



**Scottish Vocational Qualifications**  
**Qualification Verification Summary Report 2017**  
**Business and Administration**

## Introduction

SVQs in Business and Administration:

GA3W 21	SVQ in Business and Administration Level 1
GA3V 22	SVQ in Business and Administration Level 2
GA41 23	SVQ in Business and Administration Level 3
GA3Y 24	SVQ in Business and Administration Level 4

## Category 2: Resources

### **Criterion 2.1: Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.**

Staff (assessors and internal verifiers) in all of the centres that were sampled were occupationally competent and either held or were working towards appropriate assessor and verifier awards. Staff were experienced in the delivery of work-based qualifications and had a full understanding of the requirements of the awards. Comprehensive continuous professional development (CPD) records were being maintained for all members of the assessment/verification team.

In almost all centres, CPD records showed not only the course/training attended but also the impact of the learning on the assessment process. Examples include:

- ◆ What did you do that contributes to your CPD?
- ◆ What did you learn from this activity?
- ◆ How will you implement this learning?

### **Criterion 2.4: There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.**

All workplaces were checked to ensure their appropriateness in relation to accommodation, equipment, learning, and reference material to support the awards.

All centres used a workplace checklist (Site Selection Checklist) to ensure that all candidates' workplaces had the appropriate equipment to meet the requirements for Business and Administration SVQs. The same process also checked that candidates had access to appropriate reference and learning materials and checked the health and safety aspects.

Policies were reviewed regularly to ensure best practice.

## **Category 3: Candidate support**

### **Criterion 3.2: Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.**

In all centres, a comprehensive initial assessment of each candidate was conducted during the induction process. A core skills profile, previous certificates, and candidate job roles were all reviewed and aligned with the requirements of the SVQ, and that the appropriate units and level of award was selected for the candidate.

The time taken at this stage ensures that the correct level of award is identified and that the units chosen are appropriate to the candidate's work role.

### **Criterion 3.3: Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.**

In all centres, there was clear evidence of assessment planning to support candidates. Assessments were well planned, carried out, and good feedback was given. In all centres, there was very good documentation to support the assessment planning process.

In all centres, ongoing assessor support was excellent

## **Category 4: Internal assessment and verification**

### **Criterion 4.2: Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.**

In almost all centres, assessment and internal verification procedures were fully documented. The candidate portfolios, internal verification reports, and sampling plan confirmed implementation. Regular standardisation meetings took place and minutes were available which detailed the discussions that had taken place.

In almost all centres there was evidence of a good system of internal verification in place — providing good feedback to both the assessor and the candidate.

In all centres, there were opportunities to attend both formal and informal meetings to support standardisation between assessors. The formal meetings were minuted. There were also many informal opportunities for standardisation discussions.

### **Criterion 4.3: Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.**

In all centres, candidate portfolios were well presented and well assessed. All candidates had fair access to the assessment process. There was a good variety of evidence with a good balance of both performance evidence and supporting evidence. Work product evidence was well annotated with some centres using a storyboard approach. Other centres utilised the approach of annotating the actual evidence.

All centres had an excellent evidence matrix with the tracking evidence against performance indicators and knowledge and understanding.

In almost all centres there was evidence of good cross referencing from Optional Units into Core (Mandatory) units and between Optional Units.

All centres had a very good audit trail of evidence

Evidence was being assessed against the current unit standards.

In almost all centres, assessment decisions were consistently and accurately judged against the standards and in a fair manner. Professional discussion and questions were used to cover knowledge gaps. All evidence was signed and dated by the assessor and the candidate.

**Criterion 4.4: Assessment evidence must be the candidate's own work, generated under SQA's required conditions.**

In all centres, assessors knew their candidates well which resulted in good candidate support. This in turn helped to ensure the authenticity of evidence submitted by each candidate. Authenticity was also supported through the use of witness testimonies.

Many centres were using e-portfolios and these were password protected which also helped to ensure authenticity.

In all centres, all candidates undertook an induction programme when they started their qualification. This process includes informing candidates of the implications of plagiarism. They were also required to sign a statement confirming that they were aware of the policy and would comply with it during their programme. They were also required to sign a declaration to confirm that all work produced for their portfolio was their own.

**Criterion 4.6: Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.**

In all centres there were regular formal meetings to support standardisation between assessors. These meetings were minuted. There were also many informal opportunities for standardisation discussions to take place.

In almost all centres, the assessment decisions were consistently and accurately judged against the standards and done so in a fair manner.

In all centres, evidence was being assessed against the current unit standards.

**Criterion 4.7: Candidate evidence must be retained in line with SQA requirements.**

All centres were well aware of the retention rules relating to SVQ evidence, and all centres incorporated these rules into their own centre policies.

Candidate portfolios are retained in accordance with SQA requirements, ie assessment and verification records are retained for a minimum period of one year, and portfolios are retained for a minimum period of three weeks following the date of completion held by SQA — unless notified of an impending verification visit.

**Criterion 4.9: Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.**

All centres made very good use of their regular standardisation meetings to disseminate information to their teams. Standardisation meeting minutes confirmed that the outcomes of qualification verification are disseminated and internal verification records confirmed that the action points are monitored.

**Areas of good practice report by qualification verifiers**

The following good practice was reported and noted during session 2016–17:

- ◆ the detailed tracking of Performance Indicators and Knowledge and Understanding on Observations and Work Product
- ◆ good examples of evidence of Assessment Planning that provided excellent support to candidates
- ◆ a good balance of Performance Evidence and Supporting Evidence
- ◆ the use of e-portfolios