



Higher National Qualifications Internal Assessment Report 2015 Healthcare

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

SVQ awards

SVQ Healthcare Support Clinical and Non-Clinical levels 2 and 3

General comments

This report is based on feedback from 18 allocated visits undertaken by External Verifiers for SVQ Healthcare Support Clinical and Non-Clinical at levels 2 and 3.

Verifier reports note the high level of support provided to candidates by their assessors and internal verifiers and contain clear evidence of good judgement indicating a clear understanding of the requirements of the National Occupational Standards.

Unit specifications, instruments of assessment and exemplification materials

Candidate portfolios examined reached a very high standard with verifier reports demonstrating assessors' and internal verifiers' understanding of the awards.

The following are examples taken from the reports:

- ◆ Evidence of recent review of learning materials
- ◆ Detailed assessment documentation in place
- ◆ Variety of assessment methods used meet Evidence Requirements
- ◆ Mandatory online learning materials produced and used as evidence
- ◆ Prior achievements recognised
- ◆ Candidate induction books used
- ◆ Standardisation takes place in formal meetings
- ◆ Minutes of meetings covered appropriate areas
- ◆ Assessment plans available in all portfolios sampled
- ◆ Signed plagiarism statements were present in all portfolios.

Evidence Requirements

Reports indicated that the standard of documentation produced by centres is high. Candidate work sampled met the national standard and assessor judgements were appropriate in all centres visited.

Examples show:

- ◆ Candidates needs met by assessors, and observation of live work taking place
- ◆ Centre-produced workbooks covering a range of subjects were relevant to specific SVQ Units
- ◆ Plan in place to map prior achievement

- ◆ Development needs of candidates identified and where required a plan of action was agreed
- ◆ APL used to good effect using LearnPro and KSF recording
- ◆ Individual training plans reviewed and updated
- ◆ Centre now using Personal Learning Support Plans
- ◆ Candidates demonstrated sound underpinning of knowledge base
- ◆ Reflective accounts and direct observation evidence sampled were of a high standard
- ◆ Evidence from candidate work shows planning
- ◆ Observation was accurately and consistently judged
- ◆ Tracking of feedback, action points completed by assessor and candidate clear in the portfolio

Administration of assessments

Reports indicate how well the systems to support the administration of assessments are working in Healthcare centres, for example reports noted:

- ◆ Centre has a very well organised and supportive team approach
- ◆ Evidence of CPD and proof of registration available
- ◆ Detailed IV sampling plans in place
- ◆ Detailed IV flow chart available
- ◆ Minutes of standardisation meetings available were detailed and specific
- ◆ EV reports distributed at standardisation meetings
- ◆ Plagiarism statement in place and linked to codes of conduct
- ◆ Signed candidate disclaimers present in all portfolios
- ◆ Effective selection and induction for assessors and verifiers in place
- ◆ All staff hold qualifications that are appropriate to assess and internally verify the SVQ awards

General feedback

General comments in reports evidenced centres enjoy a good relationship with NHS employers, clearly demonstrated by references to the close relationship with the mentors in the clinical areas.

Feedback to candidates included:

- ◆ High level of support provided by assessor
- ◆ The expertise of centre staff was greatly valued
- ◆ Units in the award were relevant to candidate's job role
- ◆ Assessment experience was challenging but enjoyable
- ◆ Candidate felt well supported and stated their assessor was brilliant
- ◆ Candidate stated SVQ is a valuable qualification process that made me think more about the job

- ◆ Both assessor and internal verifier provided active support
- ◆ Excellent support received
- ◆ Award relevant to work in clinical practice
- ◆ Always had clear and explicit feedback from assessor

Areas of good practice

Structured and professional support for candidates' assessors and verifiers were evidenced across all reports. Specific areas noted were:

- ◆ All assessors are qualified nurses
- ◆ Annual observation of assessment practice is undertaken
- ◆ All mandatory training is completed prior to assessment
- ◆ Candidates identified the relevance of the awards to their work practice role
- ◆ Candidates felt well supported and enjoyed their SVQ experience
- ◆ Candidates very satisfied with support provided in the clinical area
- ◆ Special mention of the time identified to support the VQ process
- ◆ Use of professional discussion to assess performance and knowledge valued by candidates
- ◆ Dedicated study time provided in clinical areas
- ◆ Assessors very flexible in regards to working hours (including weekends and nights) to ensure candidate support to complete the award

Specific areas for improvement:

No suggestions for improvement identified in the reports on visits to centres during this session.