Regulated Qualifications for England and Wales

Qualification Verification Summary Report 2017
Road Freight Transport

Introduction

All centres continue to be very experienced and well established. The spread of qualifications verified includes Employee Rights and Responsibilities in the Logistics Industry (GC08 62) which is assessed either by SQA's SOLAR e-assessment process, or through the established workbook process, and the Level 2 Certificate in Driving Goods Vehicles (GC09 54).

Some centres are making good use of video capture and audio recordings to augment assessment decisions. These recordings clearly identify the candidate and are supported by question and answer sessions, where the candidate can demonstrate their knowledge.

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.

All centres continue to maintain continuing professional development (CPD) records for each member of staff. These include qualification certificates and information on non-qualification activities and comprehensive CPD logs.

At all centres staff are fully qualified and have full occupational competence. This is confirmed by the CVs held in employment records for assessors and internal verifiers.

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

Centres are very well equipped, and have a good level of accommodation. In one centre a specific suite for e-assessment, including individual candidate IT facilities, is provided. At other centres, learning materials consist of workbooks that include assessment materials such as question and answer sessions and sample reports. Where used, all the vehicles/equipment are up-to-date and meet the environmental and transport requirements. All centres ensure that candidates have free access to all the resources required, and all areas are continuously monitored and reviewed.

Category 3: Candidate support

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

All centres continue to undertake full candidate induction. In a centre that uses the SOLAR assessment, a skill scan that identifies candidate needs and prior achievements and refers to the e-assessment needs and requirements where appropriate (for example, IT ability) is incorporated in the induction process. Another centre also uses a skill scan to confirm the candidate's ability to complete the qualification. A basic assessment of Maths and English is also carried out. Other centres use checklist processes that include records of pre-learning and achievement. These indicate development needs and are matched against the qualification requirements to enable any gaps to be identified and rectified. Records of the documentation were available at all centres for sampling and were usually held in the candidate file.

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

In all cases centres' assessment and verification procedures continue to be fully documented along with the centre policies and these are implemented to meet qualification and SQA requirements. The full requirements of the SOLAR e-assessment continue to be implemented appropriately and effectively. All centres continue to schedule regular contact between assessors and candidates. This contact is used to review candidates' progress and to revise assessment plans accordingly. Externally based candidate support is provided by e-mail, SMS and telephone, which supplement regular meetings. At all centres assessment schedules are agreed between the assessor, the employing company or organisation and the candidate. Scheduled dates are dependent on the operational needs of the employing company. This is evidenced within the centres' assessment schedules and the candidate portfolios. At one centre, candidates are given a list of planned assessment dates at induction. Assessors complete a review form at every visit where progress is discussed and recorded. Actions are set with a target date for candidates to complete by next visit.

Category 4: Internal assessment and verification

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

All the centres' assessment procedures are very well organised and successful. In the case of the SOLAR assessment, the externally set e-assessment ensures full standardisation of assessment. Other centres have varying forms of control folders. These include sections on assessment strategy, appeals procedures, etc. All the assessment is usually through face-to-face contact within the candidates' own working environment. Portfolio evidence indicates that in all centres these policies and comprehensive procedures are implemented and meet SQA requirements. Various forms of assessment and evidence gathering takes place. Video and audio capture is used as well as questions and answers for the knowledge requirements within the qualifications. This is evidenced within the video or audio electronic capture storage mechanisms and the paper portfolios. Units are internally verified as per the centres' schedule and evidenced in the candidates' portfolio by a date and signature.

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

SOLAR e-assessment ensures that assessment continues to be valid, reliable, equitable and fair. For centres using standardised workbooks, these also mean that assessments are standardised for all candidate activities. Where other forms of assessment are used, the evidence from portfolios examined at all centres show that common assessment has resulted in assessments that are reliable, equitable and fair. Standardisation meetings and discussions take place at all centres on a regular basis and are minuted in various forms of control folders. One centre is using a holistic approach to assessment. Typed observations are in-depth and supported by notes the assessor has made during the observation. A wide range of assessment methods is being used. Professional discussion is recorded and clearly shows candidate competency. Candidate workbooks support professional discussions. All evidence was clearly marked and mapped across to the standards using a centre-devised matrix form.

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

Centres use different processes to ensure that all evidence is the candidate's own work. Most centres include a declaration within their initial induction related to candidate's own work. As part of the induction process, the candidate must sign these statements. At a centre delivering SOLAR assessment, candidates are all well-known to the centre staff who are present throughout the whole of the e-assessment process and this ensures that the candidate sitting the e-assessment is the actual candidate registered. All candidates are password identified. Full attendance records are maintained for all sessions and signed by assessor/invigilator and candidate. All assessment evidence is signed off by the assessor and the candidate to verify that the work is their own. The use of video capture clearly identifies the learner, ensuring it is their own work.

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

For the centre continuing to use SOLAR e-assessment, this automatically means that assessment is accurately and consistently judged against SQA's requirements. For centres using a workbook-based approach that is common to all candidates, accuracy and consistency of assessment judgements is ensured. These workbooks were included within the portfolios and indicated that candidates' work was accurately and consistently judged against SQA requirements. At all centres candidates' work is subject to internal verification. Sampling is indicated within the candidate portfolios. Consistency across the range of outcomes and across the assessors is taking place at all centres. This is evidenced within the candidate portfolios and centres' internal verification records.

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

Candidate evidence is retained in line with SQA requirements at all the centres. Documentation including candidate portfolios is retained following completion for at least 3 weeks or until receipt of certification and at some centres much longer (often 1 year) for funding purposes. All candidate evidence is retained following initial external verifier contact until visit. At all centres the candidates' evidence is retained in both paper and portfolio form and backed up to remote servers. For SOLAR e-assessment, information is automatically retained by SQA through the e-assessment process. On all visits, candidate evidence was made available to the external verifiers as requested.

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

At all centres, outcomes of any external quality assurance are disseminated to appropriate staff and any action points are monitored. This follows various different methods including regular team and standardisation meetings and if necessary a specially convened meeting. In all centres, all relevant staff are given access to all external verification reports, which are discussed at the meetings, with any issues being added to the agendas. All meetings are minuted and recorded. At one centre external verification reports are distributed to all staff. At another centre, there was clear evidence that the centre had put in place required actions from the previous external verifier visit.

Areas of good practice report by qualification verifiers

One centre has recently developed materials dealing with vehicle tachographs and their operation and interpretation. This includes copies of tachographs and the calibration of the same with easily understood labelling of the information recorded. This is worthy of replication by other centres.

A highly motivated candidate at one centre has taken the Employee Rights and Responsibilities workbook and re-designed it to better meet their own learning style and strategies.

Specific areas for development

All centres should ensure that any digital assessment processes and policies used continue to meet the SQA requirements.