



**National Qualifications 2016
Internal Assessment Report
Skills for Work: Hairdressing**

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

National courses

Skills for Work Hairdressing National 4 (C238 74)

DX0K 10 Hairdressing: Employability Skills
DX0M 10 Hairdressing: Salon Awareness
DX0N 10 Hairdressing: Working in the Salon
DX0P 10 Hairdressing: Creativity

Skills for Work Hairdressing National 5 (C252 75)

F343 11 Hairdressing: Working in the in a Salon Environment
F344 11 Hairdressing: Salon Skills
F345 11 Hairdressing: Introduction to Colour
F346 11 Hairdressing: Creative Trends
H0PK 11 Hairdressing: Introduction to Colouring Processes

General comments

The external verification team visited ten centres in 2015–16.

External verification reports confirmed that centres continue to develop a clear and accurate understanding of the requirements of the standards in the delivery of Skills for Work: Hairdressing at National 4 and 5. External verification activity re-affirmed that internal standards were being maintained and centres continue to build on the good practice, which is highlighted in the internal assessment report on an annual basis.

The course was re-coded in line with Curriculum for Excellence (CfE) developments in August 2014, however, no changes to the course and content have been made.

Verification activity revealed elements of good practice and highlighted areas of development issues, which will be detailed in this report. Skills for Work external verification confirmed that there is an overall high level of confidence in the maintenance of SQA standards in assessment and verification within centres. In all centres, assessments were administered to the standards exemplified in the National Assessment Bank (NAB) material.

Centres do have a very clear and accurate understanding of the Skills for Work: Hairdressing National 4 and 5 qualification requirements and how to apply consistent assessment criteria through the use of SQA NAB materials. Support materials are being used but do require revising and updating.

Internal verification systems and procedures are robust and generally fit for purpose although this report will highlight where there are areas for improvement.

Breakdown of the delivery for the Skills for Work: Hairdressing at National 4 and 5, for this session was as follows:

Two centres delivering units from National 4 and 5, one centre delivering units from National 5, three centres delivering National 4 and 5, and four centres delivering National 4. Four centres were college delivery, one centre school to college delivery, one centre college deliver within school, and four centres with school delivery — one is a three-school partnership being delivered in one school.

All centres sampled this year had successful external verification visits.

Course arrangements, unit specifications, instruments of assessment and exemplification materials

All centres were able to demonstrate that they are familiar with the requirements for the awards being delivered. Documentation made available to external verifiers included unit specifications, assessments instruments, exemplification materials, evidence of internal verification and assessment decisions — indicating that staff responsible for delivery and assessment are familiar with all aspects of the award. All centres are using SQA NAB materials in conjunction with locally devised consultation records where appropriate.

Assessors and internal verifiers were able to discuss confidently the aims and intentions of the award and approaches to generating sufficient and appropriate evidence.

All centres externally verified this session (2015–16) were making use of the National Assessment Bank (NAB) materials and learner evidence was found to be consistent across learners and centres. It is clear from external verifiers' reports that centres and learners continue to find these resources valuable and accessible.

Practical assessments are carried out in a realistic working environment and some centres integrate assessments for the following units: DX0K10 Hairdressing: Employability Skills, DX0N10 Hairdressing: Working in the Salon, and DX0M10 Hairdressing: Salon Awareness at National 4 so reducing the burden of assessment for learners.

Visits have been well organised and centres have provided all documentation relating to assessment and internal verification.

Evidence requirements

External verifiers were very positive with a number of areas of good practice highlighted as centres continue to deliver Skills for Work: Hairdressing programmes. Examples of good practice will be highlighted later in this report.

All centres are using NAB exemplar material supplied by SQA and it was clear from external verifier reports that all learners produced thorough and well-

presented evidence. Learners' evidence was comprehensive and varied from paper-based to electronic. It was therefore clear that learners were being given clear instruction allowing them to generate the necessary evidence and present it appropriately.

Assessments were reliable, consistent, accurate and fair. Constructive feedback was given and recorded on the learners' material and at the end of each task/session verbal feedback was given. This outlined strengths as well as areas for improvement.

Administration of the course and recording of the assessment decisions was clear across centres verified. Decisions made by assessors are valid, authentic, reliable and sufficient.

Administration of assessments

NAB materials are being used in all centres to support assessments; it was found that this material assisted with the consistent application of standards set out in the unit specifications.

External verification sampling revealed that centres do have a good understanding of Skills for Work: Hairdressing at National 4 and 5 evidence requirements. Positive feedback was provided as well as some areas for improvement.

Assessors assess holistically where appropriate and this approach enhances learner experience by avoiding repetition and over-assessing. Centres have well-structured assessment schedules to allow them to deliver National 4 and 5 very effectively.

DX0P 10 Hairdressing: Creativity — reports highlighted four centres where the story boards/style boards could have had more texture and detail. One of the centres is looking at producing the mood boards and story boards in an electronic format.

Internal verification is carried out in line with the centre-set quality schedule across all the units and all the elements as required.

Internal verification activity in all centres sampled was effective and followed centre policies. Internal verification schedules were in place, robust and being followed (evidenced from their quality sections). All internal verification, both formative and summative, is signed-off. Feedback is given to both the assessor and the learner as the award progresses.

Areas of good practice

The external activity for this session (2015–16) identified areas of good practice and it was evident that delivery staff were highly skilled in their subject area. A high level of enthusiasm among staff was also evident. A consistent observation has been that staff are committed to providing learners with a valuable, enjoyable

and varied experience and are happy to share their extensive and up-to date experience with their learners.

Specific areas of good practice identified are:

- ◆ IT skills for creating story/mood boards and good use made of word processing for assignment submissions
- ◆ External visits to meet staff and explain expectations of employment in the hairdressing industry
- ◆ Assessment overview sheet enabling assessor to easily view each learner's progress
- ◆ Parent and employers' vocational events
- ◆ Attending the Scottish Hair and Beauty show — strong industry links and work experience
- ◆ Learners at a higher level mentor Skills for Work learners allowing them the opportunity to experience a real salon situation, including reception
- ◆ Effective integration of assessments across units — DX0K 10 Hairdressing: Employability Skills, DX0M 10 Hairdressing: Salon Awareness, DX0N 10 Hairdressing: Working in the Salon
- ◆ Comprehensive consultation record used to support practical performance and salon assistant diary used while developing skills to support assessment relating to DX0M 10 Hairdressing: Salon Awareness Outcome 3
- ◆ Weekly skills challenge to inspire learners while developing practical skills and themed events to engage learners in the creativity process
- ◆ One centre operates a totally electronic internal verification system that is sophisticated and ensures a rigorous and robust process is carried out

Specific areas for improvement

The external verification team identified specific areas for improvement that will enhance the delivery of learning, teaching and assessment and aid standardisation across delivering staff.

- ◆ Mood boards could have more texture and storyboard plans extended to ensure they clearly demonstrate each stage of preparation
- ◆ Ensure employability skills are assessed in line with the unit specification and encourage selection of a wider variety of employability skills for developed reviews
- ◆ Ensure internal verification is carried out according to centre policy and include standardisation and team meetings
- ◆ Carry out all practical summative assessments on clients and in a realistic working environment or real workplace
- ◆ Encourage breadth of understanding regarding hazards/risks in the salon
- ◆ Record feedback given on completed assignment