



**National Qualifications 2015  
Internal Assessment Report  
Business Management**

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

# National Qualifications (Units)

DV4G 11 Business Enterprise (Int 2)

DV4G 12 Business Enterprise (Higher)

DV4K 11 Business Decision Areas: Marketing and Operations (Int 2)

DV4K 12 Business Decision Areas: Marketing and Operations (Higher)

DV4L 11 Business Decision Areas: Finance and Human Resource Management (Int 2)

DV4L 12 Business Decision Areas: Finance and Human Resource Management (Higher)

## General comments

The verification exercise confirmed once again that centres have a clear understanding of the national standard. National assessments were organised and conducted using appropriate SQA guidelines and candidates are receiving the correct award.

Sixteen centres were externally verified and all were accepted, having met the national standard both for assessment judgements and evidence provided. All centres assessed the evidence to the national standard and in many cases the candidates displayed a good understanding of how to tackle the various command words. There were some instances of the command word 'Explain' being credited when only descriptions and not proper explanations were given, but only a small number of cases.

## Course Arrangements, Unit specifications, instruments of assessment and exemplification materials

Centres were confident in their delivery and it is clear that SQA guidelines were followed and implemented correctly. Centres are very familiar with the Course Arrangements, Unit Specifications, and related materials. All centres used the most up-to-date NAB assessment which made the verification process very easy to complete.

## Evidence Requirements

Centres have a very clear understanding of the Evidence Requirements for the Units verified and followed the marking instructions for each NAB assessment. Centres applied their professional judgement where necessary and annotations on the marking instructions made any changes very clear.

As a reminder, a list of reasons that would result in an automatic 'not accepted' decision is given below:

- ◆ using partial re-assessment (eg use of oral re-assessment for any part of an assessment or permitting candidates to go back and attempt questions that are answered poorly)
- ◆ re-assessing candidates using the same instrument of assessment as in the first attempt
- ◆ allowing an assessment to be undertaken in more than one sitting — regardless of the circumstances
- ◆ submitting photocopied evidence
- ◆ awarding half-marks
- ◆ using instruments of assessment from the National Assessment Bank (ie NABs) that are no longer valid

It is perfectly acceptable to write comments on internal assessments (unlike external assessments) and this is encouraged, allowing verifiers to see why marks have been awarded.

### **Administration of assessments**

The majority of centres administered the assessments in the appropriate way and carried out the assessments appropriately. In the main, the assessments submitted were well organised and the accompanying paperwork completed in accordance with the instructions given.

Most centres use square brackets to indicate where marks are awarded rather than ticks and this is an example of good practice. Also, using codes to indicate which part of the answer is being credited (eg D for description, J for justification, Ex for explain and ID for identification), shows that the marking scheme has been applied correctly for each command word and is helpful for learners to see where marks have been awarded.

Internal verification was evident in most centres and this again is an example of good practice that should be continued in future years. Centres should continue to internally verify a sample of assessed work; around one-third of the sample would constitute good practice.

It was often difficult to gauge the extent to which internal verification took place; a signature at the top of a script is not sufficient. Excellent practice would be to double-mark a script in a different pen colour and to use a feedback sheet to record the original mark, the mark awarded by the internal verifier, and a final column indicating the agreed mark. If there is a discrepancy between the assessor and internal verifier, a comment should be written to indicate what mark stands and why.

It would also be good practice and useful to the external verification team if centres would include a statement outlining their internal verification process. This would assist in making a more informed judgement as to the existence or level of internal verification used by a centre, as it is sometimes not evident in the sample submitted as to the extent and nature of the internal verification carried out and the process employed.

These examples of internal verification should be in place for future verification and would indicate examples of good practice being used by centres selected for verification.

## **Areas of good practice**

In the main, centres have shown a very good understanding of assessments in Business Management. Areas of good practice include:

- ◆ using the correct valid instrument of assessment
- ◆ using brackets to indicate where marks are being awarded and not ticks
- ◆ using codes to indicate why an answer is being given credit with respect to each command word.
- ◆ thorough internal verification including double-marking in a different pen colour, colour-coded comments sheets and internal verification meetings
- ◆ providing feedback to learners on why they were, or were not, awarded particular marks
- ◆ highlighting the internal verification process employed in the sample submitted
- ◆ including a written statement with evidence submitted to SQA to explain anything that might appear out of the ordinary

## **Specific areas for improvement**

In order to further improve the standard of assessment in Business Management, centres are encouraged to:

- ◆ ensure they understand how to apply the marking scheme with respect to 'Explain' questions in particular
- ◆ ensure internal verification is thorough and more than just a signature at the top of a script
- ◆ familiarise themselves with the areas of good practice identified above that they could adopt