



Scottish Vocational Qualifications

Qualification Verification Summary Report 2019

Warehousing and Distribution

Verification group: 69

Introduction

There were ten visits to centres for the academic year of 2018–19. All the different levels of warehousing and distribution were verified, including the Logistics Award:

GF9C 22	SVQ in Warehousing and Storage (SCQF level 5)
GM6M 22	SVQ Warehousing, Storage and Distribution (SCQF level 5)
GM6W 23	Logistics Operations (SCQF level 7)

All ten centres are very experienced, established and competent. They have qualified and knowledgeable staff delivering well-documented and organised qualification(s). Candidates enjoy their training and are usually successful. Centre policies continue to be well set up and extensive, and are continually monitored and modified.

Technology has helped support delivery and assessment. In particular, better broadband access has led to centres investing in greater online assessment programmes. This allows assessors and candidates more flexibility without compromising standards.

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.

Assessors and internal verifiers in all the centres sampled were occupationally competent, and either held or were working towards appropriate assessor and internal verifier awards. Staff were experienced in the delivery of work-based qualifications and had a full understanding of the requirements of the awards. Comprehensive continuous professional development (CPD) records were maintained for all members of the assessment and verification team.

In many centres, CPD records gave details from staff on the course and training they attended, and the impact this learning had on the assessment process. Examples include:

- ◆ What did you learn from this activity?
- ◆ What did you do that contributes to your CPD?

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

Any workplace environment that is used is checked to ensure it has appropriate equipment, accommodation, learning and reference materials for the relevant award. A site selection checklist, which is a workplace checklist, provides evidence for this. The health and safety aspects of the policy were regularly reviewed to ensure they were following best practice.

Category 3: Candidate support

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

All candidates have a comprehensive initial assessment as part of the induction process onto the award. Previous certificates, Core Skills profiles and candidate job roles are all reviewed. The appropriate level of SVQ and units are selected for the candidate. A lot of time is taken at this crucial stage to ensure that the correct level of SVQ along with options appropriate to the candidate's work role are identified.

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

In all visits, there is clear evidence of assessment planning to support all candidates. Assessments are well planned and carried out with good feedback provided to candidates in most cases. All centres had good documentation to support the assessment planning process.

All candidates interviewed mentioned the excellent support that was provided by assessors.

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 centres, assessment and internal verification procedures were fully documented. The candidate portfolios, internal verification reports, and sampling plan confirm implementation. Regular standardisation meetings took place and minutes were available that detail the discussions that had taken place.

In almost all centres there was evidence of a good system of internal verification in place providing good feedback to both the assessors and candidates.

In all centres, there were opportunities to attend both formal and informal meetings to support standardisation between assessors. The formal meeting was minuted. There were also many formal opportunities for standardisation discussions.

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

Nearly all of the candidate portfolios were well presented and well assessed. All candidates had access to the assessment process. There was a good variety of performance evidence and supporting evidence. All candidates completed examples of work product evidence, including screen shots of warehousing, distribution and logistics processes.

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

In all the centres, assessors knew their candidates well and candidates had a good level of support. This also helped to ensure the authenticity of candidate evidence. Authenticity was also supported with witness testimonies.

Some of the centres are now using e-portfolios and these were password-protected, which also helped to ensure authenticity.

In all centres, all candidates undertook an induction programme where they were informed about the implications of plagiarism. Candidates signed a statement to confirm that they were aware of the centre policy and would comply with it during the duration of their award. Candidates also signed a declaration to confirm that all work they produced for their portfolio was their own work.

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

All centres recorded regular formal meetings to support standardisation between assessors. There were many informal opportunities for standardisation discussions to take place.

In almost all centres, the assessment decisions were consistent, accurate and fair when judged against the standards. Evidence was being assessed against the current and valid standards.

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

All centres were well aware of SQA's retention rules. Assessment and verification records are retained for a minimum period of one year. Portfolios are retained for a minimum of three weeks following the date of completion held by SQA, unless notified of an impending verification visit.

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

All centres use different methods and procedures to disseminate the findings of the qualification verifier report to all relevant staff. This forms part of the centres' assessment and internal verification procedures. All centres share the feedback electronically. This is normally followed up with a staff meeting where the qualification verifier report is discussed in more detail, especially if any action needs to be fulfilled within set timescale date set by SQA.

Areas of good practice reported by qualification verifiers

The following good practice was reported by qualification verifiers during 2018–19 session:

- ◆ Good examples of assessment planning evidence that provided excellent support to candidates.
- ◆ Good balance of performance evidence and supporting evidence.
- ◆ Good use of modern technology. More centres were making greater use of e-portfolios.
- ◆ CPD records were improved by relevant warehousing and distribution entries.

Specific areas for development

The following areas for development were reported during session 2018–19:

- ◆ Centres should ensure that criteria for 2.1, 2.4 and 4.2 are reviewed, and are in line with SQA requirements.
- ◆ Record more specific CPD entries that relate to warehousing and distribution standards to ensure the assessment strategy requirements are met.
- ◆ Ensure that there are standardisation meetings for the full range of warehousing and distribution units that are being delivered and assessed.
- ◆ Ensure that all centre staff routinely check relevant SQA website pages relating to SVQs their centre offers to ensure they meet all qualification requirements.