

## **SVQ**

# **Qualification Verification Summary Report 2017 Driving Goods Vehicles**

**Centre ratings: significant strengths: three centres – 100%**

## **Introduction**

The following SVQs were verified:

GE6A 23 SVQ in Driving Goods Vehicles at SCQF level 6

GA05 22 SVQ in Driving Goods Vehicles: Van at SCQF level 5 (lapsing)

GL1E 22 SVQ in Driving Goods Vehicles: Van at SCQF level 5

The centres visited are well established and competent with good track records. Their assessment and verification systems are well organised and effectively delivered. Most centres use video capture to augment assessment, clearly identifying the candidate, leading to clear Q&A sessions where the candidate can demonstrate their knowledge of the required standards. At all centres, the candidates enjoy their training and are usually successful. All centres are well staffed with competent and experienced assessors and IVs.

## **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.**

At all centres, assessors / internal verifiers are occupationally qualified and hold the required assessor / verifier qualifications that meet the standards required for the qualifications. To support this, records showing ongoing CPD activities are kept on file along with regular Staff Training Needs analyses. At all centres, these are comprehensive and cover areas such as 'what results and improvements the CPD is intended to achieve'. At all centres, regular checks are carried out on assessor / IV licences to ensure legality of operation.

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

The majority of the assessments continue to be carried out in the workplace. At all centres the candidates also have use of training rooms, which in all cases are well lit and equipped with IT access, and learning and assessment materials. All the vehicles / equipment used are up to date and meet the environmental and transport requirements stated in the NOS. At all centres, facilities and resources are reviewed on a continuous basis including assessment systems. This is recorded in standardisation meeting minutes.

## **Category 3: Candidate support**

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

At all centres, candidates undergo skills assessment prior to starting the qualification. Their performance is matched to the requirements of the qualification and, if required, assistance / guidance is given to ensure no learner is in a position where completion may not be possible. In addition, any shortfalls are addressed prior to the candidate starting the actual qualification, especially where primary skill deficiencies are identified. At all centres good assistance and positive feedback from the assessors and the IV helps in this process. One centre has now developed a new candidate pack that is used for candidate induction, usually with the allocated assessor. This pack includes areas of prior learning such as Core Skills.

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

At all centres, a fixed, agreed assessment programme is produced for each candidate. These assessment schedules are agreed between the assessor and candidate before any assessment takes place. All assessment dates are dependent on the operational needs of both the candidate and their company. Direct contact between candidates and assessors continues to operate at varying frequencies depending on the individual centres, but never at intervals of more than 8 weeks. At all centres there is the opportunity for interim contact either face-to-face or by e-mail, text or telephone. At one centre FaceTime contact has been introduced.

Evidence of candidate / assessor contact is provided within the assessment schedule and candidate portfolios.

## **Category 4: Internal assessment and verification**

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

At all centres, the assessment and verification procedures continue to be thorough and well documented within the centre policies, and are fully implemented, thus meeting SQA requirements.

As indicated, these are predominantly on-site, work-based assessments. Various processes are used to capture evidence, including video, Q&A, reports, verbal explanations / descriptions, etc. At one centre, evidence is supported by product material generated by the candidate during their normal work. All assessments are carried out in line with the requirements of the NOS. At all centres, assessments are retained in various formats for viewing. This is evidenced within the candidate portfolios. Regular standardisation meetings support this.

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

At all centres, the evidence from the candidate portfolios was examined. The assessment instruments and methods and their selection continue to be valid, reliable, equitable and fair. All the assessment practice is at a level such that a typical candidate can achieve the qualification. Regular monitoring of assessment instruments and methods is scheduled and the results recorded. This is evidenced within the candidate portfolios, the assessor notes, and standardisation meeting minutes.

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

At all centres, the assessor ensures the candidate verifies their own work by signing off assessments. At one centre the induction process requires the candidate to sign a disclaimer declaring that their work is their own. This is also signed by the assessor and monitored by the IV. Candidates are monitored throughout the qualification for any evidence of plagiarism.

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

At all centres the evidence from the candidate portfolios examined and the assessments included, shows that the assessments and IV work continues to be judged to be accurate and consistent by assessors when compared against SQA requirements. All the candidates' work is subject to internal verification as set down in centre schedules. Sampling varies from centre to centre and is indicated within the portfolios and signed off by the IV. This is evidenced within the candidate portfolios and the centres' internal verification records.

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

At all centres, candidate evidence is retained in line with SQA requirements. All records are kept in secure facilities at the base with back-up copies retained. All materials are held in secure locations. At all centres, records are held for the required period and access is restricted to assessors, internal quality assurance staff, selected admin staff, and external verifiers.

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

Outcomes of external quality assurance and any feedback are disseminated to appropriate staff, and any action points are monitored against agreed timescales. At all centres this is usually achieved through the regular staff standardisation meetings or, if needed, through additional non-scheduled meetings and procedures put in place to resolve issues. External verification reports are distributed to all staff.

## **Areas of good practice report by qualification verifiers**

- ◆ One centre has developed a comprehensive candidate information pack, which gives the candidate information, support, guidance and ideas, not just about the qualification, but the company and its policies, and the logistics profession.
- ◆ The development of offering FaceTime contact between the assessor and the candidate provides an effective method of distance assessment in a quasi face-to-face setting.

## **Specific areas for development**

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