



OFQUAL – Regulated Qualifications for England & Wales

Qualification Verification Summary Report 2018

Occupational Work Supervision

Introduction

This report relates to Ofqual qualifications in Occupational Work Supervision (Construction) that were delivered in centres in England and Wales in 2017–18. The qualifications externally verified in 2017–18 were:

GE1Y 79 NVQ Level 3 Occupational Work Supervision
GD3Y 57 Level 3 Diploma in Occupational Work Supervision

Almost all delivery of the NVQ was by private training providers. Some colleges delivered both of the above qualifications, mostly as part of the modern apprenticeship in Occupational Work Supervision.

All units within qualifications GE1Y 79 and GD3Y 57 were externally verified during session 2017–18.

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.

Almost all assessors and internal verifiers at the centres visited have relevant occupational experience, and hold (or were working to) the required assessor/internal verifier qualifications. Most assessors and internal verifiers have extensive occupational experience and are experienced assessors.

In one centre only, a newly appointed assessor did not have the appropriate occupational experience to undertake the assessor role and was removed from the centre's list of assessors.

In more than a few cases, assessors did not provide current and relevant CPD records.

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

Almost all centres demonstrated very effective ongoing reviews of assessment procedures evidenced through minutes of standardisation meetings, assessment reports, internal verifier reports and candidate feedback.

In almost all cases, the assessment environments are the candidates' places of work, so site selection checklists are used to confirm that the environments are safe and conducive to assessment. In a very few cases assessment was conducted at the centre's premises.

In all cases, assessment instruments for the NVQ were taken from the National Occupational Standards (NOS) for the qualification, and the assessment materials used are most often adapted to a more candidate-focussed format by centres.

All centres that delivered the knowledge-based diploma GD3Y 57 used SQA devised assessment support packs (ASPs) as the assessment instrument, or an adaptation of the ASPs.

Category 3: Candidate support

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

External verifiers confirmed that in almost all centres, it is evident that robust pre-registration measures are in place to take account of candidates' needs, prior achievements and suitability to undertake the qualifications.

Most centres use a 'skills match' profile to identify candidates' prior achievements, prior experiences and current job role. This enables centres to establish and confirm the suitability of potential candidates to undertake the qualification. In many cases, candidates' employers are consulted to confirm candidates' suitability for the NVQ. In cases where potential candidates undertake an NVQ as part of a modern apprenticeship, employers are most often involved in the candidate selection process.

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

Almost all centres provided suitable assessment plans with scheduled assessor/candidate meetings and assessor reports to confirm that scheduled formal contact takes place to review progress and revise assessment plans, where required.

In most cases, external verifiers were unable to meet candidates due to the varied and remote locations of candidates' workplaces. However, in many cases, external verifiers contacted candidates by telephone to confirm that satisfactory assessment arrangements were in place. In more than a few cases, external verifiers did meet with candidates individually at their places of work.

In almost all cases, centres confirmed that candidates also made contact with their assessor by telephone, text, e-mail or video calls for additional support and guidance between visits.

Candidates who attend college as part of their modern apprenticeship have weekly timetabled meetings with their assessor to discuss progress and assessment plans for both the NVQ and the knowledge-based diploma.

Category 4: Internal assessment and verification

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

In almost all cases, centres demonstrated robust quality assurance of the assessment and internal verification process through policies, procedures, and reports. Almost all centres have very clear and supportive guidelines for assessors, internal verifiers and candidates to follow and advise on their responsibilities.

It was clear, in almost all cases, through assessor reports, internal verifier reports and candidate feedback, that policies and procedures are being applied appropriately by centres.

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

All centres use the NOS as the assessment instrument for the qualifications being delivered. Almost all centres develop their own in-house style of assessment instrument, in line with the NOS requirements, to present the assessment requirements in a more candidate-focussed, user-friendly format.

All assessors use a variety of assessment methods to generate evidence, including direct observation, questioning and answering, product evidence, witness testimonies and audio/video evidence.

In almost all cases assessment instruments and methods were valid, reliable, practicable, equitable and fair.

External verifiers confirmed that colleges use the SQA developed Training and Assessment Packs (TAPS) as the assessment instruments for the knowledge-based diploma GD3Y 57.

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

Almost all centres confirmed the authenticity of candidate evidence through assessor reports that verified that much of the evidence was generated through direct observation, and questioning and answering by the assessor in the candidates' workplaces. Questioning also relates to product evidence submitted by candidates to confirm authenticity.

The assessment of the knowledge-based diploma is overseen by college staff under controlled conditions and by questioning and answering sessions.

Almost all centres have developed clear policies and procedures on malpractice and plagiarism, and require candidates to sign a disclaimer regarding submitting only their own work.

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

Assessor reports, internal verification reports and external verification reports confirmed that, in almost all cases, candidates' work had been accurately and consistently judged by assessors. In many cases, assessor reports were comprehensive in nature and provided good quality and supportive feedback to candidates. Internal verifier reports for many centres provided good, clear and comprehensive feedback to assessors, with action points, where required, to confirm accurate and consistent assessor judgement.

In more than a few centres, there is only one assessor and one internal verifier. However, in such cases, almost all had other suitable assessors and internal verifiers who could be deployed, if required.

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

All centres demonstrated a thorough knowledge of SQA requirements on the retention of candidate evidence and associated documentation. Some centres retain documentation electronically and the candidates' hard copy scripts and portfolios are stored securely.

There were no issues reported relating to the retention and availability of evidence for the purposes of external verification review.

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

Almost all centres provided suitable and well-documented minutes from standardisation meetings to disseminate feedback from external verifiers to all relevant staff on assessment practices.

In cases where centres did not attain a 'high confidence' statement, all centres acted on agreed actions and within agreed timescales to address the actions and attain a 'high confidence' statement.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2017–18:

- ◆ High quality of documentation to support the assessment and internal verification process.
- ◆ Good quality of assessor reports.

Specific areas for development

The following area for development was reported during session 2017–18:

- ◆ CPD recording is inconsistent.