



**Higher National Qualifications
Internal Assessment Report 2014
Administration and IT**

The purpose of this report is to provide feedback to centres on verification in Higher National Qualifications in this subject.

Higher National Units

General comments

From the visiting verification undertaken, there is good evidence that centres have a clear and accurate understanding of the requirements of the national standards.

There is good evidence of standardisation within centres, which provided excellent support to new assessors. This was particularly important where major changes in staffing have taken place, following restructuring as part of the regionalisation of colleges. Centres have developed excellent internal verification systems and pre-, ongoing and post-delivery verification is well documented.

Centres make good use of SQA-produced assessment exemplars (AEs) and assessment support packs (ASPs). There is some evidence that centres are producing locally-devised alternative assessments. It is strongly recommended that all locally-devised assessments are submitted to SQA for prior verification.

All centres visited had teaching and assessment packs in place (paper and/or electronic) and these were kept up-to-date.

Unit specifications, instruments of assessment and exemplification materials

There was excellent representation at the annual HN Quality Network in February 2014. This event provided excellent networking opportunities and there was detailed discussion on Unit specifications, instruments of assessment and exemplification materials. Feedback from the event was very positive.

Evidence Requirements

The centres visited had a clear understanding of the Evidence Requirements for the Units sampled. Some centres found difficulty with producing evidence for Outcomes 3 and 4 of the Office Technologies Unit (F7J9 34), particularly where centres had moved to cloud-based systems. This was overcome by using free web-based systems, such as Google mail.

Administration of assessments

It was clear that the centres visited had robust internal verification systems in place and this ensured the integrity of assessment and assessment decisions.

General feedback

The students interviewed as part of internal verification gave excellent feedback on the quality of teaching and assessment in their respective centres.

The quality and process of feedback to candidates is improving. There was good evidence of electronic marking and feedback. This provided candidates with detailed feedback in an easily accessible form.

Areas of good practice

There were good examples of integration of Unit delivery and Unit assessment to reduce the candidate assessment burden.

Detailed assessment schedules were produced, and updated, using virtual learning environments. This ensured that candidates were fully engaged in the assessment process.

Specific areas for improvement

A workshop on the generation of evidence for Office Technologies (F7J9 34), Outcomes 3 and 4, could be included in the next HN Quality Network.

Higher National Graded Units

Titles/levels of HN Graded Units verified:

F8KW 34: Administration and Information Technology: Graded Unit 1 (Exam)

F8KX 35: Administration and Information Technology: Graded Unit 2 (Exam)

F8KY 35: Administration and Information Technology: Graded Unit 3 (Project)

General comments

Graded Units 1 and 2 were sampled through postal verification in June 2014.

Visiting verification sampled Graded Unit 3 between April and June.

There were no Not Accepted decisions.

At the HN Quality Network in 2014, guidance was given on the revised Unit specification for Graded Unit 3 (Project). This revision allowed remediation to take place where candidates had not met the minimum Evidence Requirements. The revision was made following feedback at the 2013 Quality Network. The centres visited had followed the guidance issued and had successfully avoided 'grade boosting'.

Unit specifications, instruments of assessment and exemplification materials

Centres had used up-to-date Unit specifications and all had used SQA-produced AEs and ASPs. The solutions to the AEs/ASP had been reviewed as part of the internal verification process and had been updated to reflect changes in the law, working practices and emerging technologies.

Centres had made use of the resources available on the Understanding Standards website — this was evidenced in the quality of marking, which led to robust assessment decisions.

Evidence Requirements

The centres had a clear understanding of the Evidence Requirements for the Units sampled.

Administration of assessments

There was good evidence of internal verification of examinations and projects.

General feedback

There were some excellent, professionally presented projects.

The students interviewed as part of the visiting verification visits, for projects, gave excellent feedback on the quality of teaching and assessment in their respective centres.

Areas of good practice

Excellent record keeping in the Graded Unit project provided good evidence of the support given to candidates. Where remediation of a project was permitted, candidate first submissions, detailed feedback and candidate final submissions were retained (in line with the Unit specification). This provided evidence to show that candidates were not able to 'grade boost' using remediation.

Specific areas for improvement

A further guidance session on the use of remediation in the Graded Unit project could be included in the next HN Quality Network, sharing the experience of the first year of delivery of the revised Unit specification.