



**Scottish Vocational Qualifications
Internal Assessment Report 2016
Supply Chain Management**

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

SVQ awards

General comments

All centres have a clear and accurate understanding of the requirements of the national standards.

The centres support a variety of candidates, usually employed and experienced, but some are now accepting school-leaver candidates. Delivery varies and includes company-specific on-site training, the off-site training of candidates in the company workplace, and also college-based courses. The candidates work within a wide range of industries and companies with an increasing concentration on the sales, marketing and purchasing sectors.

All the centres are very experienced and well established with highly competent staff and well thought-out assessment and verification systems.

Unit specifications, instruments of assessment and exemplification materials

The assessors at all centres have a very good understanding of the units in the qualifications. The assessors and verifiers have honed and developed their knowledge of the qualification and its requirements during the life of the qualification.

There are established systems in place, which show complete and extensive records of internal verification and feedback to assessors. All centres' internal verification and assessment strategies are well established and up to date. Robust internal verification systems are in place that are easy to follow for verification purposes.

Evidence requirements

The majority of centres use electronic portfolios of various types, including One File, Proof Positive and Learning Assistant. In all centres, portfolios are well organised, complete and show candidates' progression throughout the award. They also include candidates' previous records.

A variety of assessment tools are used. They are usually paper based and include reports, witness statements, product evidence, professional discussion and Q&A.

Administration of assessments

Administration of assessments was very well organised with a variety of different delivery regimes being used by centres. These ranged from a two-week in-house on-site course to the qualification being delivered off-site in the candidates' workplace. Delivery also varied between six and nine months duration.

General feedback

All centres had sound processes in place for delivery of this qualification. These processes ensure that candidates are well supported and feedback is comprehensive with candidates understanding their assessment progress and training updates.

One centre delivers the SVQ in Procurement followed by the Supply Chain Management SVQ on a distance-learning basis.

Areas of good practice

The external verifiers identified various areas of good practice including:

- ◆ In one centre the development needs of the candidates are not just established prior to commencing the qualification but through an ongoing process.
- ◆ In another centre the evidence produced is 100% observation, supported by the appropriate work product evidence. This provides a very high standard of evidence.
- ◆ One centre provides course materials to each candidate on a tablet. This allows further materials to be added and makes it easier for candidates to store and manage their work.
- ◆ One centre has developed a relationship with Glasgow Caledonian University and this provides articulation into the third year of a BA (Hons) Degree in International Supply Chain Management.
- ◆ One centre is building excellent relationships with industry and expanding these contacts. These industry contacts are used to provide works visits and also guest speakers, but more importantly they are providing candidates with work placements to allow them to complete the Graded Unit 2 assignment. At least two companies provided work placements for candidates this year. Another development is that there is a very strong possibility that two internships will be offered to candidates on the completion of the qualification.
- ◆ At one centre two areas of good practice were identified. The first is that the centre has a dedicated compliance officer to carry out any risk assessments in the candidates' work situation. The second is that all assessors are undertaking an SVQ in Health and Safety to allow them to identify and manage any risks that may arise during their assessment sessions.
- ◆ At another centre, automatically generated messages to both candidate and assessor ensure that both are aware that an action should take place. This helps reduce the possibility of candidates falling behind.

Specific areas for improvement

One issue was identified with the Proof Positive electronic portfolio being used. Overall the electronic portfolio has some very good features. The colour coding for cross-referencing, not only makes it easier for the assessor and the internal verifier to locate the evidence relating to a criteria, but also the external verifier. Another good feature of the system relates to candidates resubmitting evidence.

Because the system retains the original submission it is then possible for the external verifier to compare both versions. However, centres should explore with the vendor whether Proof Positive can be adapted to include the capability to accept e-mails without candidates having to convert to Word so that they can be read by the centre's laptops. Alternatively, because e-mails can be accessed by assessors on their own laptops, a centre's own software could be looked at.