



Scottish Vocational Qualifications

Qualification Verification Summary Report 2017

Sport and Active Leisure:

Operational Services

Leisure Management

Outdoor Programmes

Spectator Safety Stewarding

Achieving Excellence in Sports Performance

Introduction

The following qualifications were verified during session 2016–17:

SVQ Sport and Active Leisure

All units within the group award GA02 22 (Activity Leadership), G927 23 and GK77 23 (Achieving Excellence in Sports Performance).

SVQ Sport and Active Leisure: Facilities Management/Development

All units within the group awards: Operational Services GA00 22 (C23, C261, C32, C28, FA44 44, A52), Leisure Management GG8M 23 (H49G 04, H49A 04, F9PN 04).

Spectator Safety Stewarding

No centres were externally verified this session.

Sport and Active Leisure: Outdoor Programmes G8GF 23 and GL67 23

All units within these group awards were verified.

Five external verifiers completed seven verification visits this session.

Almost all centres have been running these qualifications for a number of years and have qualified experienced assessors and internal verifiers.

All centres had real working environments which provided candidates with the necessary facilities and equipment to enable them to complete their qualifications.

External verifiers were able to have discussions with some candidates about how they enjoyed the course, learning new skills with a variety of groups, and the experience they gained from studying for the qualification.

Almost all centre staff were available for discussions on external verification visits and all assessors and internal verifiers were available on the day. Discussions focused on course delivery, ways of ensuring that all aspects of range were covered, consistency of assessment decisions against the National Occupational Standards (NOS), post-course outcomes, providing good feedback to candidates, and collecting relevant evidence for qualifications.

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.

In all centres verified this session, all staff were qualified and very experienced. This was in line with the sector's requirements for the SVQ.

All centres were able to produce evidence of staff undertaking continuing professional development (CPD) and this was very comprehensive in almost all centres. All centres had formalised reporting of CPD and this was available to all external verifiers during their visits.

In more than a few centres, external verifiers recommended keeping records of assessor and internal verifier qualification certificates, updating CPD records, and making these documents available during external verification visits.

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

Standardisation meeting activities had been carried out by all centres and all had this formally documented. All centres have an annual standardisation meeting and all have other planned meetings throughout year. These meetings included standardisation of course materials, assessment materials, equipment and facilities. Records of these meetings were kept either electronically or in a master folder.

More than a few centres used specific working methods to ensure that the reviews were distributed to the relevant staff. One centre used an alert system to notify staff of any action points.

Very few centres were asked to ensure that site selection checklists are reviewed on a more regular basis.

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 identified candidates' development needs, prior achievements, and any additional support needs. Centres completed this process with candidates during their interview and induction. Application and induction paperwork was available to external verifiers at all centres during their visits.

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

Candidates at all centres had regular scheduled contact with their assessors to review their progress and to revise their assessment plans. Some candidates were on Modern Apprenticeship schemes and, as a result, had to provide evidence of regular meetings with their assessors.

All centres scheduled meetings between candidates and their assessors for every two to six weeks. At some centres candidates had daily contact with their assessors, at other centres contact was less frequent.

Category 4: Internal assessment and verification

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

All centres were able to provide good policies and procedures in relation to internal verification and standardisation. All centres' assessment paperwork ensured that all aspects of the qualifications were carried out according to the NOS and SQA requirements.

Internal verification had been carried out by all centres and very few centres had not carried out formalised internal verification, although they had the formalised reports, policies and procedures in place to carry this out. Sampling and cross-marking ensured standardisation of assessments. Almost all centres had detailed internal verification procedures covering all stages of verification and a tracker to show that assessment evidence had been internally verified. All centres had regular formalised verification. Some centres carried this out annually at the end of year (before candidates leave), but almost all centres completed internal verification in line with milestone requirements on Modern Apprenticeship courses. External verifiers reported good evidence of remedial actions being carried out in most centres.

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

All centres had NOS unit information as well as systems in place for checking that all performance criteria, range and knowledge and understanding had been covered and signed off by assessors on completion. Most centres were using SQA-devised assessment recording materials. Almost all centres had carried out assessments over all units.

External verifiers reported that almost all centres used a variety of assessment instruments and methods. Some assessors used evidence from witness testimonies to provide feedback on their candidates' performance. Other centres submitted candidate evidence index pages which assessors signed off when they were complete.

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

All centres have systems in place to ensure that the evidence generated by candidates is their own work and meets SQA's required conditions. Almost all centres include a declaration in each portfolio for candidates to sign and accept these conditions.

All candidates work in an environment where they are observed undertaking their assessments. This is evidenced through observation reports from assessors or appropriate witnesses. Some centres keep photographic evidence of candidates' assessments along with a list of who was involved in the assessment process.

Evidence generated by candidates in almost all centres was signed and dated by both candidates and assessors. All centres would benefit from adopting this practice.

Centres also use electronic methods to ensure candidates' work is their own. Some centres use plagiarism-prevention software, eg Turnitin, and have secure log-ins for online portfolios.

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

All centres have systems in place to ensure that the work of candidates is accurately and consistently judged by assessors against SQA requirements.

All centres use a variety of matrix-type documents to ensure the performance criteria, range and knowledge and understanding have been covered. All centres used SQA-devised materials and more than a few centres used good cross-referencing systems and detailed matrix documents to show how the evidence from candidates matches the NOS. More than a few centres included the NOS in candidate folders to assist marking.

More than a few centres used observation feedback and standardisation meetings.

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

All centres retained candidate assessment evidence in line with SQA requirements. Some centres produced documents in their master folder which stated these requirements.

External verifiers reported that some centres returned portfolios to candidates in case they wanted to use this evidence for other sports courses. Where electronic evidence was used, this was stored for only one year after the candidate completed the qualification.

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

All centres had evidence to show that they held regular meetings and annual standardisation meetings. Detailed minutes of these meetings showed that feedback from external verifiers was disseminated to all relevant staff. Almost all centres retained these documents in their master folder.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2016–17:

- ◆ comprehensive CPD records and cross-campus standardisation meeting records
- ◆ assessors developing the feedback process by ensuring that feedback was specific to the individual candidate's needs
- ◆ comprehensive candidate induction programmes
- ◆ planning for training, delivery, assessment and internal verification throughout the course
- ◆ detailed internal verification procedures, master planner/tracking documents for sampling, and formalised internal verification reports
- ◆ good use of matrices to ensure consistency of assessments and the validity and relevance of candidate evidence
- ◆ good use of cross-referencing systems in portfolios
- ◆ good use of different methods of gathering product evidence by candidates

Specific areas for development

The following areas for development were reported during session 2016–17:

- ◆ assessors' and verifiers' certificates should be available for external verifiers to check
- ◆ CPD records should be kept up to date and be available for external verifiers to check
- ◆ all aspects of the range must be covered; where a candidate has met the minimum performance through observation, oral questioning can be used to cover the remainder
- ◆ internal verification should be scheduled throughout the course rather than at the end of the year
- ◆ internal verification reports should include a section for corrective action
- ◆ performance criteria, range and knowledge and understanding should be covered in accordance with the evidence requirements document
- ◆ Level 3 candidates must understand all aspects of the units when carrying out projects: planning, monitoring and evaluating their work
- ◆ assessors must not sign off candidates' work until all assessments have taken place
- ◆ assessor feedback must be included for every unit contained within the qualification