



NQ Verification 2013–14

Key Message Reports

Verification group name:	Business Management
Levels	N3 to N5
Date published:	July 2014

This Report combines all Verification Key Messages for the academic session 2013-14.



NQ Verification 2013–14

Key Messages Round 1

01

Section 1: Verification group information

Verification group name:	Business Management
Verification event/visiting information	Event
Date published:	January 2014

National Courses/Units/Awards verified:

National 4 Business

National 5 Business Management

02

Section 2: Comments on assessment

Assessment approaches

Centres should ensure they are using the most up-to-date Unit assessment support packages.

No changes should be made to any of the first three columns of the judging evidence table in a Unit assessment support pack as these are common across all packs for that specific Unit. Any marks that centres choose to allocate to Assessment Standards can be added to column four of the judging evidence table.

In a relatively large number of cases, centres were not using the appropriate documentation provided, such as the candidate flyleaf.

Unit assessment checklists should be used to show an individual candidate's pass or fail results for the exact Outcomes provided for verification. The checklists should be provided for the whole sample being verified.

Centres should make clear reference to the Unit and the title of Unit assessment support package being used.

It is also advisable to enclose a copy of the Unit assessment and judging evidence table being used. If a centre has adapted a Unit assessment support pack, or is using its own assessment, a copy of the actual assessment used must be submitted to SQA along with the candidate evidence.

For both Courses, centres provided evidence where marks had been allocated to written Unit assessments. The centres then went on to make pass or fail decisions based on a percentage pass mark, eg 50% pass mark. It is essential that each individual Outcome is marked as a pass or fail as opposed to using a mark allocation for each question and a percentage of the total mark. This is because each individual Assessment Standard must be met by candidates in order for them to pass an Outcome.

Centres are reminded that part of a Unit can still be provided for verification purposes (as interim evidence) as long as this is made clear in the documentation, and provided that at least one assessment judgement has been made.

Assessment judgements

Centres must match their assessment judgements to the specific Unit assessment support package.

In some cases not all candidate responses were marked, making it very difficult to decide where marks were awarded or where a pass was achieved.

Verbal re-assessment should be clearly documented on a separate sheet or at the end of the assessment. This should be signed and dated by both the teacher and the candidate. A number of centres had simply written what appeared to be a verbal re-assessment on any space left on the sheet being completed by the candidate.

Evidence of internal verification must be provided, as should a detailed description of how this has been carried out by the centre. Cross marking should be clearly shown in a different colour to the original marking as should the signature of the cross marker. Any deviations should be discussed and a comment provided. It is recommended that one third of the sample is internally verified. Clear guidance exists on SQA's website regarding internal verification.

Most Outcomes require two correct responses to meet their minimum requirements. However, candidates can and often do give more than the minimum required response.

Some very weak responses had been accepted and centres are again reminded to refer to the Assessment Standard in order to determine whether candidates have passed.

For the National 4 Added Value Unit, the Standard Grade Business@Work simulation is out-dated and does not fully meet the requirements. From next year this must not be used.

For multiple choice and multiple response questions the following guidelines should be applied:

- ◆ If only one response is required, only one attempt can be accepted and it must be correct.
- ◆ On no occasion can all four boxes be ticked — this must result in the question being marked as incorrect.
- ◆ If two or more responses are looked for, only one is required to be correct for the question to be marked correct. Ignore incorrect responses in multiple response questions, only positive marking applies.

When an ‘impact’ is asked for in the Assessment Standard, it must be clearly given in the candidate’s response. On a number of occasions, ‘influences’ were judged to have met the Assessment Standard when the ‘impact’ was not clearly shown. The impact must be more clearly described in order for candidates to meet these Assessment Standards.

In the National 5 *Understanding Business* Unit, in Outcome 1, two objectives from two sectors from the private, public or third sector must be given. This requires four objectives in total to be given by the candidate.

03

Section 3: General comments

There are a number of issues over the use of types and methods of market research and also types and methods of training. These will be corrected in the most up-to-date Unit assessment support packs. However, for this year’s verification, the manner in which centres have marked candidates’ work will be accepted.

There were many examples of good practice including the use of candidate summary and feedback sheets.

A large number of centres provided excellent evidence of very thorough internal verification procedures.

Where marks were allocated or a pass was awarded, a large number of centres used brackets and underlined key wording to clearly illustrate this.

The vast majority of centres clearly applied the standards to the assessments and had a thorough knowledge of the new system and assessment procedures, for which they are commended.



NQ Verification 2013–14

Key Messages Round 2

01

Section 1: Verification group information

Verification group name:	Business Management
Verification event/visiting information	Event
Date published:	March 2014

National Courses/Units/Awards verified:

National 3 C708 73 Business

National 4 C708 74 Business

National 5 C710 75 Business Management

02

Section 2: Comments on assessment

Assessment approaches

Centres should ensure they are using the most up-to-date Unit assessment support packages and include a copy of the Unit assessment support pack or instrument of assessment with the materials being verified.

Centres must ensure they focus their attention on the 'making assessment judgements' column in the Unit assessment support pack — some points are being missed.

Caution should be exercised if the combined approach is used early in the Course. Centres should submit this as verification evidence only if it is robust and has enough valid evidence to allow verification judgements to be made.

Centres should also make clear reference to the Unit and title of the assessment support package being used.

Centres are still providing evidence where marks have been allocated to written Unit assessments. The centres then went on to make pass or fail decisions based on a percentage pass mark, eg 50% pass mark. It is essential that each individual Outcome is marked as a pass or fail as opposed to using a mark allocation for each question and a percentage of the total mark. This ensures each individual Assessment Standard is met by candidates.

Centres are reminded that they should only submit one Unit at each level.

While interim evidence is acceptable, it should only be provided in exceptional circumstances during the second and third rounds of verification.

Assessment judgements

Centres must match their assessment judgements to the specific Unit assessment support package.

In some cases not all pupil responses were marked making it very difficult to decide where marks were awarded or where a pass was gained. There should be clear evidence where the Assessment Standards have been met using a simple tick or bracket. Where possible the Outcome that has been achieved should also be clearly indicated.

Verbal re-assessment should be clearly documented on a separate sheet or at the end of the assessment. This should be signed and dated by both the teacher and candidate. A number of centres had simply written what appeared to be a verbal re-assessment on any space left on the sheet being completed by the candidate.

A lot of centres are providing good examples of cross marking/internal verification; however, sometimes it isn't clear how disagreements have been resolved.

For multiple choice and multiple response questions the following guidelines should be applied:

- ◆ If only one response is required, only one attempt can be accepted and it must be correct.
- ◆ On no occasion can all four boxes be ticked — this must result in the question being marked as incorrect.
- ◆ If two or more responses are looked for, only one is required to be correct for the question to be marked correct. Ignore incorrect responses in multiple response questions, only positive marking applies.

When an 'impact' is asked for in the Assessment Standard, it must be clearly given in the candidate's response. On a number of occasions, 'influences' were judged to have met the Assessment Standard when the 'impact' was not clearly shown. The impact must be more clearly described in order for candidates to meet this Assessment Standard.

In the National 5 *Understanding Business* Unit, in Outcome 1, two objectives from two sectors from the private, public or third sector must be given. This requires four objectives in total to be given by the candidate.

03

Section 3: General comments

There are a number of issues over the use of types and methods of market research and also types and methods of training. These have been corrected in the most up-to-date Unit assessment support packs. However, for this year's verification, the manner in which centres have marked candidates' work will be accepted.

There were many examples of good practice, including the use of candidate summary and feedback sheets.

There were also a large number of centres which provided excellent evidence of very thorough internal verification procedures.

The vast majority of centres were clearly applying the standards to the assessments and had a thorough knowledge of the new system and assessment procedures, for which they are to be commended.



NQ Verification 2013–14

Key Messages Round 3

01

Section 1: Verification group information

Verification group name:	Business Management
Verification event/visiting information	Verification event
Date published:	June 2014

National Courses/Units verified:

National 4 Business Added Value Unit

02

Section 2: Comments on assessment

Assessment approaches

Centres should ensure they are using the most up-to-date Unit assessment.

In the majority of cases, centres were tackling the Added Value Unit appropriately following the guidelines in the Unit assessment.

The approaches varied, but in the main centres either produced a business report or PowerPoint presentation to complete the Added Value Unit. These were produced to a very high standard.

Assessment judgements

Centres demonstrated a good knowledge of the assessment judgements and applied them correctly to the task.

Most centres produced a report-style document in which candidates had clearly spent time ensuring it read like a proper business report. The assessment judgements were applied rigorously regardless of the style of document produced.

Some centres opted to use a PowerPoint presentation to complete the assessment and this allowed candidates to demonstrate IT skills as well as their business knowledge.

03

Section 3: General comments

The vast majority of centres were accepted at Round 3 of verification, with many of their candidates showing real flair in their responses.

Most centres are now applying internal verification which is good practice and should be adopted for all future Unit assessments.