Scottish Vocational Qualifications

Qualification Verification Summary Report 2019
Care

Verification group: 82

Introduction

The qualifications verified in session 2018–19 were:

GH5Y 22   SVQ Social Services and Healthcare at SCQF level 6
GH60 23   SVQ Social Services and Healthcare at SCQF level 7
GH61 24   SVQ Social Services and Healthcare at SCQF level 9
GJ9V 24   SVQ Care Services Leadership and Management at SCQF level 10

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 verifiers at almost all centres comply with this criterion and are occupationally competent and qualified at or above the SCQF level for the awards they are assessing and verifying. Almost all assessors and verifiers have a relevant qualification to assess and verify the awards (L&D9di, A1, D32, D33/L&D11, V1, D34). CPD records at almost all centres also comply with the requirements of this criterion and the assessment strategy, with some really good examples of entries sampled at visits.

Many assessors and verifiers hold registerable qualifications for other registers such as nursing and teaching bodies.

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 comply with this criterion. Ongoing reviews of policies and procedures are version controlled, as shown by use of a footer system in almost all centres. Teaching and referencing material, and equipment, are relevant and up to date in almost all centres. Site selection checklists are used, or a health and safety inspection is undertaken, by all centres to ensure the assessment environments provide the necessary assessment opportunities for candidates. Candidates are given induction to the awards they are being assessed against with some good practice identified by external verifiers in visit reports. Most centres have introduced the new Health and Social Care standards and GDPR, and candidates are quoting these within their reflective accounts.

Category 3: Candidate support

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

Many centres are using recognition of prior learning (RPL) as an assessment method within the candidate assessment journey if the evidence provided by them is relevant to the awards being assessed. A small number of centres have made excellent use of internal learning resources where the courses are mapped to SVQ standards, and the evidence is used for RPL when those staff members become SVQ candidates.

All centres have policies in place to support candidates who present with or identify any additional support requirements.

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

Almost all centres have systems in place which are used to show scheduled contact between assessors and candidates. This can be in the form of a 'record of contact' form and/or assessment plans which detail candidates' progress. These plans vary in style from mind maps to written documents, all of which are fit for purpose. Email audit trails are also used in many centres to show contact between assessors and candidates. Centres who assess using e-portfolio systems have detailed diaries of contact contained within these systems, which includes assessment planning, reviewing assessment plans, feedback, and planning for observation.

Category 4: Internal assessment and verification

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

All centres have assessment and verification policies and strategies, and these are in use. This is evidenced through written records from assessors and verifiers within centres. Almost all centres are using the SQA-preferred three-stage model of verification of pre-delivery, during delivery and post-delivery, and this approach to verification is clearly being used in practice.

In almost all centres the reports sampled clearly show that centres are using the assessment strategy in conjunction with the 'Guidance to Assessment' document, and that assessment against standards is at the SCQF level of the awards being delivered. All centres have standardisation meetings and it is clear that decisions are being made on what candidates have to do to show competence.

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

The assessment strategy and assessment guidance document detail what assessment methods can be used by centres and assessors to assess candidates' competence, and in almost all centres these records and methods of assessment such as observation, reflective accounts, products, expert witnesses etc are used appropriately. In most centres, internal verification records of the assessor implementation of these assessment methods is detailed in their feedback by the use of VARCS (Valid, Authentic, Reliable, Current and Sufficient) principles of assessment.

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

All centres have policies on malpractice and plagiarism which detail how centres will investigate any instances of these. A small number of centres have identified malpractice, and SQA has investigated these centres. Candidates at almost all centres sign declaration statements stating that the evidence within portfolios is their own. Along with direct methods of assessment being used by assessors, EVs have noted in their reports that the assessment methods of observation, witness testimony and expert witness have all been used to authenticate that the work is the candidates' own work.

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

Assessors in almost all centres are making accurate and consistent judgements and decisions against the standards being assessed. This is confirmed by internal verification records where VARCS principles of assessment are used in feedback to assessors. External verifiers (EVs) have reported back that the standard of candidate evidence is at the SCQF level of all awards that have been externally verified this session. Some EVs have commented that the link to SCQF level has improved candidates' written reflective accounts.

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

All centres retain the candidates' evidence in line with SQA requirements. Evidence of this is contained within policies such as data cleansing or retention. Many centres retain candidates' evidence for longer than SQA requirements due to funding requirements, Skills Development Scotland or other organisational reasons.

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

In all centres verification reports are disseminated to various staff within centres. During conversations with assessors and verifiers it was confirmed that they receive reports which are also discussed at standardisation meetings. Most centres send reports to directors or chief executives to inform them of candidates' achievements.

Areas of good practice reported by qualification verifiers

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

♦ In many centres there was a signed and dated copy of a client permission record in each portfolio prior to each direct observation. This demonstrated a partnership approach with service users and valued the person's input in supporting the candidate to gather evidence.

♦ The standard of written reflective accounts from candidates is excellent.

Specific areas for development

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

♦ Centres could make more use of RPL.

♦ VARCS principles of assessment could be included in verification records in more centres.