



**Scottish Vocational Qualifications
National Units**

Qualification Verification Summary Report 2017

Waste Management

Introduction

Through this session, activity in the sector was low. There are currently two private centres who are providing the full range of qualifications and then two local authority centres who currently deliver level 2 qualifications. There are also three centres who are either not running or just getting ready to deliver qualifications.

The qualifications delivered by centres in this period are:

Level 2

- SVQ Frontline Environmental Services
- SVQ Team Leading
- SVQ Waste Operations: Waste Collection Driver
- SVQ Waste Operations: Waste Collection Operative
- SVQ Waste Operations: Waste Site Operative
- SVQ Waste Operations: Waste Team Leader
- SVQ Waste Operations: Waste Weighbridge Operative
- Certificate in Principles of Sustainable Resource Management SCQF level 5

Level 3

- SVQ Waste Supervisory Management
- Certificate in Principles of Sustainable Resource Management SCQF level 6

Level 4

- Diploma Waste Management Operations: Managing Physical and Chemical Treatment — Hazardous Waste
- Diploma Waste Management Operations: Managing Physical and Chemical Treatment Non-Hazardous Waste
- Diploma Waste Management Operations: Managing Transfer Hazardous Waste
- Diploma Waste Management Operations: Managing Transfer Non-Hazardous Waste

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 at all centres undertook appropriate professional and vocational continuing professional development (CPD) activities to ensure that they maintained currency. CPD records were completed effectively by staff at almost all centres. At one centre, staff had not recorded and reflected on their CPD, and improvement was required.

This sector has benefited from additional work completed by SQA to provide Assessor Standardisation events twice per year (the first one is in June hosted by SQA and the second one is jointly hosted with SQA and WAMITAB). The June 2016 seminar had a particular focus on CPD and SQA colleagues led a session on CPD. Based on this workshop, a number of centres had changed and improved how they recorded their CPD. Generally the centres

continue to use industry practitioners to deliver these awards which ensures the most current practices are assessed and reflect best practice in service delivery.

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

All assessment centres assessors were familiar with the unit specifications, instruments of assessment, and exemplification materials. In addition to the additional work completed by SQA to provide Assessor Standardisation events twice per year, the sector has also been involved with the Workforce Development Group (chaired by ZWS) to try and develop training and assessment in the sector. Almost all the centres that attend the standardisation meetings are also represented on the Workforce Development Group.

There was evidence at all centres of ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials. All centres were either based or had access to waste management facilities for a realistic assessment environment.

One centre has moved to an e-portfolio (Learning Assistant). The EV comments from the visit were positive and although there had been a number of issues introducing this method, the EV could see the very real benefits of using e-portfolios to support learners.

Category 3: Candidate support

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

Centres in this sector are split into either local authority in-house centres or private training providers. The council centres are trying to encourage uptake of these qualifications and are currently operating on an 'opt-in' basis for candidates. There is evidence of centres matching candidate development needs and prior achievements against the requirements of the award.

The private training providers are more susceptible to candidates not being matched correctly to the qualification and they all have systems in place to identify candidate development needs and prior achievements.

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

All centres had evidence of scheduled contact with their assessor to review their progress. A number of centres (mainly centres completing level 4 qualifications) had issues with candidates not progressing, however there was evidence that the centre was keeping in regular contact with the candidate.

Category 4: Internal assessment and verification

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

There was evidence of internal assessment and verification procedures being in place at all centres and there was clear evidence throughout the portfolios. All centres provided evidence of standardisation meetings where approaches to internal assessment and standardisation were discussed and agreed.

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

All centres had assessment instruments and methods which were valid for the qualifications being assessed. There was evidence of valid, reliable, practicable, equitable and fair assessment decisions being made in all the portfolios which were inspected. One centre had just started using online portfolios which had resulted in them altering their method for recording assessment decisions to ensure the validity of assessments.

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

During discussions, it was clear that all the centres ensure that open communication is held between the assessor team and the centre team should queries arise where it is suspected that evidence is not the candidates own work or where it has not been generated under SQA conditions. It was clear from the evidence provided by centres that it was candidates' own work, and procedures were checked to ensure it was generated under SQA conditions.

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

At all centres, assessment evidence had been clearly mapped against the relevant standards and cross referenced where applicable. The evidence seen within the centres was fairly judged by assessors and verified and appropriate to meet the SQA requirements.

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

At all centres, candidate evidence is retained in line with SQA requirements. Evidence was made available for both internal and external verification visits.

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

The minutes of standardisation meetings were available for all centres and demonstrate a clear process of disseminating external quality assurance information as well as action points that arise from visits or those which come from other sources which affect the assessment of candidates. A number of the standardisation meeting records showed evidence of proposed improvements and changes to the way qualifications were delivered. Adapting and improving

the methods of delivery of qualifications is encouraged within the centre as it helps candidates and centre staff to improve assessment standards and delivery.

Areas of good practice reported by qualification verifiers

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

- ◆ The new CPDR recording system is good.
- ◆ The centre continues to utilise their depots and equipment for the delivery of the awards as well as providing easy access to PCs for candidates both within and outwith working hours to suit. This is a progressive approach to removing barriers to award take up.
- ◆ Rewriting/reviewing course material in light of candidate response and industry developments ensures it is current, relevant and appropriate to the course.
- ◆ The utilisation of a site assessment and candidate pre-qualification questionnaire to confirm the environment is appropriate for the activity being assessed and is a good addition to the Assessor's Form Report. This enables the assessor to ensure that any changes to site conditions since the main award site selection assessment has been carried out and accounted for.
- ◆ The use of the Centre News function within Learning Assessment for advice and guidance, from WAMITAB in this case, was a good use of the system to ensure all within the system are aware of requirements and changes from the awarding body.

Specific areas for development

The following area for development was reported during session 2016–17:

- ◆ Only one area for improvement was recorded and this related to recording of CPD records.