



**Scottish Vocational Qualifications
Internal Assessment Report 2016
Warehousing and Distribution**

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 are of various types, usually supporting a variety of off-site training customers, operating within a wide range of industries and companies where warehousing and storage are required. 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 all the units included in the qualification. The qualification has been in place for some time and is due for review in 2016–17. The assessors and verifiers at the centres 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 include 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

Assessors and verifiers at all centres have a clear interpretation of the standards they are assessing. This is supported in all centres by regular, minuted, standardisation meetings, the results of which are extensively distributed within the centres. The majority of centres use paper-based portfolios which are well organised and complete. They show candidate progression throughout the award and include candidates' previous records. Some of the centres are beginning to explore electronic portfolios, however the nature of the training, off-site assessment and observation, can make this challenging. A variety of assessment tools are used including video, audio and photographic evidence.

Administration of assessments

Very well organised administration of assessments and established administrative processes are apparent at all centres.

General feedback

Centres have sound processes in place for delivery of these qualifications. These ensure that candidates are well supported and feedback is comprehensive with candidates understanding their assessment progress and updates.

Areas of good practice

At one centre, while walking around the on-site assessment environment, the external verifier carried out a spot-check on equipment (lift truck) and found that it had been monitored on a daily basis and that these inspections are recorded on

a tag on the equipment which is signed and dated. This is an excellent example of on-going review of assessment materials and environments.

Another centre has developed carefully structured candidate portfolio templates that ensure that every candidate's evidence is consistent and accurately meets SQA requirements.

An interesting and valuable induction process at another centre requires the candidate to complete a report titled 'About me'. This is very useful in focusing the candidate's mind on themselves and their strengths and weaknesses.

Of particular note at one centre is that the candidates, during their induction, are asked to consider what learning and assessment style best suits their learning needs. The chosen style is then used to inform the learning and assessment process throughout their qualification delivery.

One other point of good practice noted is the audio recording of a conversation after each assessment that includes the candidate, assessor and the host company. This brings together the assessment and validates it. These audio records are voice dated and agreed on audio by all the participants.

Specific areas for improvement

No specific areas for improvement identified.