

Qualification Verification - Visit Report



Qualification verification is the process we use to confirm that SQA centres comply with the quality assurance criteria and are assessing their candidates in line with national standards. Guidance for centres relating to the qualification verification visit can be found at www.sqa.org.uk/qualityassurance.

Event ID	10000		
Centre Name	Made Up Centre	Centre Number	9999999
External Verifier Name	QV Ext Verifier Test1	External Verifier Contact Details	Russell.Holmes@sqa.org.uk
Double Banker Name (if applicable)		Date of Visit	04 Aug 15
Head of Centre Name	Bob Builder 2	Head of Centre Email Address	
SQA Co-ordinator Name	Bob Builder	Centre Email Address	bob.builder@sqa.org.uk
Verification Group	Human Resources	VG Code	123
Verification Block	SV		
Units Allocated	F7JS 34, F7JV 34, F84M 34	Sites Visited	Paisley
Actual Units Verified (if different from allocation)	Units verified as above		

Summary of Visit		
	Outcome Statement	Non-Compliant Criteria
Resources	Significant Strengths identified in the maintenance of SQA standards within this Verification Group	
Candidate Support	Significant Strengths identified in the maintenance of SQA standards within this Verification Group	
Internal Assessment and Verification	Some strengths and some weaknesses identified in the maintenance of SQA standards within this Verification Group. Moderate risks exist within this category	Internal assessment and verification procedures must be implemented to ensure standardisation of assessment. Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.

Sanctions	Entry in Action Plan
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Records of Discussions	
Discussions with Candidates	Yes
if YES, please provide a brief summary of the discussion:	I met with the whole class. We discussed the support and guidance they had received, how assessment arrangements are communicated, frequency of assessor contact and how progress and achievement is confirmed. The candidates' responses matched well with centre information on candidate support, guidance and assessment.
Discussions with Staff	Yes

<p>if YES, please provide a brief summary of the discussion:</p>	<p>I spoke with the Centre Coordinator at the start and end of the visit. At the end, I gave feedback on my visit and we agreed action points. The Lead Assessor was present at this time too.</p>
<p>Discussions with Assessors and/or IV</p>	
<p>if YES, please provide a brief summary of the discussion:</p>	<p>Yes</p> <p>I had a face to face meeting with two assessors and spoke to the IV via a video link.</p> <p>We discussed evidence referencing where assessment tasks span a number of Units and Outcomes.</p> <p>We also discussed standardisation and how access to assessment is maintained across candidate groups (parttime as well as full-time).</p>

Outcome Summary

2.1	2.4				
3.2	3.3				
4.2	4.3	4.4	4.6	4.7	4.9

Resources

	Criteria	Impact	Compliance Level	Comments	Required Action	Evidence Type / Required By Date	Good Practice	Recommendations
2.1	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	High	N/A	No specific assessor/verifier competence required by SQA for these HN Units				
2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	High	Green	<p>Completed IV Checklists show reviews are being effectively carried out in relation to the assessment environment, equipment and learning and assessment materials prior to each course running.</p> <p>Last year, voice recording equipment was purchased to support the Interview Techniques Unit and a new case study has been developed for the Providing Personnel Unit, which has been prior verified by SQA</p>			<p>Centre has a very good Quality Improvement Schedule in place that centrally records all development points raised, internally or externally per subject area.</p> <p>This helps the centre to effectively track progress on the action taken.</p>	

Candidate Support

	Criteria	Impact	Compliance Level	Comments	Required Action	Evidence Type / Required By Date	Good Practice	Recommendations
3.2	Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.	Medium	Green	<p>Initial assessment of candidates takes place prior to them commencing any qualification. This is to check they are placed on an appropriate level of programme. I viewed three completed records that had been passed on to the course assessor. Records included past experience, qualifications and current skills and knowledge.</p> <p>The generic development needs of candidates are taken into account in the Session Plans covering Unit Outcomes.</p>				

3.3	Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.	Medium	Green	<p>I viewed Teaching and Learning and Assessment Plans for all three Units. These include assessment methods and completion timescales.</p> <p>The candidates I interviewed confirmed their progress is discussed during tutorials. They can raise queries with their tutors via email at any time. I was provided access to student email files demonstrating that a significant amount of feedback and support is being provided.</p>				
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Internal Assessment and Verification

	Criteria	Impact	Compliance Level	Comments	Required Action	Evidence Type / Required By Date	Good Practice	Recommendations
4.2	Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.	Medium	Amber	<p>There are clear assessment and IV procedures being put into practice.</p> <p>In terms of assessment recording, however, the procedures have not captured the lack of accurate referencing of assessment tasks spanning Outcomes in F84M 34 and F7JS 34 Units where assessment is integrated.</p>	<p>All candidate evidence (8 in total) to be clearly referenced to the Outcomes in Units F84M 34 and F7JS 34 and sent to SQA with Confirmation from the IV of satisfactory completion of these Units.</p>	Electronic 30 Oct 2015		I recommend centre looks at the exemplar assessment recording documents, relating to the integrated assessment of these Units on SQA's Secure Site.

4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High	Green	<p>IV records confirm checks are made on the validity and reliability of assessments for all HN Units before they run. Assessments are carried out using agreed approaches and materials. I sampled evidence across all 3 Units as requested.</p> <p>The candidate evidence comprised a mix of case studies, practical assignments and observation checklists designed to span a number of Units. The evidence submitted was of a very high standard, demonstrating good practical skills.</p>				
4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High	Green	<p>Signed induction checklists and disclaimers confirm candidates' understand their role in ensuring their work is authentic. One of the Units requires two of the Outcomes to be assessed in closed-book conditions. Assessment records confirm that these conditions are being met.</p>				

4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.	High	Amber	Assessment decisions are being recorded for all three Units. Unit F7JV 34 shows accurate and consistent judgements being made. The assessment recording documentation for Units F84M 34 and F7JS 34 doesn't clearly show how all of the Outcomes have been met.	All candidate evidence (8 in total) to be clearly referenced to the Outcomes in Units F84M 34 and F7JS 34 and sent to SQA with confirmation from the IV of satisfactory completion of these Units.	Electronic 30 Oct 2015		
4.7	Candidate evidence must be retained in line with SQA requirements.	High	Green	All requested evidence, as per my Visit Plan was made available for this visit. The centre's procedure states that "completed candidate portfolios will be retained for verification visits if requested by the External Verifier in advance of the visit". Centre tracking records show that completed portfolio evidence is given back to candidates after a period of six months after certification which exceeds SQA's requirements.				

<p>4.9</p>	<p>Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.</p>	<p>Medium</p>	<p>Green</p>	<p>On receipt of the report from the Centre Coordinator, the Section Team Leader forwards the report on (via email) to his/her assessors and verifiers. An email receipt is requested.</p> <p>If the report includes action points, a team meeting is called and responsibilities for closing-out actions are allocated to team members.</p> <p>I viewed email files and minutes which confirmed these procedures are being followed.</p>				
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Summary of Feedback to Centre	<p>Overall, the centre has met the majority of SQA Quality Assurance Criteria, confirming a very good standard of assessment and internal verification practice.</p> <p>There is excellent evidence being produced across assessment tasks. In terms of assessment recording and referencing, there is some development work required, please refer to action points.</p> <p>Thanks to centre staff for their help and cooperation during my visit.</p>
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Name of Centre Representative present during feedback	
Name	Designation
Bob Builder	Head of Centre/Centre Coordinator
John Dean	Lead Assessor

Assessors / IV					
Name of Assessor/IV	Assessor/IV	Awards/Units Sampled (eg. enter the codes and levels - G123 21)	Interviewed on the visit (Yes/No)	Assessor/Verifier Qualifications Achieved if applicable	Assessor/Verifier qualifications being worked towards with target dates
John Dean	A	F7JS 34, F7JV 34	Yes		
Jan Adams	A	F7JS 34, F84M 34	Yes		
Linda Brown	IV	F84M 34, F7JV 34	No		

Evidence Seen	Teaching Learning and Assessment Plans, Session Plans, review records, candidate portfolios including signed disclaimer statements, records of assessment, assessment instruments, Quality Improvement Schedule, IV Checklists, minutes of standardisation meetings.
Spontaneous Sample	All candidate evidence was provided as agreed. I extended my sample for Units F84M 34 and F7JS 34 and I found that all portfolios showed the same issue.
General Information	The centre wishes to offer the Interview Techniques Unit to international markets. I have advised them to get in touch with an SQA Business Development Manager who will be able to advise.
Observation of Assessment Practice	N/A

Details of feedback for SQA	
Feedback to ASV	Centre asked about the procedure for reporting candidate complaints – does the centre have to inform SQA?
Feedback to QV	N/A

Previous Recommendations
No previous report.