



# **Scottish Vocational Qualifications Internal Assessment Report 2014 Warehousing**

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

# SVQ awards

## General comments

This has been another successful session with nine external verification visits carried out. All of the visits were successful with all centres being rated as having Significant Strengths. The external verification reports were all positive.

All assessors and internal verifiers are familiar with, and meet, the requirements of the Assessment Strategy.

## Unit specifications, instruments of assessment and exemplification materials

It was clear from the External Verifier reports for the session that centres have a good understanding of what is required for these SVQs. Centres are ensuring that the quantity and quality of evidence meet the requirements for the awards.

All centres complied with the requirements of the Assessment Strategy, which underpins the National Occupational Standards. This includes ensuring that assessors and internal verifiers had occupational expertise, knowledge of the standards, and a clear understanding of assessment practice.

## Evidence Requirements

These qualifications are well established and centres have a clear understanding of the Evidence Requirements.

## Administration of assessments

All candidates work in warehousing environments, with assessment being carried out in the workplace.

At SVQ 2, assessment is mostly by observation and product evidence, with good use being made of digital photographs, voice recording and video recording.

At SVQ 3, a more diverse range of assessment methods is being used. This clearly shows the level of the candidate work — candidate statements and professional discussion are used more at this level.

The External Verifiers reported good documentation in place to support internal verification. There is evidence of feedback being given to assessors and of robust internal verification systems in place.

Centres carry out and record standardisation meetings properly with clear minutes, and formal meetings are often supplemented by ongoing discussions between assessors and internal verifiers. This ensures consistency across assessors, workplaces and candidates.

## **General feedback**

All External Verifiers report good feedback to candidates as part of the assessment process. The stages of planning, assessment, review and feedback can be seen in the portfolios.

Most visits included a discussion with at least one candidate. In some cases the discussion was by phone. Candidates were happy with the assessment and the support they were being given. Communication between candidates was good with e-mail being extensively used between visits.

Assessors were flexible in their working practices to ensure no candidates were disadvantaged. Where needed, candidates were given additional support.

## **Areas of good practice**

The following areas of good practice were identified:

- ◆ Full access given to any area of operations for the purposes of external quality assurance
- ◆ Detailed IV feedback which helps to develop and improve assessors' practice
- ◆ Observation reports and professional discussions contain excellent detail
- ◆ Good use of video clips to identify the actual work of the candidate and the record the working environment
- ◆ HR records held securely and updated by HR if any new achievements made by assessors/IVs
- ◆ Assessors are working very closely together to improve the quality of paperwork, etc
- ◆ Candidates are given a robust induction to ensure that the appropriate optional Units are chosen
- ◆ Mentors provided within the workplace to help new candidates or candidates who may need extra support
- ◆ The monthly CPD discussion adds information that might have been overlooked
- ◆ The traffic-light performance monitoring system is useful in targeting any training and support needs of the assessors

## **Specific areas for improvement**

The following recommendations were made by External Verifiers:

- ◆ Review the layout of current staff training records and include provision for explanation of how the CPD activity is applied to assessment practice of warehousing and storage and/or logistics management
- ◆ Update the witness statement status declaration to include Unit L&D 9 DI as an option for justification of acceptance of witness testimony