



**Scottish Vocational Qualifications
Internal Assessment Report 2012
Warehousing and Storage and
Logistics Operations Management**

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

SVQ awards

SVQ Warehousing and Storage at Level 1 (G8W9 21)
SVQ Warehousing and Storage at Level 2 (G8WA 22)
SVQ Logistics Operations Management at Level 3 (G8WC 23)

General comments

It was clear from the evidence verified over the session that centres have a good understanding of what is required from them with regard to this group of awards. Centres ensured that the quantity and quality of evidence met the requirements for the awards.

All centres complied with the requirements of the assessment strategy that underpins the national occupational standards. This includes ensuring that assessors and internal verifiers had occupational expertise, knowledge of the standards and a clear understanding of assessment practice.

Unit specifications, instruments of assessment and exemplification materials

All assessors and internal verifiers interviewed had a detailed knowledge of the award specifications, the methods of assessment and the processes that apply.

All centres met the requirements of SQA and the Skills for Logistics Assessment Strategy.

Assessors and internal verifiers at all centres carried out assessment in a robust and systematic way enabling candidates to have fair access to assessment.

Evidence Requirements

This is an award which has been around for a long time and centres have a clear understanding of the Evidence Requirements. This was clear from External Verifiers' reports.

Administration of assessments

All candidates work in warehousing environments, with assessment being carried out in the workplace.

At Level 2, assessment is mostly by observation and product evidence, with good use being made of digital photographs, voice recording and — in an increasing number of cases — video recording.

At Level 3, a more diverse range of assessment methods is being used, this clearly shows the level of the candidate work, candidate statements and professional discussion are being used more at this level.

General feedback

A number of candidates were interviewed this session. All reported positively on the quality of support and guidance given by their assessors during the assessment process and in the preparation of their portfolios. All candidates have open access to their assessors.

Assessors and internal verifiers at all centres carried out assessment in a robust and systematic way enabling candidates to have fair access to assessment.

Assessor feedback to candidates was good, constructive, relevant and valid. Feedback was recorded on the assessment planning documents in most cases.

Internal verification is good in all centres, but often loaded to the end of assessment. There is evidence of good constructive feedback to assessors and that assessors act on the actions given to them.

Areas of good practice

All centres administered the assessment process in a professional, robust and consistent manner.

All centres carried out and recorded appropriate professional and vocational continuing professional development activity to ensure staff currency and compliance with the requirements of the assessment strategy.

Assessments were well planned, with candidates being involved in the planning process.

Internal verification activity was effective and constructive giving good support to assessors. Internal verifiers' reports included effective feedback to the assessors on their assessment practice.

Many centres now use video evidence for direct observation; the quality of this has improved over the last few years.

Specific areas for improvement

Many visit reports did not have any development points. The areas for improvement were as follows:

- ◆ Increase the range of assessment methods at Level 3.
- ◆ Ensure candidates sign all documents where required.
- ◆ Ensure the assessment is candidate led, particularly at Level 3.
- ◆ Make sure internal verification is ongoing and not only done at the end of the process.

Once again, external verification has confirmed that the SVQs in Warehousing and Storage and Logistics Operations Management are being delivered properly and that both candidates and employers are benefiting from the experience.