

NQ Verification 2017–18

Key Messages Round 2

01

Section 1: Verification group information

Verification group name:	Administration and IT
Verification event/visiting information	Event
Date published:	June 2018

National Courses/Units verified:

H201 74 Administration and IT Assignment (National 4) Added Value Unit

02

Section 2: Comments on assessment

Assessment approaches

The approaches to assessment used by all centres verified were valid. All centres used SQA unit assessment support packs (UASPs) appropriately.

Across the centres sampled, all three packs were used: Island Secondary School, Youth Beat, and Eagle Eye.

The following examples of good practice were observed:

- ◆ Many centres had a strong internal verification policy: documenting their approach to assessment; indicating relevant department meetings; collegiate working with nominees, etc.
- ◆ Many centres demonstrated good practice in their internal verification processes: evidence of cross-marking; use of different-coloured pens to annotate scripts; cross-marking initialled by the assessor and internal verifier; large sample sizes.
- ◆ Candidate evidence from many centres was well presented, tasks were clearly labelled and assessment approaches included along with the judging evidence table.

The following comments are intended as a guide to centres on future practice:

- ◆ Centres should be aware of *Internal Verification: A Guide for Centres offering SQA Qualifications* (February 2011).
- ◆ All centres should be using the most up-to-date version of the UASP.

Assessment judgements

There has been a significant improvement in the accuracy of the assessment judgements in relation to judging functional skills.

The following examples of good practice were observed:

- ◆ Some centres had clearly identified on candidate evidence the specific point where the candidate had actioned an instruction and the achievement of an assessment standard, eg by annotation, often colour-coded to indicate cross-marking.
- ◆ Some centres were thorough in identifying and underlining all keyboarding errors on candidate printouts.
- ◆ Some centres supported their assessment judgements with appropriate assessor comments on the candidate evidence or record sheet.

The following comments are intended as a guide to centres on future practice:

Annotation

Assessors should ensure that they annotate candidate evidence at the point of achievement or non-achievement of an instruction or requirement of the task (a simple ✓ or x is sufficient). This will help ensure consistent and reliable assessment judgements in line with national assessment standards and will greatly facilitate both internal and external verification.

Error tolerance

Assessors must underline every keyboarding and spacing error within a task. These must be counted up and the candidate should only be recorded as a pass if the candidate is within the tolerance for that task — the error tolerance for National 4 is one error for every 15 words.

Errors can appear anywhere in the task. Errors included within the tolerance are typing errors, minor layout errors (reference and date in wrong place) and spacing errors (eg inconsistent/inaccurate spacing between paragraphs, inconsistent/inaccurate spacing in a letter layout). There is flexibility over layouts but a sensible business layout should be used.

Common errors to be aware of:

- ◆ inconsistent date formats within a task (see 'Date format' section below)
- ◆ formatting punctuation

- ◆ inappropriate punctuation
- ◆ confusion between a dash and a hyphen (this counts as one error across the task)
- ◆ inconsistent capitalisation (this counts as one error across the task)
- ◆ no space after a colon (this counts as one error across the task)
- ◆ inaccurate punctuation in e-mail messages, eg commas after Hi or Kind Regards (this counts as one error across the task).

It is crucial that assessors identify all errors to ensure they correctly judge if the candidate is within the error tolerance or not, therefore ensuring the candidate is correctly recorded as a pass or fail for the assessment standard.

Date format

If a task requires a date, candidates must always include the year otherwise this is counted as one keyboarding error across a task. Acceptable date formats are listed below:

7 May 2018	07/05/2018
7th May 2018	May 7 2018
7/5/18	May 7, 2018
Do not accept 'the 7th of May 2018'	
Do not accept American date in number format	

Consistency within a document is essential. If candidates have more than one date format within a document, this must be underlined and counted as one keyboarding error.

If an e-file given to a candidate has a date stated, candidates should continue to use the same date format, otherwise the date format is inconsistent and is counted as one keyboarding error.

E-diary entries

If the printout of the view requested in the task truncates a recorded event, then an extra printout of the event must be provided, so that keyboarding and exact times can be checked. A screen shot is acceptable as long as it is clear from the screen shot that an e-diary has been used.

E-mail

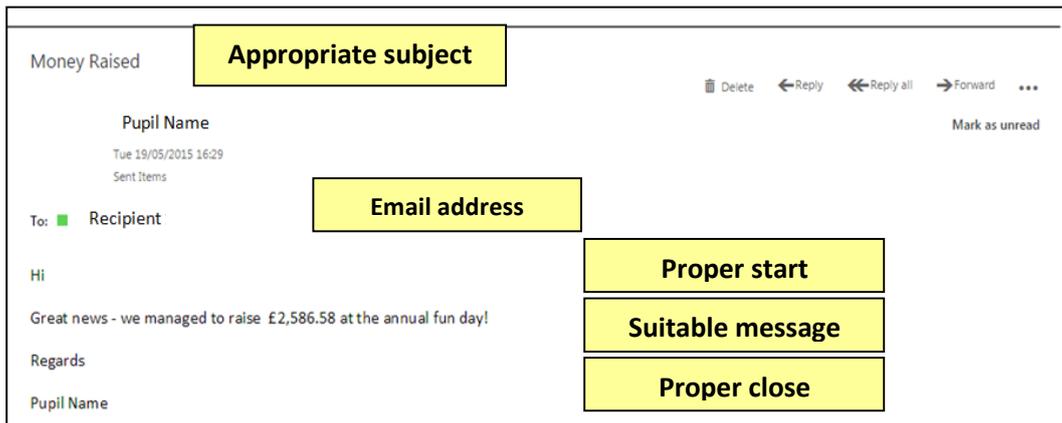
All e-mails should have a proper e-mail structure:

- ◆ a subject (some modern e-mail systems automatically filter out e-mails which have no subject heading)
- ◆ a proper start, eg Hi or Hello

- ◆ a sensible, relevant message
- ◆ a proper close, eg Thanks or Regards

Many candidates also had inappropriate punctuation in their e-mail, with the use of commas after Hi and Regards. This is to be counted as one error within the error tolerance.

See the layout below:



When candidates provide evidence of sending an e-mail they must print evidence that proves the e-mail has been actually sent. With most e-mail systems printing the e-mail from the candidate's sent folder is sufficient because most e-mail systems will print with the date and time the candidate sent the e-mail (as seen above). If the centre's e-mail system does not print the date and time the e-mail was sent when printing from the sent folder, then as well as printing the e-mail, an additional screen shot of the e-mail in the sent folder should be provided.

If a task requires the candidate to send the one e-mail to two people, the assessor must ensure the candidate has added two e-mail addresses to the e-mail otherwise the candidate has not achieved the assessment standard.

Spreadsheet formulae

The SUM function should only be used when adding a cell range, eg =SUM(B3:B4). The use of SUM should not be accepted for subtraction, multiplication, division or when using the + symbol.

If a candidate uses SUM incorrectly the candidate has not achieved the corresponding assessment standard.

Candidate name on evidence

Candidates should be adding their name and task number to each printout they submit.

Section 3: General comments

All centres had successfully used an Administration and IT Assignment (National 4) Added Value Unit assessment support pack.

Almost all centres made assessment judgements in line with national assessment standards; however, identifying keyboarding errors is still an area for improvement for most centres.

Most candidates had been entered at the appropriate level and were successful in achieving their National 4 Added Value Unit.

Centres are reminded that if they create their own assessment tasks, these tasks should be prior verified before being used as an assessment approach.