



Higher National Qualifications

And

Scottish Vocational Qualifications

Senior Verifier Report

2007

**Subject: SVQs and Customised Awards:
OPTIMO & Oil Related Awards (52)**

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.

SVQ AWARDS

TITLES/LEVELS OF SVQ AWARDS VERIFIED

G71A 22	Processing Operations: Hydrocarbons Level 2
G5XX 23	Processing Operations: Hydrocarbons Level 3
G5XY 23	Processing Operations: Hydrocarbons (Control Room) Level 3
G6X3 22	Offshore Deck Operations Level 2
G3X2 23	Engineering Maintenance Level 3
G79X 23	Measurement Processes (Maintenance) Level 1
G5Y2 22	Well Services: Tubing Operations

Customised Awards

G85E 04	Service Support Multi-Tasked Operative
G85F 04	Service Support Multi-Tasked (Advanced)
G4RH	Offshore Crane Operations
G7RM	
G36B	
G3X2	

FEEDBACK TO CENTRES

General comments:

The majority of centres verified were mature and the overall standard of material submitted for verification showed the normal year-on-year improvement expected in an environment of continuous improvement.

Centres were using SVQs, customised awards or a combination of the two to provide a standards based approach to workforce development and also as a means of satisfying the regulator. Organisations must be able to show that they have a competent workforce. There was an increasing trend to use customised awards. Well over a third of the centres verified were using customised awards. Company and business management systems had competence assurance included within them.

The diligence applied by some centres to the assessment and internal verification process and the support provided by the organisation were exemplary.

Although some centres had experienced reorganisations due to the global surge in activity within the sector, the quality and enthusiasm of the latest generation of centre staff was generally high and there was a high regard for the requirements of the Awarding Body.

Due to the very nature of the sector, most centres were administrating multiple assessment sites. Also, because of takeovers and mergers these sites brought their own systems and cultures with them. These needed to be carefully managed to ensure a consistent approach and to satisfy the interests of standardisation.

The sector was also experiencing an increase in the number of apprentices being taken on. These apprentices followed an SVQ programme. It was anticipated that up to a hundred apprentices would

be recruited in 2007 in the engineering maintenance and processing disciplines. The assessment and internal verification processes during work placements also need careful management.

Several centres were coming to the end of their SVQ programmes and therefore the number of portfolios available for verification was minimal.

Centres were taking over two years to result some candidates and this sometimes caused issue with the currency of some of the evidence in the candidates' portfolios.

Advice on good practice and areas for further development:

It was abundantly clear that those centres that invested in quality guidance documentation and checklists for assessors and internal verifiers were the most successful. Several centres produced excellent guidance material for each award for candidates, assessors and internal verifiers alike.

Continuing Professional Development (CPD) was misunderstood by many centres. This is a simple process whereby assessors, internal verifiers and centre staff keep themselves up to date with changes in technology, working practices and Awarding Body requirements. Generally this was being undertaken, and at a considerable expense, but was either not being recognised for what it was or being poorly recorded. Simple CPD record sheets (what, where and when) resolved the issue.

Standardisation is achieved by good communication. There was a concept expressed by centres that standardisation could only be achieved by holding full meetings of the co-ordinators, assessors and internal verifiers. In the offshore working environment with its 12 hour shifts and people generally working two weeks on and two weeks off then this concept was not feasible. Group meetings, team meetings, one-to-one meetings and the written and spoken word achieve standardisation. These events need to be recorded, however.

It is good practice to include in the candidate's portfolio an authenticity statement signed by the assessor and candidate. This gives an assurance that all the evidence in the portfolio is the result of the work carried out by the candidate in the work place and to the working contexts stated in the standards.

Centres should be clear when referring to awards that they do not confuse SVQs with customised awards or attribute levels to them that are not relevant to the award but are an arbitrary level set by the centre.

Centres should strive to ensure that any questions asked of the candidate are recorded together with the responses received.

One centre carried out annual audits on all its assessment sites. These audits were based exclusively on the SQA approval criteria.