



**Scottish Vocational Qualifications  
Internal Assessment Report 2013  
Road Passenger Transport**

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

# SVQ Road Passenger Transport

## Units verified:

G8DG/GF3A — SVQ2 Passenger Vehicle Driving (Bus and Coach)

## General comments

The delivery staff in centres visited have a clear and accurate understanding of the requirements of the national standards. The assessors and verifiers are fully qualified and have the required training qualifications. They have sound interpersonal skills and relate well to their candidates and the other delivery staff. The centres operate extensive staff induction and ongoing staff support and development, with the majority of these activities being led by the centres' Internal Verifiers who usually link the work to issues that arise during internal verification.

Centres operated regular staff meetings which involved an element of standardisation. Staff records were open for viewing and confirmed that staff CPD records are current and comprehensive. The centres have sufficient assessors and Internal Verifiers to easily deliver their programmes and all the required resources are in place. The consistency of decisions across assessors and Internal Verifiers is, valid, reliable fair and equitable for all the elements within the Units. In both 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

The centres fully satisfy the requirements of the National Occupational Standards. Centre 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. Assessors give prompt, positive and constructive feedback to the candidates, usually through a face-to-face session and further recording in the candidate's portfolio. In all cases, the majority of assessment was carried out in the candidate's own workplace during their normal work activities and by agreement with their employer.

Assessment decisions were valid, equitable, fair and consistent and portfolios were verified in accordance with the individual centre's policy, which ensured that all Units within the qualification were covered.

With centres having candidates well spread out geographically, there is a requirement for course arrangements to be well organised and structured. To satisfy this, the centres maintain detailed records and well-established systems. In addition, candidates are often spread across the majority of Scotland and often work in rural areas and for small organisations. This means that centres must be diligent in managing their candidates and flexible in arranging candidate/

assessment sessions. Centres are using electronic portfolio and tracking systems which are helpful in supporting the complex organisational arrangements that the qualification and the industry present.

### **Evidence Requirements**

The centres are well aware of the evidence requirements of the qualification and the evidence produced by candidates is directly linked to NOS. No evidence of impropriety was found. In all centres materials are work-related. No centre uses simulation as a tool in assessment; assessment is carried out 'on the job'. The types of evidence used include direct observation, witness statements, Q and A, checklists, photographic, audio and video capture and work product question and answers.

Video assessment was used by centres and is very effective in accessing candidate actions and comments and also as a medium for monitoring and revisiting assessments. The centres also used 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 helped to ensure that the candidates have a fair and equal opportunity to achieve the qualification.

The methods used by the centres to gather evidence has to be set against drivers often being allocated to different types of vehicles as part of the normal working environment. In addition, centres have to take into account the impact on assessment procedures of shift changes that take place on a daily basis. These influences are very evident in road passenger transport, where companies have to meet rigorous timetables and the general public are directly affected.

### **Administration of assessments**

The administration of assessment was effective in centres and matched the qualification requirements. SQA assessment and retention procedures are built into centre policy. Any assessment conducted within the candidate's workplace complies with workplace Health and Safety requirements. Centres have off-site backup procedures to ensure business continuity and the safe retention of candidate records. Centres have dedicated office teams that support candidates, assessors and Internal Verifiers.

### **General feedback**

The qualification is being well delivered and the vast majority of candidates are gaining the award timeously.

### **Areas of good practice**

The following areas of good practice were identified in the centres:

- ◆ The candidate portfolios were comprehensive and complete
- ◆ The development of electronic portfolios by the centres

### **Specific areas for improvement**

No areas for improvement have been identified.