Regulated Qualifications for England and Wales

Qualification Verification Summary Report 2017
Taxi and Private Hire

Introduction

The qualification Introduction to the Role of the Professional Taxi and Private Hire Driver (GE1H 54) was selected for verification during session 2016/2017.

The centres selected were well organised and provided a professional delivery of the qualification. Centres used a combination of SQA's online SOLAR e-assessment process, and a practical assessment for the wheelchair customer element of the qualification.

Centres reported issues in relation to local authority regulations, which required drivers to have completed the qualification by set dates. This led to a high demand for the qualification at certain periods during the session, and the fluctuation in candidate numbers proved challenging to manage.

Most of the candidates interviewed indicated that they found the qualification worthwhile and that they would recommend it to other drivers.

Category 2: Resources

Criterion 2.1: Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.

Centres have sufficient assessors to deliver the qualification to the cohort numbers accepted. In all cases, assessors have the relevant occupational experience, as they are current taxi drivers with many years' experience and have themselves taken the qualification they deliver. Centres utilise fully qualified and experienced internal verifiers.

Criterion 2.4: There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.

Good quality, online resources are used in centres, which are regularly reviewed to ensure up-to-date procedures and legislation are included. The minutes of standardisation meetings show all the staff involved, and note the responsibility of staff and completion dates for all actions. Training sessions are delivered in purpose built classrooms and the wheelchair assessment uses good, modern equipment, which is regularly monitored for health and safety requirements. Practical wheelchair sessions take place on hard standing car parking areas. One centre has developed learning materials in the form of workbooks that were comprehensive and reviewed regularly in relation to content.

Category 3: Candidate support

Criterion 3.2: Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.

Centres ensure that the candidates undertaking the qualification are registered taxi drivers. Candidates' needs are discussed at induction and the senior centre staff review the progress of candidates to continually assess their suitability for the programme.

Criterion 3.3: Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.

Candidates are given a schedule of the training programme at the start of the qualification that covers all the units undertaken. Their progress is monitored through SQA's online e-assessment system (SOLAR). Candidates sit a test at the end of each unit to confirm their progress. Centres operate a programme of daily classroom sessions that enables candidates to meet their assessors on a daily basis. This also offers the opportunity for candidate progress to be carefully monitored and adjusted as required. This need is particularly required in the case of candidates who are simultaneously undertaking English as a Foreign Language courses.

Category 4: Internal assessment and verification

Criterion 4.2: Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.

As centres are using the online SOLAR e-assessment, this by its nature and process automatically results in the standardisation of assessment. In the case of the practical wheelchair assessment, at all centres visited this is delivered using SQA documentation and with 100% internal verification. Standardisation meeting minutes are robust and detailed, which confirms that this assessment is carefully monitored to ensure standardisation of assessment.

Criterion 4.3: Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.

The assessment methods used are appropriate for the identified learning outcome. As centres use the SOLAR e-assessment process this ensures that assessment is valid, reliable, practicable and fair. Assessors use SQA prescribed documentation for the practical wheelchair assessment, which is observation-based. Centres provided standardisation minutes that included reports of the discussion of practical unit assessment actions.

Criterion 4.4: Assessment evidence must be the candidate's own work, generated under SQA's required conditions.

Centres use the same methods to ensure that the SOLAR assessments are delivered under SQA required conditions. This includes the candidate using dedicated IT equipment in a controlled space with prior confirmation of identity using driving licence verification. Online examination achievement is supported by a document signed by an independent invigilator who oversees the assessment. This is not the assessor or internal verifier and is completed at the end of every examination session. The evidence for the practical unit, which are individual-candidate-observed assessments, is signed and dated by the candidate, assessor and the internal verifier.

Criterion 4.6: Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.

The use of SOLAR e-assessment means that candidates' work is accurately and consistently judged. For the practical component, centres use the SQA prescribed observational checklist, noting comments in the relevant section to show how the candidate has met the criteria. All candidate documentation is signed by the candidate, assessor and internal verifier. The external

verifier was shown observation reports, training materials, workbooks and standardisation minutes, which confirmed the accuracy and consistency of assessor judgements. In addition, the validity, accuracy and consistency of assessment delivery is discussed and minuted at standardisation meetings.

Criterion 4.7: Candidate evidence must be retained in line with SQA requirements.

Centres retain evidence in compliance with SQA requirements.

Criterion 4.9: Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.

One centre has a robust schedule of meetings, ensuring that feedback from external verification is disseminated across all relevant staff. When staff are not available for these meetings, individuals are informed on a one-to-one basis. At another centre, external verifier reports and findings are reviewed at the standardisation meetings. There is a set agenda item included in the standardisation meeting for external verifier reports and recommendations.

Areas of good practice reported by qualification verifiers

♦ One centre now provide all candidates with online resources which are tailored to the qualification requirements.

♦ Centres arrange for candidate feedback forms to be completed at the end of the qualification.

♦ Classroom delivery materials are of a high standard and are continually reviewed.

Specific areas for development

Although the assessor/verification award is not required to assess/verify the qualification, it is recommended that all delivery staff should undertake these qualifications.