



Higher National Qualifications Internal Assessment Report 2016 Administration

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

Higher National units

General comments

There was very little external verification for Administration (363) in session 2015–16.

From the visiting verification undertaken, there is evidence that centres have a clear and accurate understanding of the requirements of the national standards.

There is evidence of standardisation within centres. This is particularly important where the award is being delivered across a variety of locations within a centre. Centres continue to develop excellent internal verification systems and pre-delivery, ongoing and post-delivery verification is well documented.

Centres make good use of SQA-produced assessment exemplars and assessment support packs (ASPs). Whilst there is no evidence that centres are using locally-devised assessments (due to the limited verification) it is strongly recommended that all locally-devised assessments are submitted to SQA for prior verification.

Of the centres visited, teaching and assessment packs were in place (paper and/or electronic) and these were kept up to date.

From the limited verification, it is obvious that centres are using specialist software in an effort to overcome plagiarism as well as candidate declarations.

Unit specifications, instruments of assessment and exemplification materials

Assessors are familiar with the unit specifications, instruments of assessment and exemplification materials. Most of the unit specifications, etc have been in place for some time and have been updated to ensure currency.

Evidence requirements

Centres are using SQA-devised ASPs and assessment exemplars. Internal verification documentation shows that centres review evidence requirements on a regular basis and that assessors have a clear understanding.

Administration of assessments

Centres have robust internal verification procedures in place. Standardisation meetings ensure consistency of assessment across locations within a centre. The use of anti-plagiarism software is the norm now.

General feedback

The unit Office Technologies (F7J9 34) continues to cause concern in relation to outcomes 3 and 4. The HN Administration and Information Technology Group Award is undergoing a limited review and this unit will be amended in line with

comments received from assessors. This limited review will be presented at SQA's annual network support event for HN Administration and Information Technology in early 2017.

Candidates interviewed as part of the limited external verification gave excellent feedback on the quality of teaching and support from lecturers.

Centres are using electronic feedback in some instances. Whilst there is some excellent feedback it continues to be an area for improvement in consistency of feedback across assessors.

Areas of good practice

From the limited verification it is difficult to highlight areas of good practice or innovation. Centres continue to use virtual learning environments to ensure that candidates are fully engaged in the learning and assessment process.

Specific areas for improvement

Within the centres there were no specific areas for improvement identified. The limited review of the group award will update the appropriate elements of the qualification and help maintain its currency.

Higher National graded units

Titles/levels of HN graded units verified:

F8KW 34 Administration and Information Technology: Graded Unit 1 (Exam)

General comments

Twelve centres were selected for central verification of graded unit 1 in June 2016. Candidates were well prepared for the assessment although it was felt that there was a lack of extended development in the mandatory question in paper 2. There was no verification of graded unit 2 or 3 and it is expected that these units will be externally verified in session 2016–17.

Unit specifications, instruments of assessment and exemplification materials

The unit specification and ASPs have been in place for some time and have been updated to ensure currency. All centres used SQA-devised ASPs. There have been changes to assessors within centres and the support they have received is documented in internal verification records. It is likely that further updating in this area will be addressed at the subject network meeting.

Evidence requirements

Assessors have a clear understanding of the evidence requirements for graded unit 1. Internal verification records show that new assessors are given support when delivering and assessing this unit.

Administration of assessments

Evidence provided by some centres shows that there is robust internal verification of this unit. The scripts provided were clearly marked.

Two centres chose to use a live assessment support pack as a formative assessment. Whilst this was recorded in their internal verification records, it is not good practice to use what is clearly designed as a summative assessment in this way.

General feedback

More emphasis needs to be placed on encouraging candidates to use extended development in the mandatory question in paper 2. A limited review of the group award is currently underway and this issue will be discussed during the review.

Areas of good practice

One centre provided an extremely informative leaflet for candidates which clearly stated the nature of the graded units, how they would be assessed and what

support and feedback would be offered. This was issued at the start of the session with dates for examinations and submissions given.

One centre identified on the result sheet any student with additional support needs and what support was in place.

Specific areas for improvement

In relation to graded unit 1, centres should encourage candidates to look at extended development in the mandatory question in paper 2. Candidates should also be encouraged to apply their knowledge to the questions in relation to any case study or stimulus material.

When centres submit materials for central verification they should enclose the internal verification records and a full record of all candidates and grades awarded. They should also submit the assessment support pack used and any amendments to the suggested solution should be recorded.