



Scottish Vocational Qualifications

Qualification Verification Summary Report 2018

Supply Chain Management

Introduction

This qualification is comparatively new and the number of centres offering it is growing. At all centres visited by external verifiers, the candidates came across as well motivated and enthusiastic and had no problems.

The experience, skill and qualifications of the centre assessors is extensive, the majority being members or fellows of the Chartered Institute of Procurement & Supply (CIPS).

In addition, at all centres, the assessor and internal verification teams have strong industry experience and work well together, backed by quality management systems that support the MA programme.

Some centres are using the Learning Assistant e-portfolio system, which suits the qualification well.

During the session 2017–18, the units listed below were selected for verification from the SVQs in Supply Chain Management group awards (GA4X 04, G882 23, GJ4D 23, GK19 23, G883 24, G885 25, GK18 25, GK1A 24, G8L8 04, G881 22):

- DX59 04 Develop Operational Relationships within the Supply Chain
- DX72 04 Schedule the Flow of Supplies in the Supply Chain
- DX4V 04 Administer Contracts
- DX4Y 04 Analyse the Performance of Suppliers
- DX7E 04 Verify the Capability of Suppliers to Meet Supply Specifications
- DX4W 04 Analyse Information on the Procurement of Supplies in the Supply Chain
- DX6L 04 Place Orders with Suppliers
- DX63 04 Monitor the Achievement of Project Tasks
- DX61 04 Monitor and Progress the Delivery of Orders
- DX56 04 Control Supplies at Storage Locations and Facilities
- FE02 04 Communicate in a Business Environment
- H8GY 04 Provide Leadership in Your Area of Responsibility
- H8H4 04 Develop Understanding of Your Markets and Customers

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.

At all centres, the academic and occupational experience, competence, qualifications and skills of the assessors and internal verifiers was appropriate to the subject area requirements of the qualification.

Some delivery team members are MCIPS qualified, hold assessor and internal verifications qualifications and were occupationally competent. At all centres, CPD records were detailed and meet the requirements of the qualification.

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

At all centres, reviews of assessment environments, and equipment and reference, learning and assessment materials takes place at frequent standardisation meetings. Meeting minutes were available. Reviews of assessment environments, equipment, materials were usually ongoing, as the centre teams work closely together, frequently discuss issues and then formalise them at the standardisation meetings.

One centre uses an e-portfolio system which includes a regularly updated library of support materials from the likes of CIPS, along with relevant SCM materials.

Where assessments are carried out at a candidate's workplace, reviews of assessment equipment are not as relevant, but reference and learning materials are always reviewed and updated regularly on the e-portfolio system.

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 all centres, candidates' development needs are assessed at the initial induction stage, when they are asked about their specific working environment, and their knowledge and experience. They are also asked to list their individual learning objectives. Development needs are further reviewed as the course progresses.

If the candidate is based externally to the centre, an assessor will visit their workplace to discuss the course details. At this stage, it is key to identify and confirm the future commitment of a suitable workplace mentor. Thereafter, candidates are invited to attend an induction meeting at the centres where they receive more information on the course requirements.

At all centres, past achievements and specific development needs are discussed and recorded at the induction stage. Throughout the learning process there is frequent contact between the candidates and the assessor and ongoing development needs are identified and addressed.

At one centre, candidates undergo an online induction interview during which their development needs and any prior achievements are identified and discussed. A training needs analysis for each candidate is then completed.

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, individual work plans are provided at the start of the course, including a schedule detailing the candidate's planned contact with their assessor.

At some centres, candidates have frequent contact with their assessors via Learning Assistant software, as well as by telephone, e-mail and social media. Formal face-to-face meetings can be arranged when required but, at a minimum, meetings are held every 6 weeks between candidate and assessor.

At another centre, the candidates undergo a quarterly progress review as well as a 12-week formal review covering all aspects of the course.

Category 4: Internal assessment and verification

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

At all centres, assessment and internal verification procedures are discussed at standardisation meetings and more informally day-to-day among the team. All staff have access to and are familiar with the centres' policy and procedures, including those specifically referring to assessment and verification.

Records and appropriate documents relating to assessment and verification procedures were available as evidence. Visiting verifiers saw evidence of constant and effective communication between assessors and the internal verifiers, thereby ensuring effective standardisation.

All centres have assessment and internal verification policies and hold standardisation meetings at least every six months.

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

The assessment instruments reviewed at centres all ensured their validity and appropriateness.

At one centre, candidates discuss an action plan with their assessor prior to the submission of an assessment, and this helps to ensure a valid and reliable approach.

The assessments viewed confirm compliance with the performance criteria of the unit specifications.

Assessments carried out at the candidates' workplace consist of product evidence, witness testimony, and assessor questions with the involvement of the candidates' manager/mentor. This ensures the fairness, reliability and the validity of the assessment.

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

At all centres, candidates sign a declaration to confirm that the work is their own. The nature of the qualification offers little scope for plagiarism.

At all centres, the assessors and internal verifiers look for any signs of duplication in candidates' written evidence.

In most cases, individual candidates' different job roles are reflected in their unit submissions, and this precludes plagiarism.

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

At all centres, samples of candidates' work was of a very high standard. Comments from the assessor and the internal verifier were also of a high standard, accurate and consistent.

At all centres, the assessor and internal verifiers have close working relationships, which support sound and consistent decisions in compliance with SQA requirements, and this was reflected in documentary evidence.

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

At all centres, the retention of evidence exceeds SQA's requirements and, in some centres, is held electronically and backed up on an e-portfolio system

One centre retains candidate work folders in excess of seven years.

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

At all centres, minutes of the standardisation meetings showed that external verifiers' feedback is disseminated to staff. Any action points are recorded along with timescales for any necessary actions.

Areas of good practice reported by qualification verifiers

None identified

Specific areas for development

None identified