Scottish Vocational Qualifications and Customised Units

Qualification Verification Summary Report 2019
Housing

Verification group: 80

Introduction

There is one centre delivering awards in the verification group Housing (80).

The following awards are being delivered:

GE7H 22 SVQ 2 Housing at SCQF level 6

This award is made up of three mandatory and three optional units.

Units verified:

H0F2 04	Develop and maintain relationships with stakeholders in a housing context
H0F3 04	Maintain effective working relationships with housing colleagues and other stakeholders
H0F4 04	Monitor health, safety and security of self and others
H0F7 04	Use organisational IT systems in a housing context
H0FE 04	Assess housing needs
H0H5 04	Respond to customer requests for repairs
H0F9 04	Give customers a positive impression of yourself and your organisation

G9FJ 23 SVQ 3 in Housing at SCQF level 7

This award is made up of three mandatory and five optional units.

Units verified:

F7CE 04	Develop relationships with others to improve customer service in housing
F7DM 04	Respond to customer requests for repairs
F7DB 04	Organise the maintenance and repair of property
F7C4 04	Arrange and conduct meetings with customers and others

G8RH 04 Customised Award Governance of Scottish Housing Associations

Units:
Unit 1 — Work to achieve good governance of the Housing Association
Unit 2 — Contribute effectively to meetings
Unit 3 — Prepare yourself to deliver good governance of the Housing Association

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.

For all of the qualification verification (QV) activity carried out over the session 2018–19, it was found that assessors and internal verifiers were qualified, in possession of the appropriate assessor and/or internal verifier award and were occupationally competent. Continuous professional development (CPD) records evidenced that assessors and internal verifiers were maintaining currency by undertaking relevant CPD.

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

QV evidenced, in all cases, that there was initial and/or ongoing review of assessment environments (presenting centre and work-based); equipment; and reference, learning and assessment materials.

Category 3: Candidate support

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

QV evidenced in all cases that development needs and prior achievements were identified during the induction process and these needs were being met.

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

It was evidenced via assessment plans, meetings between assessor(s) and candidate(s), and feedback from the assessor(s) to the candidate(s) that candidates were in regular scheduled contact with their named assessor, and that review of progress and revision of assessment plans was occurring. Given the nature of the awards (SVQ and Customised), employers were also being included in meetings.

Category 4: Internal assessment and verification

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

Centre internal assessment and verification procedures were available during QV activity. It was evidenced that centre assessor(s) and internal verifier(s) had adhered to these policies and procedures.

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

In all cases of QV activity it was found the centre assessor(s) had selected to use assessment instruments (based on specifications that define the standards) and that the methods used met the assessment strategy of this sector skills council. In all of the samples verified it was found that assessment instruments were valid, reliable, equitable and fair to all candidates who had the potential to achieve, and that there was no barrier to assessment.

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

The centre has an 'own work' declaration signed by all candidates. Assessor(s) and internal verifier(s) worked together to ensure authenticity of candidate submitted evidence.

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

It was found during QV activity that in all cases the assessor(s) had marked fairly, accurately and consistently to the standard, thus maintaining the integrity of the SQA qualifications G9FJ 23, GE7H 22 and G8RH 04 which were quality assured this session.

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

During QV activity it was found that candidate assessment evidence was held securely and met with SQA's retention guidelines.

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

There was evidence of standardisation meetings during which feedback from QV reports from last session (2017–18) was discussed and recommendations were actioned, and this informed assessment practice.

Areas of good practice reported by qualification verifiers

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

♦ comprehensive CPD records and CVs for each assessor and internal verifier
♦ good contact with the candidates' employer and regular contact maintained
♦ the internal verifier approach continues to be robust and comprehensive
♦ good contact with both candidates and employers during delivery of Housing SVQ level 3
♦ robust assessment policy and practice, comprehensively verified by 100% internal verification of assessed units

Specific areas for development

There were no areas for development identified by the qualification verifier who carried out the verification activity for this session.