



**Regulated Qualifications 2016
Internal Assessment Report
Licensed Trade Qualifications**

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

Regulated Qualifications

- GG7T 46 Scottish Certificate for Personal Licence Holders
- GG7N 46 Scottish Certificate for Personal Licence Holders (Refresher)
- GG7R 45 Scottish Certificate for the Safe Sale and Service of Alcohol

General comments

Where practicable, arrangements for verification visits had been organised in order to observe the delivery of training and the examination and carry out a systems check. It was confirmed that the majority of centres were compliant with visit plan requests for records and documentation and made these available for sampling.

The majority of centres where verification activity took place have been found to meet the requirements of the National Standards for Personal Licence Holders and Staff Training, and hold a recognised training certificate and personal licence.

Course arrangements, unit specifications, instruments of assessment and exemplification materials

Most centres followed the correct procedures to complete the online Question Paper Order/Course Notification Form and place orders for candidate handbooks.

It was confirmed that all centres complied with the requirement to provide handbooks at least one week in advance of the course date to allow for prior study.

Most centres complied with the operational handbook requirement to provide appropriate joining instructions to candidates and ensured that candidates were advised to bring the correct form of identification to the course.

In the majority of cases it was evident that centres were using SQA tutor presentations for course delivery and legislative updates issued by SQA had been incorporated into course delivery.

Course tutors were commended on using their vast experience of the licensed trade to personalise course delivery. Most centres had comprehensive CPD records which demonstrated their compliance with the Training Delivery and Assessment Strategy.

Site selection checklists were being used effectively to ensure that all premises used for the delivery of SQA Licensed Trade Qualifications complied with the requirements detailed in the SQA Alcohol Licensing Qualifications: Operational Handbook.

Most centres complied with the minimum and maximum group size numbers except where exceptional circumstances were notified to SQA and authorised ahead of course delivery.

SQA-devised multiple-choice question papers were used, and most centres utilised the SQA-supplied exam paper inventory sheet to record the date of receipt and the number of papers and versions held.

The majority of centres submitted completed marker reports within five working days of course and examination delivery.

Evidence requirements

Course delivery conformed with the Training Delivery and Assessment Strategy for Scottish Alcohol Licensing Qualifications.

All centres used the following SQA course delivery and assessment material, which is based on the National Standards for Personal Licence Holders and Staff Training and meets the mandatory qualification and training requirements of the Licensing (Scotland) Act 2005 and the Alcohol etc. (Scotland) Act 2010:

- ◆ course delivery material and tutor notes
- ◆ examination papers
- ◆ candidate handbooks
- ◆ SQA Alcohol Licensing Qualifications: Operational Handbook

Administration of assessments

It was apparent that the administration of assessments, in most cases, complied with the requirements detailed in the operational handbook.

Centres had processes in place to ensure the safe and secure transportation of exam papers to and from course venues.

External verification confirmed that spacing between candidates during examinations was appropriate and candidates were provided with accurate exam instructions.

SQA's paper-based multiple-choice exam papers were being used by all centres visited. Although online assessment is available via SOLAR, none of the centres verified this session had used this.

Double marking of exam papers was taking place.

Accurate exam paper inventories were maintained in centres.

Centres followed the correct procedures to organise re-sits and ensure that candidates sat a different exam version to their original course exam.

Areas of good practice

It is apparent that systems and course delivery have been further enhanced by the following good practice in centres:

Candidate feedback included:

- ◆ Inclusive and engaging learning
- ◆ Highly interactive course re-cap sessions
- ◆ Lively and interactive course delivery
- ◆ Contextualised courses to suit learner work environments
- ◆ Tutors made candidates feel relaxed and had an encouraging approach to ensure candidate participation
- ◆ Good use of local knowledge to reinforce points of the legislation

Verifier observation and highlighted discussion:

- ◆ Double-banking tutors to share and compare teaching techniques
- ◆ Use of the operational handbook as a reference point throughout invigilation of exams
- ◆ Buddying system to support trainers
- ◆ Use of effective handouts such as Drinkaware leaflets
- ◆ Tutors maintaining robust CPD by establishing close working relationships with the Licensing Board, Pubwatch and LSOs

Specific areas for improvement

Although compliance with the operational handbook was apparent on most occasions, there are some areas where external verifiers identified specific areas for improvement:

- ◆ Whilst occasional one-to-one sessions had been undertaken due to exceptional circumstances (Refresher course), these are not encouraged as they do not enable interactive delivery.
- ◆ Centres are reminded that maintaining an up-to-date examination paper inventory is an absolute requirement, and these must be kept up to date and made available for verification visits or at the request of SQA.
- ◆ Centres are required to submit marker reports within five working days of the date of examination, even if it would appear that information is repetitive. Marker reports help to provide statistical information on resit numbers. They also help monitor achievements and provide a feedback mechanism for centres to comment on exam questions. This in turn can influence the review and update of course materials and examination content.
- ◆ Whilst second marking is undertaken particularly to check all borderline marks, centres are encouraged to routinely carry out internal verification of course delivery and content.