



**Higher National and Vocational Qualifications  
Internal Assessment Report 2016  
Advice, Guidance and Mediation**

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

# Higher National units

## General comments

One external verification visit was carried out by the team this academic session. The standard observed on the visit was very good. The centre visited had a clear and accurate understanding of the requirements of the national standards.

The EV report produced identifies that:

- ◆ 'There is sufficient evidence to fully meet all the performance criteria for the HN in Advice and Guidance.
- ◆ There are enthusiastic assessors and internal verifiers who provide excellent support for candidates remotely. They are all keen to give a positive learning experience to candidates.'

## Unit specifications, instruments of assessment and exemplification materials

There were clear marking schemes in use, and evidence was seen of fair and consistent marking.

The assessment judgments by assessors and internal verifiers were confirmed by external verification to be accurate.

The EV report reflects that:

'There is a clear policy on internal verification and appropriate pro formas to support the process.'

## Evidence requirements

There was good evidence of a clear understanding of the evidence requirements for the units verified.

The EV report shows that:

'Candidate evidence shown within the online portfolios demonstrated that it was accurately and consistently judged by their assessors to meet the requirements of SQA'.

## Administration of assessments

Standardisation meetings are held regularly and these ensure that there is agreed and consistent practice within the team. Action points are taken from these meetings.

The following statement from a candidate demonstrates that assessment levels are appropriate and support the evidence seen during the visit:

‘Assessment milestones agreed at the beginning of learning are reviewed regularly with the assessor.’

### **General feedback**

Delivery of units at the centres visited was appropriate. Assessment materials and assessment decisions were equitable, valid, reliable and fair.

External verifiers were in agreement with the assessment and internal verification decisions made.

Candidates interviewed confirmed that:

‘They were most positive about their experience and the support received from the assessors and the centre.’

‘There was a thorough induction online by the organisation and learning needs were identified and addressed.’

‘There is regular contact with the assessors — by telephone, e-mail and online. If necessary, face-to-face contact can be arranged.’

### **Areas of good practice**

As described in the previous sections.

### **Specific areas for improvement**

Not applicable.

# SVQ awards

## General comments

Nine SVQ external verification visits were completed.

The external verification reports produced demonstrated, in general, that centres visited had a clear and accurate understanding of the requirements of the national occupational standards, for example:

‘Candidate evidence sampled had been accurately assessed and all additional evidence required for external visit purposes was available and met SQA standards.’

## Unit specifications, instruments of assessment and exemplification materials

External verifiers’ reports demonstrated that assessors are familiar with, and are accurately adhering to, assessment procedures. This observation is supported by the following comments:

‘The assessment strategy, the *SQA Guide to Assessment* document for this award, and the Equal Opportunities Policy are being used.’

‘The centre is adhering to the SQA assessment support pack and also confirmed that it is conscious of the need to adhere to its Equal Opportunities Policy.’

## Evidence requirements

External verifiers’ reports showed that:

‘Assessors had adhered strictly and correctly to award standards to judge candidate performance in all instances.’

‘Candidate evidence shown within the portfolios on Learning Assistant demonstrated that they had been accurately and consistently judged by the assessor to meet the requirements of SQA.’

## Administration of assessments

The following statements from reports reflect the overall position with centres:

‘In possession of and adhere to the SQA assessment pack’. ‘This document also contains the assessment strategy for this award.’

‘In line with current SQA procedures — sampling of evidence takes place every six weeks and internal verification reports are discussed at standardisation meetings.’

## **General feedback**

The following statements reflect the overall position with regard to centres:

‘Candidate finds the award time-consuming but appreciates the support she receives from both her placement mentor and her assessor.’

‘Most were positive about their experience and the support received from their assessor and the centre.’

## **Areas of good practice**

Centre assessors have:

- ◆ ‘Taken part in sessions run by Skills for Justice in Edinburgh focusing on the review of the standards for this award.’
- ◆ ‘Assessed one unit involving separate observations of candidate/client interaction with a different client each time.’

## **Specific areas for improvement**

- ◆ ‘That notes of standardisation meetings provide information which relates to discussions on standardisation and not simply peripheral administration arrangements.’
- ◆ ‘The candidate induction checklist might include a statement on plagiarism to ensure that candidates have received and understood the information given.’