



Scottish Vocational Qualifications

Qualification Verification Summary Report 2018

Road Haulage

Introduction

During the 2017–2018 session, the units listed below were externally verified for the following SVQs in Driving Goods Vehicles (GE1C 23, GA05 22, GE6A 23, GL1C 23, GL1E 22):

- FA0K 04 Plan the Route and Timings for the Collection and Delivery of Loads
- H0A3 04 Maintain Health and Safety in Logistics Operations
- F347 04 Apply Technology in Logistics Operations
- H0A4 04 Moving or Handling Goods in Logistics Operations
- FA1D 04 Drive the Vehicle on Public Roads in a Fuel Efficient Manner: Van
- FA13 04 Drive the Vehicle on Public Roads in a Fuel Efficient Manner: Rigid Vehicle
- FA1E 04 Ensure the Vehicle is Loaded Correctly: Van
- FA10 04 Protect the Vehicle and the Load: Rigid Vehicle
- FA11 04 Operate and Monitor the Vehicle Systems: Rigid Vehicle
- H2CH 04 Develop Effective Working Relationships with Colleagues in Logistics Operations
- HA65 04 Assess Motor Vehicle Condition
- HA66 04 Identify Suitable Collection and Delivery Points
- FA18 04 Prepare the Vehicle for Driving: Van
- FA0Y 04 Prepare the Vehicle for Driving: Rigid Vehicle

All centres are well established and competent with good track records. Assessment and verification systems continue to be well organised and effectively delivered. At all centres, candidates enjoy their training and in the majority are usually successful.

The centres offer a wide range of qualifications within the automotive and logistics sector. Some centres are accredited driving training centres, offering impressive facilities that cater for all candidate needs. The LGV driver training delivered at these centres is advantageous for candidates working towards the Driving Goods Vehicles 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.

All centres have sufficiently qualified assessors and verifiers, and this was corroborated by the CVs and certificates sampled during the verification visit. All centres keep records of ongoing CPD activities. One centre also carries out regular and comprehensive staff training needs analysis, which covers areas such as 'what results and improvements the CPD is intended to achieve'.

At all centres, assessors and internal verifiers are occupationally qualified and hold the required qualification for the awards. Regular checks are carried out in all centres to ensure the validity of assessor/internal verification licences.

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

Documentation in all centres confirmed that ongoing reviews of the assessment environment, procedures, equipment, and learning and reference materials takes place. At one centre, the e-portfolio sampled contained up-to-date qualification details and resource material that was relevant to the award. To reflect current demand, one centre now provides automatic/electric vehicles in its fleet.

At most centres, the majority of assessments continues to be carried out in the workplace. Candidates can use well-lit training rooms equipped with IT access, learning and assessment materials. These facilities and resources are reviewed on a continuous 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.

At the recruitment stage in all centres, candidates complete an initial assessment with the results feeding into training plans. Assessors and verifiers take into consideration the results of the initial assessment to ensure all candidates have equal access to fair assessment, and that they can achieve the award. The training plans confirm the units the candidates will be completing. Any prior experience is recorded on the plan of learning and taken into consideration in assessment planning.

One centre uses an all-inclusive candidate handbook, which covers all prior learning and highlights training needs against the demands of the award. The handbook also covers induction, a process which is normally led by the allocated assessor.

At all centres, the induction process ensures that candidates are capable of meeting the demands of the award. Any shortfalls are addressed prior to the candidate starting the award.

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, candidates have scheduled contact with their assessor at least every six weeks. This is usually face-to-face, but can include e-mail, SMS and telephone contact. Candidates can contact their assessor at any time. The level of contact is recorded in candidate training records and contact records, which are signed off and dated by both the candidate and assessor.

Visit logs in candidate portfolios confirm when visits with assessors take place. Every visit involves a review during which candidates comment on their progress and highlight any concerns they may have. Employer comments on the candidate's progress are also recorded at the review.

Category 4: Internal assessment and verification

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

Centre assessment and verification procedures continue to be thorough; they are well documented in centre policies, and are fully implemented to meet SQA requirements.

Assessments predominantly take place on site in the candidate's workplace, using video, Q&A, and reports etc. These are retained on paper, disc or electronically and are available for viewing. This is supported by regular standardisation meetings, for which minutes are available for sampling. At all centres, portfolios sampled contained clear referencing to the standards. At all centres, assessors use video recording to capture evidence. Where the centre has also been using still pictures, the assessor annotates the picture to confirm where it meets the criteria. All centres regularly review the assessment process to ensure consistency and continual improvement.

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

At all centres, evidence from candidate portfolios confirmed that assessment instruments and methods continue to be valid, reliable, equitable and fair. Assessment is usually based in the workplace. Regular, scheduled monitoring of assessment instruments and methods takes place and the results are recorded.

The assessment methods used to measure the learner against the NOS allow the average learner to achieve the assessment. Constancy of judgment, as evidenced in learners' portfolios at all centres, ensures the system is fair, valid and reliable for all learners.

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

At all centres, assessments are carried out in the candidates' working environment. Candidates sign a declaration on completion of the qualification confirming that all work within the portfolios is their own.

All centre induction processes require the candidate to sign a disclaimer confirming that all work will be their own. This is also signed by the assessor and monitored by the internal verifier. Candidate work is monitored throughout the qualification for any evidence of plagiarism. The majority of assessments are by direct observation in the execution of the daily work activities. This is certificated by assessor's signature at the point of assessment and countersigned by the candidate at the same time verifying their own work. Video capture clearly identifies the actual candidate undergoing assessment.

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

Evidence from candidate portfolios examined at all centres showed that assessments and internal verification work continues to be accurate and consistent when judged by assessors against SQA's requirements. This is supported by very thorough internal verification and regular standardisation meetings and activities.

At all centres, candidate evidence is clearly mapped to the criteria confirming candidate competency. Feedback is given and recorded on each assessment occasion. The internal verifiers support assessors to ensure consistency of approach across all staff involved in the delivery of the award.

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

All candidate evidence continues to be retained in line with SQA requirements. All centres keep records in secure facilities at their main base, and retain back-up copies. All candidate evidence requested was available for sampling.

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

Verifiers' interviews with assessors and meeting minutes confirmed that all feedback from external verification visits is discussed at standardisation meetings. At one centre, a previous verification report had suggested that the centre use the SQA template CPD log, and this has now been implemented. CPD logs made available for sampling were in the new format.

External verifiers' feedback is disseminated directly to staff where practical, or by phone, SMS or e-mail. At all centres, all allocated staff have free access to all reports, minutes of meetings, and comments arising from the external verification visit. Standardisation meetings and procedures put actions in place to immediately resolve any highlighted issues.

Areas of good practice reported by qualification verifiers

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

- ◆ One centre has created a very user-friendly e-portfolio with which the external verifier was able to easily identify where evidence had been mapped and where the criteria in the unit had been met.
- ◆ Outcomes of external quality assurance and feedback being disseminated to appropriate staff, and any action points monitored against agreed timescales. This is actioned through the regular staff standardisation meetings or, if needed, through additional non-scheduled meetings.
- ◆ Use of video capture to verify up-to-date equipment.
- ◆ Updating assessments to include electric vehicles.
- ◆ Assessors adjust assessment visits within one day to a week maximum to ensure continuity of schedule.
- ◆ Video capture identifies the actual candidate and the assessment answers they give.

Specific areas for development

The following areas for development were reported in 2017–18:

- ◆ If no actions are found at ongoing internal verification, this should be recorded.
- ◆ Recorded observations should start by introducing the candidate, and confirming their name, qualification and date of assessment at the start of each observation.