirements

Centres and assessors have a clear understanding of Evidence Requirements. This is demonstrated in a variety of ways. These include:

- ◆ using appropriate assessment methods
- ◆ enabling candidates to produce a range of evidence in their portfolios
- ◆ accurate, consistent interpretation of the standards
- ◆ consistent judgement of the candidate performance

Administration of assessments

There is evidence to demonstrate good practice by centres in planning, carrying out assessment and giving feedback. The administration of the centres was adequate and all centres have good internal verification processes.

Centres are aware of, and are complying with, the assessment strategy.

The assessment methods are robust and fit for purpose, and the questions have been used to cover knowledge, where it is not covered by other methods.

Overall, the assessments have been rigorous, accessible, valid and fit for the purpose.

Assessor judgements have been consistent and standardisation has been achieved through team meetings and Internal Verifier meetings.

Internal verification is very thorough throughout the centres for this award. There is evidence that good constructive feedback is provided to assessors and that assessors act on the

actions given to them. Through this, they are improving in areas such as observation report writing, and in deciding what is good or bad supporting evidence.

Further general feedback

All visits report appropriate feedback to candidates. The stages of planning, assessment, review and feedback can be seen in the portfolios.

Of the candidates interviewed this session, it is clear from their comments that they are very happy with the support their assessors and verifiers are giving them throughout the assessment process.

No centre or assessor has reported any difficulty in gaining access to candidates for assessment purposes.

Areas of good practice

From the EV reports submitted, it is clear that centres continue to meet the Skills for Logistics assessment strategy requirements in full.

Centre assessors have proved to be occupationally skilled, dedicated and motivated. There have been instances where the efforts of the assessors and candidates have contributed to those candidates securing full-time employment after completing their award.

Centres constantly review and adapt systems, methods and approaches, where necessary.

Easy to follow candidate evidence portfolios, and other related centre-generated documentation, are the norm.

Participation in meaningful CPD by centre staff has helped keep them current, competent, and aware of the award area.

Specific areas for improvement

The awards are now very familiar to assessors and Internal Verifiers, with many centres having delivered the awards for a long time.

All centres visited had very good internal verification procedures and documentation in place. It is, however, important that internal verification is ongoing and not end-loaded; this gives an indication of the performance of the assessors and gives time to deal with any issues without lengthening the process or disadvantaging the candidate.

It is important that continuing professional development (CPD) records indicate what was gained from the CPD activity and how this will be implemented.

Candidates should be encouraged to ask their line manager/supervisor to authenticate candidate evidence. This reduces the need for a specific witness testimony.

Evidence must be clearly annotated to show what it is and how it meets the performance indicators.