



# **Scottish Vocational Qualifications Internal Assessment Report 2015 Food and Drink Operations**

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

# SVQ awards

## General comments

Eight centres were selected for external verification and verified under the quality assurance management system (QAMS). External verification activity included verification of the old and new pathways; the new pathways were introduced in April 2013. All centres were fully aware of the QAMS criteria and were prepared for the verification visit.

Six centres met the requirements of the National Occupational Standards for the awards selected. The centres had a clear and accurate understanding of the requirements of the national standards for the awards delivered.

Two centres did not fully comply with the QAMS criteria and national standards. One centre did not provide sufficient evidence for candidates undertaking Level 3 awards. One centre did not meet the Assessment Strategy CPD requirement for one assessor. Where non-compliance was identified, this was resolved by the centre within the agreed timescale.

Approval visits for two centres were successfully completed for the following awards: GG4W 22, GFOG 22 and GFOH 23.

There were no development visits requested in session 2014–15.

There was an increase in the number of candidates undertaking the SVQ awards at Level 2 and a significant increase at Level 3.

## Unit specifications, instruments of assessment and exemplification materials

The following SVQ awards were verified in session 2014–15:

### Level 2

G8RR 22	Production Control Skills
G8RP 22	Facilities Support Skills
G92J 22	Operational Skills
G92L 22	Meat and Poultry Skills
G92P 22	Butchery Retail Skills
G92K 22	Process Bakery Skills
G8RW 22	Distribution Skills
G9GJ 22	Seafood Processing Skills
GG4V 22	Craft Bakery Skill at SCQF level 5
G8RV 22	Retail and Service Support Skills
GF0G 22	Food Manufacturing Excellence at SCQF level 5
GG4X 22	Fresh Produce Skills at SCQF level 5
GG4Y 22	Production and Processing Skills at SCQF level 5
GG4W 22	Distribution Skills at SCQF level 5
G8X8 22	Craft Bakery Skills

GG6A 22	Meat and Poultry Skills at SCQF level 5
GG50 22	Food Sales and Service Skills at SCQF level 5
GG55 22	Meat and Poultry Skills at SCQF level 5
GG52 22	Fish and Shellfish Processing Skills at SCQF level 5

### **Level 3**

G92R 23	Specialist Meat and Poultry Skills
G8RY 23	Specialist Supply Chain Skills
G8RX 23	Specialist Improvement Skills
G8TI 23	Specialist Management Skills
GF0H 23	Food Manufacturing Excellence at SCQF level 6
GG51 23	Food and Drink Operations at SCQF level 6
GG49 23	Supply Chain Skills at SCQF level 6
GG54 23	Meat and Poultry Skills at SCQF level 6
G8T0 23	Specialist Technical Skills at SCQF level 6
GJ1M 23	Fish and Shellfish Industry Skills at SCQF level 6

### **Evidence Requirements**

The candidate portfolios and evidence sampled clearly demonstrated that assessors and internal verifiers have a good understanding of the evidence requirements for the awards. Centres provided evidence of support and guidance to candidates undertaking the awards.

One centre did not provide sufficient evidence for candidates undertaking Level 3 awards; this was remedied by the centre assessors and internal verifiers by providing additional candidate evidence.

### **Administration of assessments**

All centres used the current Assessment Strategy for the SVQ awards. In seven centres the internal verification and assessment procedures were robust and ensured assessment decisions were fair, reliable and justified. In one centre there was insufficient evidence for Level 3 candidates; this was resolved by the centre within the agreed timescale.

The assessment and internal verification policies and procedures in centres confirmed:

- ◆ Centres are aware of, and apply, the Assessment Strategy for the awards
- ◆ Centres are aware of the QAMS criteria and were prepared for external verification visits
- ◆ Centres use SQA and Improve standards to monitor their own internal verification and assessment policies and procedures
- ◆ Centres hold team and internal verification quality meetings; however, in some centres these should be documented and disseminated to all staff

E-portfolios are being used in a number of centres. These allow candidates to update their portfolios remotely and to use smartphones and tablets to collect evidence — for example photographs, video and voice recordings. They also allow assessors to give feedback between face-to-face meetings and internal verifiers to access portfolios. In addition, they assist external verification by allowing remote access.

### **General feedback**

The uptake of Level 3 awards continues to increase. Although new pathways have been available since April 2013, a number of centres were still delivering the old pathways. From session 2015–16, all centres should only be delivering the new pathways.

Feedback to candidates on their performance was good; however, there is room for improvement. Centres using e-portfolios are able to give candidates feedback remotely resulting in candidates not having to wait until the next face-to-face meeting. E-portfolios and the use of smartphones and tablets allow candidates to generate and upload evidence, taking control of their assessment planning.

Candidates who were interviewed said that the SVQ awards were enjoyable and beneficial for their own professional development and a career in the food and drinks sector. Candidates undertaking Level 3 awards found the awards useful as they could apply the knowledge and understanding in their working practice and gain recognised qualifications.

Centres are providing sufficient support and guidance to candidates before they undertake Level 3 awards. They also are ensuring that candidates are in appropriate job roles to generate evidence. One centre did not gather sufficient evidence at the required level resulting in non-compliance. The centre is now aware of the type and level of evidence required.

### **Areas of good practice**

The following areas of good practice were identified on visits:

- ◆ Centres continue to use innovative training and learning resources
- ◆ Feedback to candidates after assessment at some centres is very effective. This enables candidates to further improve their performance
- ◆ Centres are using a diverse range of evidence to support assessment and record performance: photographic, video recording and voice recording
- ◆ Centres are using a diverse range of assessment methods as a result of the new pathways
- ◆ Centres have developed high-quality induction and learning resources, support material, and information on plagiarism for the learners

Annual network events continue to be a good and effective way for assessors and internal verifiers to share knowledge and good practice with colleagues from

other centres. These events are supported by SQA, Improve (the Skills Sector Council) and Skills Development Scotland.

It is encouraging to see an increased uptake in Level 3 awards. Centres are commended for their investment in training and staff development.

### **Specific areas for improvement**

Centres need to ensure that assessors are fully competent in the pathways they are assessing. Competence should be fully detailed in CVs and CPD records and should demonstrate that assessors are updating their skills and knowledge.

Centres need to ensure that assessors and internal verifiers are up-to-date with changes in food hygiene and food safety, in particular allergens. CPD records should contain evidence to demonstrate knowledge and understanding.

Assessors should provide candidates with detailed, constructive comments and feedback on performance. The feedback should give guidance on how to further enhance their performance. Level 3 candidates would benefit from this type of professional development and practice.

Internal verifiers should provide feedback to assessors on assessment decisions and provide support and guidance. Assessors would benefit from this type of professional development, practice and quality improvement.

Centres should ensure that their quality policies and procedures ensure that SQA reports are circulated to all relevant staff and relevant actions are tracked.

Candidates selected to undertake Level 3 awards need to be in an appropriate job role to be able to generate appropriate evidence to confirm competence. Induction should include guidance on the appropriate pathway and evidence required to achieve the award.