



**OFQUAL**

**Qualification Verification Summary Report 2018  
Road Freight Transport**

## **Introduction**

### **Qualifications**

GC08 62 Employee Rights and Responsibilities in the Logistics Industry

GA09 54 Driving Goods Vehicles

GD50 54 Logistics Operations

Centre ratings: High Confidence: five centres — 100%

At all centres, relevant materials are in place, supported by management. The required verification is also in place evidenced by the schedules of internal verification seen, and records of standardisation meeting minutes. The centres operate fair and open access policies. All allocated assessors are occupationally qualified, know their roles within the award, and operate effectively to the benefit of the learners.

Centres are making good use of video capture and audio recordings to augment assessment decisions, supported by Q&A sessions.

Three of the centres have sound links with local colleges with joint funding arrangements.

## **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.**

**100%**

At all centres, assessors and internal verifiers are occupationally qualified and hold the required assessor-verifier qualifications. This is evidenced in the CVs and continuing professional development (CPD) employment records of the assessors and internal verifiers.

All centres have sufficient competent assessors and verifiers in place. The CPD records sampled confirmed ongoing CPD takes place.

One centre retains a very comprehensive control folder that includes comprehensive CPD logs for all staff, including documentation evidence of CPD activities.

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

**100%**

At all centres the vehicles and equipment used by the learners are up to date, and meet the changing environmental and personnel requirements in line with current National Occupational Standards (NOS). Assessment practice is continually evolving and implemented in the light of experience. All assessments are valid for the awards.

One centre is particularly well equipped with four training rooms, kitchen, administration/reception and managers' offices. It is modern, pleasant and airy. There is a high level of equipment including IT.

At all centres, facilities are regularly reviewed and these reviews are retained for inspection. This also includes records of reviews of assessment materials such as Q&As, sample reports, and video assessments.

At all centres, learners have free access to assessors through e-mail, mobile phone and SMS.

## **Category 3: Candidate support**

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

**100%**

All centres offer learners a skills assessment prior to starting the award. Learners' performances are matched to the requirements of the award and assistance and guidance given where required to ensure no learner is placed in a position where completion of the award is impossible. Good assistance and positive feedback to the learners from both the assessors and the internal verifiers help in this process.

Two centres operate the pre-assessment of all candidates using a checklist that includes records of pre-learning and achievement. This indicates development needs and these are matched against the award requirements to enable the award to be fully covered and any gaps to be identified and rectified.

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

**100%**

At centres, assessment schedules are agreed between the assessor and learner prior to assessments taking place. All dates are dependent on operational needs of the host company or learner. At all centres, learners have free access to the assessor, internal verifier and support staff through face-to-face meetings, e-mail, SMS and mobile phone. Positive feedback is usually given at the point of assessment, and guidance and support are put in place to accommodate the learner if they are falling behind.

All centres operate either a candidate assessment plan or training plan.

At one centre, records of reviews are recorded electronically for assessment feedback and are paper-based for funding purposes.

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

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

**100%**

Assessment is normally undertaken face-to-face with the assessor in the learner's own working environment. Questions and answers covering the knowledge requirements are used with evidence retained in portfolios.

All the units are internally verified at varying sample rates from 30% to 100% as per the centres' schedules and evidenced in the learners' portfolios by date and signature.

At one centre, documentation includes not just an assessment strategy but also information on an appeals procedure.

Three centres use video capture of the assessments to support the decisions of the assessors. Questions and answers cover the knowledge requirements and evidence is retained within the video-capture portfolios. The portfolios clearly identify the assessors are following the centres' assessment procedures.

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

**100%**

At all centres, assessment is carried out by occupationally qualified personnel using a combination of techniques such as direct observation, checklists, Q&A, video capture and witness evidence. All the assessment practice is fair and reliable.

For GC08 62, the continued use by centres of standardised workbooks means that assessments are standardised for all candidate activities. This results in a high level of consistency across centres.

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

**100%**

At all centres, both the assessor and the learner sign off assessments to confirm that the work is the learner's own. In three centres, candidates confirm their name and the qualification they are taking on a video recording at the beginning of each assessment.

This supports a signed declaration in the candidate's portfolio confirming all evidence in the portfolio is the candidate's own work.

For qualification GC08 62, there was no evidence of copying or duplication of learners' workbook responses.

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

**100%**

At all centres, all learners' work is subject to internal verification as set down in centre schedules. Sampling is indicated within the portfolios and signed off by the internal verifiers. Evidence of consistency across the range of outcomes and across assessors is within the learners' portfolios and centre internal verification records.

At one centre, all evidence is matched to the unit specifications by a matrix recording form. Internal verifier reports sampled confirmed all assessors are accurately judging candidate evidence.

Centre standardisation meeting minutes sampled confirmed a consistent approach to assessment.

For qualification GC08 62, the continuing use of a workbook-based approach that is common to all candidates undertaking the award supports accuracy and consistency of assessment judgements. These workbooks are included within the portfolios.

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

**100%**

At all centres, all learner records are held securely in line with SQA requirements. Candidate assessment evidence is retained for at least three weeks after the completion date the centre has notified to SQA, unless selected for external verification. In this case the evidence will be retained for the external verifier's visit.

At two centres, electronic capture of candidate records is securely backed-up in line with SQA requirements.

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

**100%**

At one centre, all available staff are requested to be in attendance or contactable during the external verification visit. Staff have free access to all reports generated at external verification meetings and these are discussed at the following assessor meeting, with any issues being added to the standardisation agenda. External verification reports are distributed to all staff.

At another centre, standardisation meeting minutes sampled confirmed that the internal verifier disseminates all feedback from external verification visits, through team meetings, e-mails or face-to-face.

One centre logs all enquiries with SQA and retains records of related actions and resolutions.

All centres distribute external verification reports to all relevant staff using a variety of methods.

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

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

- ◆ Electronic evidence backed-up immediately the input takes place.
- ◆ All available staff in attendance during external verification.
- ◆ Internal verifiers and assessors are kept up to date with the changing award requirements.
- ◆ Good use of electronic communications between learner, assessors and the centre.

## **Specific areas for development**

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

- ◆ Assessors should include more detail when recording learner feedback.
- ◆ All centres must ensure that they meet SQA requirements that centres offering regulated qualifications keep a list of the following records for six years: a list of candidates registered for SQA qualifications, details of candidate assessment including name of assessor, internal verifier, location and date of assessment activity, and date the certificate was claimed.
- ◆ Where an investigation of suspected malpractice is carried out, centres must retain related records and documentation for three years. In an investigation involving a criminal prosecution or civil claim, records and documentation must be retained for six years after the case has been heard. In the case of an appeal to SQA against the outcome of a malpractice investigation, assessment records must be retained for six years.