



**Higher National Qualifications (including Graded Units) and
Scottish Vocational Qualifications**

Qualification Verification Summary Report 2019

Hairdressing

Verification group: 62

Introduction

Verification of the Higher National Certificate including the graded unit demonstrated that centres are delivering the qualification in line with the unit specification and assessment criteria.

The Scottish Vocational Qualifications (SVQ) reflect the National Occupational Standards (NOS) and have been approved for delivery from 2015–20. Almost all instruments of assessment have been developed by SQA for almost all units within the SVQ awards, providing a standardised approach to evidence recording across all approved centres. E-assessment (mandatory and non-mandatory) are accessed via SQA SOLAR.

The following awards/units were subject to external verification sampling in session 2018–19:

F0F6 10 Product Awareness
F0F7 10 Barbering Practical Skills
F0F9 10 Prepare and Assist in a Workplace Environment
F0FA 10 Hairdressing Practical Skills

F4C2 11 Ladies Basic Cutting Categories
F4C4 11 Mix, Apply and Remove Colour
F4C8 11 Setting and Winding Techniques
F4C9 11 Shampoo, Conditioning and Scalp Massage

DN5W 34 Creative Design in Haircutting
DN5V 34 Colouring, Colour and Innovative Design
DN60 35 Specialised Treatments, Hair and Scalp Conditions

The following SVQs were verified in centres:

GK73 21 Hairdressing and Barbering (SCQF level 4)
GK74 22 Hairdressing (SCQF level 5)
GK76 23 Hairdressing (SCQF level 6)
GK75 22 Barbering (SCQF level 5)
GK7A 23 Barbering (SCQF level 6)

GK73 21 SVQ in Hairdressing and Barbering (SCQF level 4)

H9AX 04 Prepare for Hair Services and Maintain Work Areas

GK74 22 SVQ in Hairdressing (SCQF level 5)

H9CF 04 Shampoo, Condition and Treat the Hair and Scalp (in both Barbering and Hairdressing)
H9CC 04 Cut Hair using Basic Techniques
H9CA 04 Set and Dress Hair
H9C9 04 Style and Finish Hair

H9CD 04 Colour and Lighten Hair

H9CM 04 Fulfil Salon Reception Duties (in both Barbering and Hairdressing at SCQF level 5)

GK76 23 SVQ in Hairdressing (SCQF level 6)

H9CN 04 Creatively Style and Dress Hair 3

H9CT 04 Provide Client Consultation Services

H9CR 04 Creatively Colour and Lighten Hair

H9CP 04 Creatively Cut Hair using a Combination of Techniques

H9CW 04 Provide Creative Hair Extension Services

H9DC 04 Develop, Enhance and Evaluate your Creative Hairdressing Skills

H9DD 04 Provide Specialist Hair and Scalp Treatments

H9DA 04 Hair Colour Correction Services

H9CY 04 Contribute to the Planning, Implementation and Evaluation of Promotional Activities

GK75 22 SVQ in Barbering (SCQF level 5)

H9D3 04 Dry and Finish Men's Hair

H9D1 04 Cut Hair using Basic Barbering Techniques

H9D2 04 Cut Facial Hair to Shape using Basic Techniques

GK7A 23 SVQ Barbering (SCQF level 6)

H9D9 04, Design and Create Patterns in Hair

H9D7 04 Design and Create a Range of Facial Hair Shapes

H9D8 04 Provide Shaving Services

H9CP 04 Creatively Cut Hair using a Combination of Barbering Techniques

Throughout qualification verification activities this session, the evidence sampled against SQA's quality criteria suggests that standards are being maintained by most centres. In centres where areas for improvement had been identified and time-bound, these have all been addressed.

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.

Almost all centres delivering SVQ qualifications provided continuing professional development (CPD) records demonstrating that staff are participating in a range of activities that meet the requirements of the assessment strategies. CPD records in two centres did not meet the criterion and further development was required to meet SQA's requirements.

In some centres, staff asked for clarification about what they can record as 'salon hours'. It was discussed that CPD records should record the skills and knowledge that ensure the currency of the assessor and their internal verifier skills.

In some centres, verifiers recommended that centre staff develop their personal development plans and CPD records.

Centre staff assessing or internally verifying SVQs must hold the SVQ level 3 or equivalent qualification and the relevant assessor/internal verifier qualifications. Almost all centres delivering SVQs provided evidence of relevant qualifications for staff involved in the assessment cycle.

One centre did not meet the requirements of the assessment strategies. This resulted in an action being implemented. Clarification was given from SQA and Habia, enabling the verification team to provide support, and the centre was able to enrol the assessors on to the relevant hairdressing qualification in line with the current assessment strategies.

Good practice was identified in centres where staff completed varied CPD activities that ensured high quality learning. CPD records were detailed and subject-specific.

While it is not a requirement for Higher National (HN) verification, centres provided sufficient evidence of CPD records, demonstrating that staff continue to develop their skills and knowledge, which was subject-specific and current.

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

Almost all centres conduct initial and ongoing reviews in line with their centre's policies and SQA requirements. Evidence was sampled, which included reviews of the assessment environment, assessment cycle, assessment practice and instruments of assessment. In almost all centres, records of reviews and scheduled reviews formed part of ongoing quality assurance.

In some centres, there was a need to review technical units to include current creative techniques in line with the unit specifications.

In some centres, candidates are encouraged to complete a satisfaction questionnaire to share their feedback on the delivery of the assessment. This provides the centres with valuable feedback that is taken into consideration and discussed at standardisation meetings.

The positive feedback from candidates supports the assessment environment, assessment cycle and verification, confirming that the candidates' input is considered.

One recommendation was made at a centre to improve the ongoing review and standardisation of the assessment cycle across all assessors and all sites. This would support the centre to ensure standardisation of the assessment environment, equipment and referencing, learning and assessment material.

Category 3: Candidate support

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

In almost all centres, development needs are identified during the induction process. Almost all centres conduct a formal interview and pre-entry assessment. One centre conducts a dexterity test to ensure that candidates are competent and meet the level of skill required for the qualification.

Ongoing support is identified in candidate assessment planning and, when required, support is given and recorded in personal development plans.

In some centres, regular practical workshops enable candidates to practise their skills in areas that they need further development.

Prior achievement is identified in all centres. Candidates who have completed SVQ 1 can progress to SVQ 2 and from SVQ 2 to SVQ 3. In some centres, sufficient industry experience is measured against the requirements of the qualification, enabling adult learners with no previous qualifications access to the appropriate level of study.

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

In almost all centres, candidates have regular weekly contact throughout the academic session with their assessor. Formal reviews are recorded and assessment plans are updated accordingly.

Private training providers and colleges whose candidates are industry-based provided evidence of scheduled contact to support this criterion. Industry-based candidates have scheduled contact with their assessor every two to four weeks, and this is specific to the individual candidate and their progress. Formal reviews are recorded within personal development plans and/or assessment plans, which track candidates' progress and are signed by the assessor, candidate and sometimes the employer.

Some centres confirm that candidates are able to contact their assessor through closed groups on social media platforms. This provides ongoing communication with candidates, which enables candidates to develop confidence while working towards their qualification.

Good practice was identified in two centres where candidates confirmed that the regular contact with their assessors helped their progress towards their qualification.

Category 4: Internal assessment and verification

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

Almost all centres have well-established internal verification procedures, which enable staff to monitor the assessment cycle. The evidence included pre-delivery verification, internal verification scheduling, sampling and internal verification support.

In some centres, inconsistent internal verification led to actions being implemented. Guidance was given to support those centres on how best to capture internal verification to ensure standardisation of the assessment cycle.

One centre was given a recommendation to conduct internal verification across all assessors to standardise the assessment evidence and assessment cycle across all external sites.

In another centre, the internal verifier provided clearly documented individual feedback, which supported the candidates and assessors. This recognised the high quality of standards within the assessment process and was supported by the assessor's feedback to the candidates. This was identified as good practice.

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

In almost all centres, pre-delivery internal verification is supported by ongoing standardisation of the instruments of assessment. Some centres conduct verification across multiple sites and the internal verification was applied effectively to ensure that instruments of assessment are standardised and comply with the unit specifications.

Almost all practical assessments are observed by the assessor, which ensures the appropriate assessment methods and instruments of assessment are being applied in line with the unit specification and relevant assessment strategies.

It had been identified in some centres that instruments of assessment had not been fully completed and as a result they were invalid. All instruments of assessment must be fully completed at the time of the assessment. Actions had been put in place with agreed timescales, which enabled the centres time for remediation.

A recommendation was given to one centre that pre-delivery internal verification activity should be implemented to ensure the instruments of assessment are judged consistently and fairly to ensure standardisation across all candidates by assessors.

Good practice was identified within a centre. Their innovative online platform was interactive and enabled the assessors and internal verifiers access to all candidate evidence across multiple sites, providing transparency and support through standardisation and internal verification.

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

Almost all centres require their candidates to sign the relevant instruments of assessment and candidate disclaimers to ensure that their work is their own and generated under SQA's required conditions. This was further supported by the effective use of centre plagiarism documentation.

In almost all SVQ and HN assessments, assessors directly observe the candidates. This is recorded within the instruments of assessment. Assessors further validate this through recorded feedback, which is signed by the assessor.

Centres that use the SQA SOLAR electronic assessment platform provide candidates with a secure and unique password. Assessments are conducted under closed-book conditions. All practical assessments are monitored by the assessor through direct observations.

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

In almost all centres, assessors are accurately and consistently judging the assessments against SQA requirements for HN and SVQ qualifications, which have been supported by internal verification sampling, internal verification reports and standardisation.

In three centres, inconsistencies in the assessment decision had been identified, which did not meet the requirements of the unit specifications, assessment strategies and SQA. As a result, actions had been implemented to ensure the underpinning of knowledge was evidenced.

In some centres, recommendations concluded that internal verification sampling activity should be greater. This would ensure consistency of assessment throughout the assessment cycle, with emphasis on centres expanding on the level of knowledge being recorded within the instruments of assessment. It would provide confirmation that the candidate's knowledge and skills meet the requirements of the unit specifications, further ensuring accuracy and consistency within the judgment of assessments was maintained.

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

All centres retained candidate evidence in line with SQA requirements, including pre-selection and on-site selection, all of which was available for qualification verification. This enabled the qualifications verifier to sample the optimum amount of evidence during verification visits. In some instances, when spontaneous sampling was required, centres provided candidate evidence in line with SQA requirements. All centres retain candidate evidence in line with their policies and procedures, which comply with SQA requirements.

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

In almost all centres, relevant quality assurance staff or the SQA co-ordinator attend the formal feedback delivered by the qualification verifier. In almost all instances, an assessor or internal

verifier will attend the verification feedback. The overall outcome of the qualification verification visit and report is discussed with the SQA co-ordinator and/or relevant centre representatives, who disseminate the feedback and report to all relevant staff in their organisation. If areas of good practice are identified, they are shared with centre staff during the feedback. Recommendations are highlighted and developments are discussed, if applicable. If a centre receives actions, these are discussed, recorded, and timescales agreed with the qualification verifier. Outcomes of verification activity are discussed and recorded at staff or standardisation meetings. Meeting minutes are generally stored electronically on the staff shared drive.

Areas of good practice reported by qualification verifiers

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

- ◆ Detailed CPD records, which were subject-specific. (2.1)
- ◆ CPD records demonstrated that centre staff are participating in a range of activities that meet the requirements of the assessment strategies. (2.1)
- ◆ Positive feedback from candidates supports the assessment environment, assessment cycle and verification. (2.4)
- ◆ Candidate satisfaction questionnaire contributes to the review of the assessment environments; equipment; and reference learning and assessment material. (2.4)
- ◆ Candidates have regular scheduled contact with their assessor, which is recorded, and assessment plans are updating accordingly. (3.3)
- ◆ Regular scheduled contact supports positive relationships between the assessor and the candidates. (3.3)
- ◆ Well-established internal verification procedures enable centres to monitor the assessment cycle effectively. (4.2)
- ◆ Internal verification procedures recorded individual feedback, supporting the standardisation of assessments. (4.2)
- ◆ The use of innovative technologies enabled assessors and internal verifiers the opportunity to implement quality assurance within the instruments of assessment across multiple sites. (4.3)
- ◆ Consistent judgment of assessments against SQA requirements for HN and SVQ qualifications, supported by internal verification sampling, internal verification reports supports the delivery and assessment. (4.6)

Specific areas for development

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

- ◆ Develop detailed personal development plans that are accurate and in line with industry standards. (2.1)
- ◆ Develop detailed CPD records that are accurate and subject-specific activities that are current and detail the number of hours required within the current assessment strategies. (2.1)
- ◆ Evidence of relevant qualifications in line with the assessment strategies should be made available during verification activities. (2.4)
- ◆ Improvement of initial and ongoing reviews of the assessment environment. (2.4)
- ◆ Standardisation of the assessment cycle. (4.2)
- ◆ Conduct detailed internal verification to ensure standardisation across all sites. (4.2)
- ◆ Pre-delivery internal verification of instruments of assessment will support the consistency of assessment decisions. (4.3)

- ◆ Instruments of assessment must be fully completed to meet the requirements of the unit specification, assessment strategies and SQA requirements. (4.3)
- ◆ Consistency within the judgement of assessment decision by all assessors in line with the unit specification. (4.6)
- ◆ Internal verification sampling within centres should be greater to ensure consistency within the assessment cycle. (4.6)