



**Regulated Qualifications 2015
Internal Assessment Report
Licensed Trade Qualifications**

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

Regulated Qualifications

GG7T 46: Scottish Certificate for Personal Licence Holders

GG7N 46: Scottish Certificate for Personal Licence Holders (Refresher)

GG7R 45: Scottish Certificate for Safe Sale and Service of Alcohol

General comments

With a few minor inconsistencies, all centres have been found to meet the requirements of the [National Standards for Personal Licence Holders and Staff Training](#) during qualification verification visits. Requirements for tutor qualifications, course delivery and candidate identity have complied with the Training Delivery and Assessment Strategy for Scottish alcohol licensing qualifications (TDAS).

Where practicable, arrangements for visits have been organised in order to observe delivery of training.

The option of carrying out unannounced visits, as intimated in the SQA Alcohol Licensing Qualifications: Operational Handbook, has also been exercised.

In most cases, the centre records and documentation that have been requested in the Visit Plan have been presented for sampling, and have been transported to course locations as required.

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

The course notification forms have been submitted, and arrangements have conformed to the requirements of the SQA Operational handbook. In most cases joining instructions have advised on the need to present acceptable ID in order to sit the examination. Handbooks have been issued at least a week in advance of the course date to allow for prior study.

Site selection checklists have been designed and used effectively.

Group sizes have usually been appropriate, except when there have been exceptional circumstances.

The use of the SQA PowerPoint presentation and tutor notes ensures that the Unit specifications are encompassed. Tutors and verifiers have used their extensive experience of the licensed trade to design effective supplementary materials to illustrate and personalise course delivery.

Legislative updates issued by SQA have been disseminated and incorporated into presentation materials.

SQA multiple-choice question papers have been used, and most centres use the SQA supplied inventory sheet to record the date of receipt and the numbers of papers held.

Evidence Requirements

Course delivery has conformed to evidence requirements, which are based on the [National Standards for Personal Licence Holders and Staff Training](#) and meet the mandatory qualification and training requirements of the [Licensing \(Scotland\) Act 2005](#) and the [Alcohol etc. \(Scotland\) Act 2010](#).

These are reflected in the following SQA materials:

- ◆ tutor and course delivery material
- ◆ examination papers
- ◆ candidate handbooks
- ◆ SQA Alcohol Licensing Qualifications: Operational Handbook

Administration of assessments

SQA multiple-choice examination papers are used by most centres. The SOLAR online testing system can also be used to provide additional flexibility when required. Online delivery has also been developed, and this option is particularly attractive to candidates in remote locations and those whose work patterns are not conducive to attending a course.

Examination procedures have been found to comply with sections 5–8 of the TDAS, and also the SQA Operational Handbook, and more specifically:

- ◆ the transportation of examination papers in a secure briefcase or similar container
- ◆ maintaining a detailed inventory to record the version number of the examination paper used for each course
- ◆ the effective use of marker reports to feed information to SQA's Qualifications Development team
- ◆ arrangements for candidates who have special assessment requirements, such as the use of a scribe
- ◆ a detailed briefing by the examination invigilator

Areas of good practice

Systems, delivery and course materials have been further enhanced by:

- ◆ Using anecdotes and stories based on the tutor's own experience to support learning points and engage with candidates
- ◆ Inviting and responding to formal feedback from candidates on aspects of course delivery, venue quality and accessibility

- ◆ Developing centre systems to respond to verification recommendations, such as annotating course registers to incorporate ID checks and paper versions used for each candidate
- ◆ Encouraging candidates to participate in discussions and ask questions, drawing on their own experience
- ◆ Designing worksheets to ensure that learning is consolidated
- ◆ Maintaining robust CPD by establishing close working relationships with local partners — such as the Licensed Victuallers' Association, Diageo, Pubwatch, Licensing Boards and LSOs
- ◆ Developing a centre-devised 'checklist for training in external venues' which includes comprehensive details such as environmental checks, car parking, suitability of rooms (including examination requirements), equipment checks, catering, health and safety checks and fire procedures
- ◆ Marking examination papers on the day, and allowing time to reinforce any weak areas with individual candidates
- ◆ Adjusting delivery to address trends in weak examination results, an example being the realisation that results for off-sales candidates were less favourable than those for on-sales
- ◆ Using an invigilator checklist to ensure that candidates are briefed appropriately
- ◆ Communicating with candidates via phone and/or e-mail to provide full information on what is required to undertake the PLH course
- ◆ Observation of a course by the SQA Co-ordinator, which was presented by both tutors involved in the delivery of these qualifications — this provides recorded feedback and helps to achieve standardisation

Specific areas for improvement

Although compliant with SQA requirements, there have been some occasions when more space to allow for comfortable seating during the examination has been recommended.

Examination briefings should be detailed, and include all relevant aspects, such as: how to indicate the preferred response when a question has been changed and conduct when leaving the room.

Whilst an occasional one-to-one session has been undertaken due to exceptional circumstances, these are not encouraged.

Centres are reminded that maintaining an up-to-date examination paper inventory is an absolute requirement, and these must be kept up-to-date.

Centres are requested to submit Marker Reports within five working days of the date of the examination, even if it would appear that information is repetitive. They provide a valuable source of information for the Qualifications Development team at SQA, which is used to monitor achievements, resit details and to review course materials and examination content.

Procedures should be in place to ensure that any updates received from SQA are disseminated to the tutor/s. These often refer to legislative changes which must be incorporated into course materials.

It has been reported that some candidates had turned up to the refresher course without having previously completed the full PLH course. It was recommended that candidates attending the refresher course are asked to produce their PLH issued by the licensing board to ensure they are taking the correct course for their circumstances.