



**Scottish Vocational Qualifications
Internal Assessment Report 2014
Food Manufacture**

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

SVQ awards

Level 2

G8RR 22	Production Control Skills
G8RP 22	Facilities Support Skills
G92J 22	Operational Skills
G92L 22	Meat and Poultry Skills
G92P 22	Butchery Retail Skills
G92K 22	Process Bakery Skills
G8RW 22	Distribution Skills
G9GJ 22	Seafood Processing Skills

GG4V 22	Craft Bakery Skill at SCQF level 5
G8RV 22	Retail and Service Support Skills
G8RW 22	Distribution Skills
GF0G 22	Food Manufacturing Excellence at SCQF level 5
GG4X 22	Fresh Produce Skills at SCQF level 5
GG4Y 22	Production and Processing Skills at SCQF level 5
GG4W 22	Distribution Skills at SCQF level 5
G8X8 22	Craft Bakery Skills. Level 2
GG6A 22	Meat and Poultry Skills at SCQF level 5
GG50 22	Food Sales and Service Skills at SCQF level 5
GG55 22	Meat and Poultry Skills at SCQF level 5

Level 3

G92R 23	Specialist Meat and Poultry Skills
G8RY 23	Specialist Supply Chain Skills
G8RX 23	Specialist Improvement Skills
G8TI 23	Specialist Management Skills
GF0H 23	Food Manufacturing Excellence at SCQF level 6
GG51 23	Food and Drink Operations at SCQF level 6
GG49 23	Supply Chain Skills at SCQF level 6
GG54 23	Meat and Poultry Skills at SCQF level 6
G8T0 23	Specialist Technical Skills SCQF level 6
GG75 04	Certificate in Protecting the Welfare of Animals at Time of Killing

General comment

In April 2013, Food Manufacture SVQs were re-accredited and new awards were introduced for Food and Drink Operations. External verification activity included verification for the old and new pathways, there were also additional new pathways introduced throughout the year, for Level 2 and Level 3 awards.

Eleven centre visits were undertaken. All centres were externally verified using the Quality Assurance Management System (QAMS).

All awards listed in this report were sampled. All portfolios requested for external verification purposes were available. Additional spontaneous sampling at centres was also carried out.

Some centres were not fully conversant with the QAMS criteria, the 'traffic light system', or the compliance/non-compliance sanctions.

Five centres did not fully comply with some of the QAMS criteria; there were weaknesses for some of the criteria.

There were six centre approval visits for the following awards:

GG4V 22	Craft Bakery Skills at SCQF level 5
GG4W 22	Distribution Skills at SCQF level 5
GJ1L 23	Fish and Shellfish Industry Skills at SCQF level 6
GFOG 22	Food Manufacturing Excellence at SCQF level 5
GG4Y 22	Production and Processing Skills at SCQF level 5
GG49 23	Supply Chain Skills at SCQF level 6
GG51 23	Food and Drink Operations at SCQF level 6
GFOH 23	Food Manufacturing Excellence at SCQF level 6
GG75 04	Certificate in Protecting the Welfare of Animals at Time of Killing

Four development visits were undertaken.

One centre was using e-portfolios for all candidates and two centres were using a combination of e-portfolios and paper-based folders.

Verification found good evidence of:

- ◆ compliance with National Occupational Standards (NOS) for assessment, and working to the requirements as stated in the Assessment Strategy for Food and Drink Operations
- ◆ an awareness of the qualification requirements and the National Occupational Standards
- ◆ an understanding for the need for quality procedures for standardising assessment and internal verification for the awards — this enhanced the delivery and quality of the assessment process
- ◆ an increased in the number of candidates for Level 3, across all awards
- ◆ an increased use of e-portfolios and the benefits of electronic storage and remote access

Unit specifications, instruments of assessment and exemplification materials

It was evident from external verification centre visits that assessors are familiar with Unit specifications, exemplification materials and instruments of assessment. Assessors are using these materials for assessment decision making and candidate feedback practices.

Evidence Requirements

From evidence sampled in learners' portfolios of work, it is clear that assessors and internal verifiers have a good understanding of the Evidence Requirements for the awards. Evidence was available of support and guidance to enable learners to build their portfolios of evidence, in particular Level 3 candidates.

Administration of assessments

All centres held the current sector Assessment Strategy and complied with the criteria.

All centres have adequate internal verification procedures and processes in place. Two centres were weak for the internal verification criteria and this resulted in non-compliance reports. The centres addressed the issues within the agreed timescale and the non-compliances were lifted.

The assessment and internal verification practices observed at centres confirmed:

- ◆ Centres are aware of the Assessment Strategy.
- ◆ Centres are aware of the Quality Assurance Management System.
- ◆ Where non-compliance was identified, this related to insufficient and inadequate internal verification processes — a lack of standardisation and internal verification meetings.
- ◆ Two centres were non-compliant with the criteria relating to CPD as laid down in the Assessment Strategy — there was insufficient evidence of CPD activity.
- ◆ A few centres are assessing and internally verifying Level 3 candidates to the same standard as Level 2 candidates. This resulted in a non-compliance decision as the evidence was insufficient for some Units.
- ◆ In general, the internal verification systems in place at centres are adequate.
- ◆ Centres use SQA and Improve standards in their internal verification systems to monitor internal standards.
- ◆ Record keeping of assessment and internal verification meetings was adequate in most centres, although some centres require improvement.
- ◆ One centre was found to be non-compliant because there was concern regarding candidate/assessor ratios. This was addressed by the centre and the non-compliance was lifted within the agreed timescale.

General feedback

There has been a vast increase in the uptake of Level 3 awards and Units, which is very encouraging.

New pathways were introduced for Food and Drink Operations across both Levels 2 and 3 in 2013. Some centres reported that some of pathways did not offer sufficient Units and candidate-specific job roles had to be changed to suit their chosen pathway.

All centres were externally verified under QAMS. Some centre staff were not aware of the changes and criteria to be met for QAMS. Where non-compliance was identified, this was resolved by the centre within the agreed timescale. All centres gave positive feedback on QAMS.

Although the quality of feedback provided to learners on assessment performance continues to improve, there is still scope for further improvement. Assessors should endeavour to provide candidates with comments, suggestions and pointers on how to further enhance their performance after the completion of each Unit, and on completion of the award, for both Level 2 and Level 3 candidates.

CPD activity and records continue to be a recurring issue. Whilst centre staff undertook a range of CPD activities, some individuals failed to keep accurate and up-to-date records of activities. In one case, staff had not undertaken any CPD in the past twelve months. External verification continues to encourage centres to undertake a range of diverse CPD activities and achievement of key performance measures. CPD records should be accurate and highlight development activities. These are an important part of external quality review. Two centres were found to be non-compliant because of lack of CPD activity.

Internal verification is high quality in the majority of centres. However, at two centres there were issues that resulted in non-compliance decisions. In both cases this meant that candidates could not be certificated. The non-compliances were resolved within the agreed timescale at the centres.

Feedback from learners suggests that they find the vocational awards enjoyable and beneficial for their own professional development. Some Level 2 learners expressed an interest in progressing to Level 3 awards. Centres should be more selective when starting Level 3 candidates and ensure they have the knowledge and experience to progress at this level. External verification at one centre highlighted that a candidate was not receiving sufficient support and guidance for their Level 3 award, assessment completed was by observation only and there was little evidence in the candidate portfolio to meet the requirements for the Units.

The centre using e-assessment is commended for this approach, which simplifies internal and external verification. The centre has secure systems in place relating to plagiarism and retention of candidate material.

External verification highlighted an increase in candidate numbers and awards at both Level 2 and Level 3. Concern was raised that centres need to consider candidate/assessor ratios to enable sufficient support and guidance for candidates. One centre was found to be non-compliant for this reason. Centre staff must ensure they have sufficient time and resources to undertake the assessment process as laid down in the Assessment Strategy. Assessors should also provide sufficient evidence they are competent in the food production area they are assessing, particularly at Level 3.

Areas of good practice

Good practice observed during visits to centre included:

- ◆ Centres continue to use innovative training and learning resources. These resources are being mapped to the new re-accredited awards and Units, adding value to the centre training programmes.
- ◆ Feedback after assessment at some centres is very effective. This enables candidates to further improve their performance.
- ◆ Centres are using a diverse range of evidence to support assessment and record performance: photographic, video recording and voice recording.
- ◆ Centres are using a diverse range of assessment methods as a result of new pathways.
- ◆ Centres have developed high-quality induction and learning resources, support material, and information on plagiarism for the learners' induction pack.

Annual network events continue to be a good and effective way for assessors and internal verifiers to share knowledge and good practice with colleagues from other centres. These events are supported by SQA, Improve (the Skills Sector Council) and Skills Development Scotland.

Centres are supported by SQA and EVs to further increase the number of candidates progressing from Level 2 to Level 3. It is encouraging to see an increased uptake in Level 3 awards. Centres are commended for their investment in training and staff development.

Specific areas for improvement

- ◆ CPD continues to improve at some centres. CPD records should be detailed, accurate and available for external verification visits and relevant external quality audits. Centres should ensure that records of CPD activities are adequate, detailed and complete.
- ◆ Centres should hold standardisation meetings for the awards, preferably mid- and post-completion of Units. All assessors, internal verifiers and SQA Co-ordinators should attend these meetings. The QAMS system and criteria should be discussed at the meetings.
- ◆ Assessors should provide learners with robust, constructive comments and feedback with suggestions and pointers on how to further enhance their performance. Level 3 candidates would benefit if awards were explained better to them.
- ◆ Internal verifiers should provide feedback to assessors on assessment decisions and provide support and guidance to assessors.
- ◆ Centres should ensure that the candidates selected for Level 3 awards are working at this level and have full support from their workplace management/team leaders. Assessors should be providing guidance to candidates on how evidence should be gathered for Units at Level 3. Assessment through observation practices is insufficient at this level.

- ◆ Centres must ensure that assessors are fully competent in the food production area they are assessing. Competency should be fully detailed in CPD records. Centres should ensure assessors are fully competent to assess at Level 3.