



National Units

Qualification Verification Summary Report 2018

Hairdressing

Introduction

The following awards/units were subject to external verification sampling in academic session 2017–18:

- ◆ NPA Cosmetology — all units
- ◆ Hairdressing at SCQF level 5 — F4C2 11; F4C8 11; F4C4 11; F4C6 11
- ◆ Hairdressing at SCQF level 6 — F78J 12; F78X 12; H1N8 12; H1N9 12

Category 2: Resources

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

In almost all centres, evidence showed that initial and ongoing reviews were taking place. Reviews were carried out in different formats according to the centre's systems. At annual reviews, when Quality Section were involved, there was reflection on the past year's delivery. Information was collated through team and course meetings, student evaluation, and showed that most centres were complying with all requirements. Where actions had been identified, resources were put in place to resolve any issues.

In almost all centres, the assessment environments were of a high standard.

Category 3: Candidate support

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

In most centres, candidates were interviewed and all development needs were identified, with actions put in place to support candidates at initial interview and induction. This was evidenced in personal learning plan records, additional support sections, and candidate self-referral systems. Where any candidate had prior knowledge of the subject area through previous learning or employment, this was identified and matched to the qualification through the accreditation of prior learning process. Candidate support in nearly all centres was carried out well; this has improved, and supportive systems are in place.

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

In almost all centres, evidence presented showed that candidates had scheduled contact with their assessors and were supported throughout their qualification. This was shown through personal learning plan records, assessor/candidate reviews, diary and log books — and where any assessment plans had been revised — this had been negotiated. In a number of centres, candidates also had e-mail/blog contact with assessors and had the opportunity to discuss any issues and receive instant feedback. In almost all centres, candidates took part in enrichment activities, giving them added experience which would ensure that they had a broad knowledge of the needs of industry, and providing opportunities for employment

Category 4: Internal assessment and verification

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

In all centres, internal verification procedures were seen to be working well. Records of pre, mid and end assessments were in place in nearly all centres as per the centres' quality processes.

In very few centres, internal verification was seen to be minimal and where this was seen, advice was given to improve the process.

Overall, internal verification procedures were of a good quality and showed that robust systems were in place.

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

All centres were seen to be using assessment instruments and methods which were valid, reliable, practicable, equitable and fair. This was shown through internal verification records pre-delivery, mid and end, internal verification information feedback to assessors, as well as team meeting minutes, assessor records, and assessor feedback to candidates. Where SQA assessment support materials were available, staff were using these effectively in all centres. Where ASPs were not being used, the assessment material had been through the centre's internal verification system. In a few cases, centres were advised that centre-developed material should be sent to SQA for prior moderation to ensure that they met the criteria for assessment.

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

Delivery of most of the unit evidence was on practical performance where there is no doubt that work carried out is the candidates' own work. Use of completed assessor observation checklists ensured that this was generated under SQA conditions. In all centres, evidence of candidates' theory work was carried out in supervised conditions and marked by assessors. Procedures in place include completed assessor checklists and feedback. Internal verification records also supported this evidence. Most centres used plagiarism records which candidates signed whenever projects were part of the assessment requirements. 'Turnitin' software was also used in some centres.

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

In almost all centres, assessment evidence showed that a consistent approach was in place. Evidence of consistency was shown through completed assessor observation marking checklists, team/course minutes, internal verification records, and feedback to assessors. In very few centres, assessment evidence seen had some inconsistencies over assessor judgements. Where this was seen, advice was put in place to address it.

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

All centres were aware of SQA retention requirements. In all centres, evidence requested from external verification visit plans were available. In most centres, evidence is retained for a longer period than that required by SQA.

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

In almost all centres, feedback from qualification verifiers was disseminated to staff and used to inform assessment practice. Staff are informed of all feedback from external verification visits. Where actions or recommendations have been advised, this is discussed and actions are taken to resolve issues.

Areas of good practice reported by qualification verifiers

The following examples of good practice were reported during session 2017–18:

- ◆ Additional workshops and external bodies provided information and demonstrations of current trends in industry.
- ◆ Learners carried out services to clients in promotional events, giving them both confidence building and employability skills.
- ◆ In one centre, candidates worked with other classes giving good team building skills.

Specific areas for development

The following areas for development were reported during session 2017–18:

- ◆ Ensure that all assessors complete observation records and sign when completed.
- ◆ Where creativity is part of the unit, evidence needs to show this clearly.
- ◆ Where centre-developed material is being used, ensure that this is sent to SQA for prior moderation.