



SVQ

**Qualification Verification Summary Report 2017
Warehousing and Distribution**

Introduction

The following units from the SVQs in Warehousing and Storage/Logistics Operations (GF9A 22, GF9C 22, GF9D 23, GF9E 23) were selected for verification in 2016-17:

- H0A3 04 Maintain Health and Safety in Logistics Operations
- H0A4 04 Moving or Handling Goods in Logistics Operations
- H2CH 04 Develop Effective Working Relationships with Colleagues in Logistics Operations
- H0A5 04 Respond to Problems in Logistics Operations
- H2CK 04 Keep Stock at Required Levels
- H2CL 04 Keep Work Areas Clean
- H2CM 04 Pick Goods
- H2CN 04 Wrap or Pack Goods
- H2CR 04 Use Equipment to Move Goods in Logistics Operations
- H2CS 04 Receive Goods
- H2CT 04 Place Goods in Storage
- H2CV 04 Maintain the Safety and Security of Hazardous Goods and Materials
- H2CY 04 Assemble Orders for Dispatch
- H2D0 04 Process Returned Goods
- H2D1 04 Sort Goods and Materials for Recycling or Disposal
- H2D2 04 Monitor the Receipt, Storage and Dispatch of Goods
- H2D3 04 Check Stock Levels and Stock Records
- FM4J 04 Provide Leadership for Your Team
- DR67 04 Manage your own Resources and Professional Development

The majority of centres are very experienced, with well-qualified and knowledgeable staff who deliver sound, well documented and organised qualifications. Their candidates enjoy the training and are usually successful. Centre policies continue to be well set up and extensive, and are continually monitored and modified.

The issue of viable candidate numbers is a major concern for all centres. This issue arises from the introduction of the employers' apprenticeship levy and funding changes. Many of the centres visited are not sure if further candidates will be recruited in the current climate.

Another particular issue for some centres, especially those within the Highlands and Islands, is their unique geographical position and the problem this remote and widespread base presents for candidate and assessor access. Nevertheless, despite the challenges facing them, centres are generally coping well with these challenges.

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.

All centre assessors and internal verifiers continue to be fully qualified and have sound occupational experience. CPD is well recorded using a variety of methods, and this includes a wide array of CPD activities, including participation in events and observations which are less formal but still valid in maintaining ongoing CPD. At all centres, the number of staff allocated to the qualification is adequate to deliver the qualifications.

At one centre where the qualification staff have recently completed their assessor awards, the records are kept on file along with regular staff training needs analyses. These analyses is very comprehensive and cover areas such as 'what results and improvements the CPD is intended to achieve'. At two other centres, various staff have recently completed L&D11, in addition to their assessor and internal verifier qualifications.

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

All centres use an induction checklist process for each candidate. They also check the relevance of assessment environments, equipment, and reference, learning and assessment materials for each candidate, and record these both at the initial stage and on an ongoing basis throughout the qualification. There is evidence in assessor and internal verifier notes to this effect.

At most centres the majority of assessments are carried out in the workplace, but the candidates do have access to training rooms that are well lit and equipped with IT access. At two centres candidates have the use of well-equipped training warehouse accommodation that in all cases meets lift-truck accreditation standards.

All centres review facilities and resources at specific intervals. Centres were able to provide minutes of meetings where aspects of the assessment process were discussed. These minutes included evidence of resources and learning materials available in candidates' own workplace, and record when reviews of assessment environments, procedures, equipment, and learning and assessment materials had taken place.

Category 3: Candidate support

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

All candidates undergo a full induction both at the centre and in their employer's workplace. This includes the analysis of prior learning and the matching of this against the qualification requirements. Core Skills training and support is dealt with in various ways according to the individual centre. In some centres, this is provided by an outside body, with the centre covering the specific qualification elements. All centres have some form of qualification handbook. These are used for candidate induction, usually with the allocated assessor. This process allows for training needs to be identified and prior learning matched against the requirements of the award. At one centre, all candidates undergo a full induction and complete a learner guide. They also undergo a job-match process that includes a fact sheet. Prior achievements are identified and recorded, and influence the candidates' choice of units and any Core Skill support needed. Two centres use a Skill Scan where achievements are matched to the qualification standards, and a training needs analysis is carried out against the candidate's job role, when completing the initial assessment plan. This is reviewed at each assessor visit. Centres also arrange for optional units to be discussed and agreed at induction to ensure candidates are working towards relevant units. Qualification verifiers were able to evidence these systems and processes by viewing centre induction packages, induction handbook, candidate portfolios and assessor visit records.

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

The frequency of assessor meetings with candidates varied between centres, but in all cases they were scheduled and regular. Direct scheduled contact varied between monthly and eight weekly. At one centre, for geographical reasons, the assessor meets with the candidate face-to-face only every six weeks on average.

This takes place at the candidate's place of work and can take place over two days. All centres have other options for contact, including telephone, e-mail and SMS. At the assessor / candidate meetings, progress is reviewed and assessment plans revised accordingly. All contacts are monitored and the programmed contacts are scheduled and recorded. All contact schedules are flexible enough to allow shorter periods between contacts if required. In some centres, the date of the next visit is agreed at the end of each visit. Assessment records and progress reviews sampled by the qualification verifier had all been signed and dated by the assessor and candidate to confirm agreement of progress and the next meeting date. Another centre used a document called a Performance Assessment and Evidence Record. The qualification verifier noted that this document had been completed for each unit. The record contained details of visit dates, assessments to be carried out, methods of assessment to be used, reviews of progress, and again dates for next meetings. Candidate portfolios show evidence of feedback and details of meetings at all centres.

Category 4: Internal assessment and verification

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

At all centres, internal assessment occurred on a regular basis throughout the qualification delivery and there was a final verification at the end of the qualification. At most centres the assessors and internal verifiers work from the same base and meet regularly. Internal verification sampling varies between 33% and 100%. In addition, at all centres there is general standardisation through regular standardisation meetings. At some centres, as there was only one candidate, cross candidate standardisation was not required.

All centres have established and agreed assessment and verification procedures that are thorough and well-documented and meet SQA requirements. Assessment and internal verification activities are usually recorded and signed off by the assessor and candidate and internal verifier if sampled. Assessment evidence usually originates from the candidate's work place, using video, Q&A, witness testimony, reports, product evidence, etc. The qualification verifiers were able to view candidate portfolios that contained IV reports which confirmed assessment decisions and also candidate achievements.

At all centres, regular standardisation meetings supported this implementation. The external verifiers were able to view minutes from planned standardisation activities where evidence requirements for units from the qualification had been reviewed.

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

Centres use a variety of assessment instruments, including video, Q&A, direct observation, witness statements, product evidence, personal statements, and diary/log. At all centres there were good examples of product evidence available in all portfolios, and these had been certified and referenced to the appropriate performance and knowledge requirements. The qualification verifiers were able to examine candidate portfolios and found the assessment instruments and methods, and their selection and use, to be valid, reliable, practicable, equitable and fair. Centres regularly monitor assessment instruments and methods, and these monitoring activities are scheduled and the results are recorded.

One centre has developed quality, professionally produced fact sheets relating to each qualification unit. Qualifications are mapped against the standards and the resulting evidence matrix is available to and used by the centre assessors. At another centre, the assessment methods and their selection are discussed at standardisation meetings, and standardisation exercises are held every two months to ensure that all assessments are relevant and practicable. Viewing the minutes of standardisation meetings evidenced this.

Generally, at centres, methods of assessment fully cover the performance and knowledge requirements for each unit. Standardisation helps to ensure reliability and consistency of assessment decisions.

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

Centres have various ways to ensure that all candidates' evidence and work is their own. Some centres require candidates to sign a non-plagiarism pledge at induction. At all centres, the assessor and IV regularly monitor candidate work for any discrepancies. At one centre, following a previous external verifier visit, the centre has strengthened their procedures along the lines suggested by the qualification verifier. This has resulted in candidates indicating through the new Learner Guide and their induction that all the work produced will be their own, and the centre now ensures that SQA conditions of evidence production are maintained. At another centre, candidate evidence is gathered within the candidate's workplace, and includes observation by an assessor. There is a candidate disclaimer signed at the completion of each unit, as well as a review to confirm achievement. All product evidence is signed and dated by candidate and assessor. The plagiarism policy is also included within the candidate induction booklet. Another process used to cover this requirement is a disclaimer signed by the candidate on the matrix for each unit, and the plagiarism and malpractice policy is signed at induction and kept in the candidate's portfolio. All evidence (apart from photographs) is signed and dated by the candidate.

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

Based on the portfolios examined by the qualification verifiers, and discussion with assessors and candidates, evidence of candidates' work is accurately and consistently judged by assessors at all centres and meets SQA's requirements.

At all centres, the assessment and internal verification judgements examined were consistent. Where the assessment is work-based, using evidence such as video, Q&A, reports etc, assessment and internal verification is very thorough and continues to be accurately and consistently judged against SQA's requirements. At all centres regular standardisation meetings and activities support this. At one centre, evidence of candidates' work is regularly sampled and the judgements made are accurate and consistent. To add to this, the internal verifier / head of centre undertake regular joint assessment visits with all assessors to encourage consistency. The portfolio evidence viewed by the qualification verifier showed that candidates' work is accurately and consistently judged against SQA requirements. At centres where there is only one assessor and one internal verifier this tends to lead to consistency of judgement.

At all centres, candidates' work is assessed against the current standards. At all centres standardisation activities are carried out to ensure that all assessors are assessing to the same level. All candidates are assessed in the workplace.

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

The process for the retention of candidate evidence varies from centre to centre. However, at all centres candidate evidence is retained in line with SQA requirements. All records are kept in secure facilities with back-up copies. Depending on the various centres' processes, candidate evidence may be retained in a paper portfolio, e-portfolio, back-up hard disc or other electronic media, or on servers. A variety of e-portfolio systems are used to store candidate evidence, including Learning Assistant and One-File. The minimum retention period for evidence was 6 weeks, unless there was notification of a qualification verifier visit, in which case it would be retained until after the visit. Other centres retain candidate portfolios for 6 years in line with the legal requirements for fork-lift training. All centres were able to provide a copy of the SQA policy.

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

Centres use different methods and procedures to disseminate feedback from external verification to all relevant staff. This is normally via group meetings or, if urgent, by e-mail or meetings with individual staff. Any action points are monitored against agreed timescales. This was evidenced at one centre where, after a qualification verifier visit, all assessors and verifiers are given feedback by e-mail and through standardisation meetings. Any actions identified at the visit are discussed and the appropriate action carried out, recorded and signed off. At another centre, feedback following qualification verification is shared with the staff concerned via e-mail and then discussed at a staff meeting. Any actions are delegated to the relevant member of staff and a timescale agreed for completion. The process of disseminating information from external verification visits is documented in the centre's internal verification and assessment policy.

Areas of good practice reported by qualification verifiers

- ◆ The use of commercially-produced learning resources. This gives structure and knowledge to the candidate, which supports qualification delivery, and is particularly appropriate when candidates and assessors are geographically isolated.
- ◆ Use of a comprehensive candidate handbook detailing the training and qualification process, and including useful guidance and contacts.
- ◆ Provision of a Safeguarding Code of Conduct, with follow-on policies and procedures, including the identification of Designated Persons should there be a cause for concern, for example in a bullying at work situation.
- ◆ Assessors updating their qualifications with L & D units.

Specific areas for development

- ◆ All centres should ensure that actions which are discussed and then allocated to specific staff at standardisation meetings should include a specific timescale for action.
- ◆ Centres should consider using a log to record informal standardisation activities and record any agreed actions arising.
- ◆ The course staff at all centres should be familiar with and apply the guidance in the SQA guide *Digital Evidence for Internally Assessed HN and VQ Units: Principles and Guidance* (publication code AA 7373).
- ◆ Centres should use the SQA Candidate Disclaimer document in their paper portfolios.