



Higher National Qualifications

And

Scottish Vocational Qualifications

Senior Verifier Report

2007

Subject: Customer Service

Sector Panel or SSC: The Institute of Customer Service

The purpose of this report is to provide feedback to centres on verification which has taken place within Higher National and Scottish Vocational Qualifications in this subject.

HIGHER NATIONAL UNITS

FEEDBACK TO CENTRES

General comments:

This session 6 Verification visits were made for HN. The units verified were: DJ42 34, DJ43 33, A619,

The feedback from all of the visits was very positive.

Where available the centres are using SQA exemplars for assessment, in some cases these are being contextualized to suit local conditions. The exemplar assessments have proven to be a first class assessment tool and the standard of assessment across campuses and assessors has been very good.

Advice on good practice and areas for further development:

Good practice:

The good practice seen in this group extends across most of the centres visited and includes:

- Well-constructed master folders including all teaching and assessment materials, this ensures parity across centres.
- All centres have a robust internal verification system in place.
- Record keeping is consistently good across centres.
- In some centres the Internet is used extensively as a teaching tool.
- Feedback to candidates is recorded and in most cases is comprehensive.
- Where possible assessment for Customer Service units is being integrated with other units.

Further Development

Feedback to candidates is recorded but in some cases is quite short and no points are given for self development. This is an issue which needs to be addressed.

Based on the visits the performance in the sector is of a high standard and the centres are doing an excellent job of teaching and assessment.

SVQ AWARDS

TITLES/LEVELS OF SVQ AWARDS VERIFIED

Customer Service level 2 - G5NH 22
Customer Service level 2 - G89X 22
Customer Service level 3 – G5NJ 23
Customer Service level 3 – G89W 23

FEEDBACK TO CENTRES

General comments:

This session saw the introduction of a new standards and assessment strategy for Customer Service levels 2 and 3. As a result, our activity covered both old and new standards with an increasing number of new standards being seen as we progressed through the session.

The new standards appear to have been embraced enthusiastically by all the centres. A high level of preparation has resulted in a seamless introduction of the new standards.

Inevitably with the introduction of new standards we have had a few queries, these seem to have centered on the mandatory units.

Visits have been well organized and centres have provided all documentation relating to assessment, internal verification and CPD.

Activity in this sector seems to have a downward trend but the standard of work being produced in most centres continues to be high.

The network meeting in November 2006 was well received and centres are keen to have a follow up meeting.

As in other sectors an increased interest has been shown in the use of electronic portfolios and some centres have already introduced these.

Advice on good practice and areas for further development:

Good practice:

The good practice seen extends across the majority of the centres visited and includes:

- A readiness to use the new standards with good preparation in most cases.
- An increasing interest in electronic recording and portfolios.
- A continued expansion in the types of evidence being presented.
- Visits are generally well organized with everything needed being available for the EV.
- Many assessors are now describing and signposting items of evidence in portfolios and leaving the actual evidence in company systems.

Further development:

The standard of assessment has generally been excellent as a result much of the development is about house keeping. This is in line with previous years and includes the following:

- Portfolios should state clearly who the candidate is and identify everyone who has contributed.
- It is important that evidence is current – in cases of illness or changes in work, candidates can take a long time to complete with the result that evidence can become out of date.
- Where necessary, it is important that dates and signatures are on all documents.
- Referencing systems should be easily understood and consistent across assessors and candidates.
- Sensitive and confidential information from workplaces should not be included in portfolios.
- On a few visits full CPD is not available it is sometimes presented as list of events attended. Assessors and Internal Verifiers must show what learning has taken place and how this will help them develop in their role.

The new standards have been taken on board very well and have not produced any major problems, however, the mandatory Units could cause some concern if assessed at the outset of the SVQ as they are purely knowledge Units. These Units should be integrated with the optional Units and assessed holistically.