



Scottish Vocational Qualifications Internal Assessment Report 2014 Road Haulage

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

SVQ awards

Road Haulage Units Verified: GE6A, G6V9, GA05

General comments

All centres that were verified are very experienced and competent in delivering the qualifications. Delivery staff have a clear and accurate understanding of the requirements of the National Occupational Standards (NOS).

The assessors and verifiers at all the centres are fully work qualified and have the required training qualifications. All have sound interpersonal skills and relate well to their candidates and the other delivery staff.

The work of all centres meets the NOS.

Job descriptions are available at all centres and relate to both the centre, SQA and qualification requirements.

Every centre operates extensive staff induction and on-going staff support and development, with the majority of these activities being led by the centre internal verifiers who usually link the work to issues that arise during internal verification.

Regular staff meetings are in place at all centres, all of which involve an element of standardisation.

All centres staff records were open for viewing and confirmed that staff CPD records are current and comprehensive.

Centres have sufficient assessors and internal verifiers to easily deliver their programmes. All the required resources are in place.

At all centres, consistency of decisions across assessors and internal verifiers is valid, reliable fair and equitable.

In some centres, there was evidence of assessor induction programmes backed up by comprehensive assessor and internal verifier handbooks, which included centre policy documents.

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

All centres fully satisfy the requirements of the NOS.

At all centres, internal quality assurance teams have a good understanding of their roles and are in regular contact with candidates and other team members.

Assessment plans are agreed with candidates during candidate induction, with candidates receiving a written record of their planned assessment programme. Skill Scan programmes are in place during the induction process at three centres.

In all the centres, assessors give prompt, positive and constructive feedback to the candidates, usually through a face-to-face session. Feedback is recorded in the candidates' portfolios.

In all centres, assessment is carried out in the candidates' own workplace during their normal work activities and by agreement with their employers.

Assessment decisions are valid, equitable, fair and reliable, and portfolios were verified in accordance with individual centre policy, which matches SQA requirements.

All centres have now transferred over to the DGV pathways qualification; and this has been carried out with minimal disruption.

As centres have candidates who are spread out geographically, course arrangements need to be well organised and structured. To satisfy this, all centres maintain carefully detailed records and well established systems. In some centres, candidates are spread across most of Scotland, often working in rural areas and for small organisations. This means that the centres must be diligent in managing their learners and also that they must be flexible in arranging learner/assessor sessions.

Three of the centres are using electronic portfolio and tracking systems, which are helpful in supporting the complex organisational arrangements that the qualification and the industry require.

Evidence Requirements

All centres are well aware of the Evidence Requirements of the qualification and the evidence produced by candidates is directly linked to the NOS.

No evidence of impropriety was found.

In all centres, materials are work-related. No centres use simulation as a tool in assessment; assessment is carried out 'on the job'.

The types of evidence used include direct observation, witness statements, Q&A, checklists, photographic, audio and video capture and work product question and answers. Video assessment was used by all centres. This is very effective in accessing candidate actions and comments and as a medium for monitoring and revisiting assessments. It also is a guarantee that the assessment is directly linked to the candidate and helps to monitor the assessor judgements.

Some centres use a good combination of direct observation of the candidate in their own work environment, and occasional classroom-based discussions, question and answers, and checklists based on work activities. This combination

helps to ensure that the candidates have a fair and equal opportunity to achieve the qualification.

Some centres have developed a holistic approach to assessment enabling the candidate to complete Units in a timely manner.

Administration of assessments

In all centres, assessment administration operates within the current and up-to-date SQA and NOS requirements for the qualification.

SQA assessment and retention procedures are built in to centre policies.

Assessments conducted within the candidates' workplace comply with workplace health and safety requirements.

Most of the centres back-up all their information, registrations, certifications, etc on to remote servers or 'the cloud'.

All centres have a back-up process which is outwith centre offices, to ensure business continuity and the safe retention of candidate records.

All centres have dedicated office teams that support candidates, assessors and internal verifiers.

All of the centres register candidates by SQA's electronic system.

In all cases, the qualification and its delivery process were fully supported by the centre management.

All centres have approval letters giving access to information.

General feedback

All centres are delivering the qualifications very well.

Qualification delivery staff are very experienced and have good working relationships both with their allocated candidates and also between themselves.

The move to pathway-based qualifications is now complete and has been welcomed and embraced, with the change to these qualifications well managed. The vast majority of candidates are gaining the award timeously.

Areas of good practice

The following areas of good practice were identified:

- ◆ In all the centres learner portfolios are very comprehensive and complete
- ◆ The development of electronic portfolios by three centres

- ◆ A VQ flowchart/roadmap was devised and used in two centres. This helps candidates to understand their qualification and how it progresses — and how they can reach their final certification target
- ◆ The learner compliance packs in place at one centre were extensive and comprehensive
- ◆ The requirement at one centre for employers not just to sign and date witness statements but also to add a comment — even if this is ‘no comment’
- ◆ The requirement at one centre to keep and show both ‘before’ and ‘after’ repaired evidence — this ensures that development and progression are clearly understood
- ◆ All centres now use DVD/video evidence which shows actual candidate evidence based in their own working environment. This helps to verify candidates’ own work and to monitor the evidence the assessor judges as competent against the NOS
- ◆ The use by three centres of Skill Scan programmes to match candidates to the qualification and highlight areas where remedial input is required

Specific areas for improvement

No areas for improvement have been identified.

It is pleasing to see that all centres have now taken on board the new pathway-based delivery of the Road Haulage qualification and, in general, the standard and quality of delivery has been maintained and enhanced.