



Scottish Vocational Qualifications

Qualification Verification Summary Report 2019

Dry Cleaning and Laundering

Verification group: 73

Introduction

The following units were verified during visits:

SVQ in Textile Care Services GM1R 22

Pathway 1: Laundry Operations

HJ5R 04 Health and Safety and Security at Work in the Laundry, Wet and Dry Cleaning Sector

HD3P 04 Launder Items Using the Washing Process.

HJ5W 04 Tumble Dry Items.

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.

All of the centre staff were experienced in the occupational requirements and had achieved the relevant assessor/verifier qualifications. In all cases the assessors and verifiers had the experience to carry out their roles in the delivery of the qualification. Evidence of current CPD was sampled for each member of staff. In all cases the CPD being completed was appropriate and satisfactory in terms of level and relevance to the award.

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

There was evidence in all cases that initial and ongoing reviews of the assessment environment, equipment, and learning and assessment materials were taking place. This was recorded in minutes of standardisation meetings between assessors and internal verifiers. This included evidence of specific discussions regarding the practical activities and the use of candidate workbooks. In one case there had been a decision to review the assessment methods for one of the units where additional questions on new pieces of equipment in the laundry were added to provide evidence of candidates' underpinning knowledge on using the new equipment.

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 the centres operated a comprehensive induction course for candidates that included information on assessment and the appeals procedures. A list of candidate's previous training records at each centre was included in their portfolio. Centres had appropriate candidate support policies in place.

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

There was evidence of ongoing contact with each candidate by the assessors who also worked in the workplace laundry with each of the candidates.

There was a consistent approach across the centres in relation to regular contact meetings. These were held with each candidate to review and update their progress. Records of these meetings were held in each of the candidates' portfolios.

During verification visits there had been opportunities to observe assessors giving and recording feedback to candidates when they had completed a practical assessment in the laundry.

During a meeting with the qualification verifier one candidate had said that he was content with the support from his assessor and he fully understood what he was required to do to generate evidence for each outcome of the unit. He was confident that he would successfully complete the qualification within the projected timescale.

Category 4: Internal assessment and verification

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

All candidate evidence sampled was appropriately assessed and internally verified. The internal verification documentation was available in every case and included written reports of all the units being delivered by the centre. Documentation also included supporting comments from the internal verifier for each of the assessors.

Observations of assessors assessing one candidate provided additional evidence that assessors were ensuring that candidates fully understood what was required.

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

All the centres were using the current SQA-developed materials to assess their candidates. All of the assessors were familiar with and used a diverse range of assessment instruments. This was recorded in the minutes of the standardisation meetings.

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

Candidates generally signed a personal profile document of some sort containing their candidate number prior to commencing any of the formal training.

There was also general use of plagiarism disclaimers that were signed by each candidate, confirming that all evidence generated and submitted was their own work. This disclaimer was normally retained in the portfolios.

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

All centres were using current awarding body assessment materials and all candidate work was consistently judged against the required standards. Effective internal verification procedures were in place in each centre and ensured that all of the assessment decisions were valid.

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

All of the candidates' portfolios and assessment materials were stored in locked cabinets. In all cases, centre staff were fully conversant with the requirements for the retention of candidate evidence. All evidence requested in the visit plans was available for sampling during each visit.

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

It was practice within all the centres to disseminate feedback from the qualification verifier to all appropriate staff and to meet to discuss and resolve any actions identified. There was evidence in minutes of these discussions having taken place.

Areas of good practice reported by qualification verifiers

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

- ◆ Evidence of photographic learning and reference materials specific to the workplace environments have been developed and used by one centre.
- ◆ One centre produced special documentation to record candidates' development needs.
- ◆ One centre produced a diverse range of comprehensive training materials and workbooks to support the qualification.

Specific areas for development

No specific areas of development were highlighted during session 2018–19.