



Higher National Qualifications

Qualification Verification Summary Report 2022

Management Skills

Verification group number: 243

Introduction

With processes and procedures introduced during the COVID-19 pandemic in place, we see the innovative and effective use of technology to support the virtual and hybrid approaches in centres this year. We see increased support and guidance from the centres when virtual and hybrid approaches are becoming the norm. Although this has been a challenging and engaging period of time, this factual report demonstrates the quality of the delivery and that centres have continued meeting standards required by SQA. The external verification activity in session 2021–22 indicated ‘high confidence’ across all qualifications and units sampled.

Actif4 Leadership Diploma GR2G 04

Decision Making and Innovation G9CM 09

International Business and Strategy GN5A 04

Diploma in Healthcare Management and Leadership GP64 04

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.

This year, all staff at the centres were qualified to provide the appropriate qualifications and units. Staff at all centres undertook a CPD activity to ensure that they maintain currency. All centres completed CPD records; however, one centre showed good practice by reflecting on the activity and the impact on the assessment practice, and sharing this information with colleagues.

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

A few centres amended their own learning resources, induction material, presentations, briefing notes, and facilitator’s manual, to suit the virtual and hybrid learning environment. All centres showed ongoing reflective practice and course feedback. All qualification verifiers reported that centres provided documented evidence of initial and ongoing reviews of the assessment environments; 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.

All centres have a process and procedure in place to ensure that candidate needs and achievements are matched against the requirements of the award. The method used to collect this information varies from centre to centre, but all centres have an interview process and selection procedure, followed up with an induction to the centre and the qualification. All qualification verifiers' reports demonstrate that centres are identifying candidates' development needs and prior achievements, as well as providing support and guidance.

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

The external verifiers' reports demonstrate that all centres meet regularly with the candidates in a variety of ways agreed with the assessor and the candidate. Almost all centres have scheduled contact with their candidates using a virtual and/or hybrid approach, though centres do differ on the scheduling from once every 2 to 3 weeks to once a semester. All centres provide the opportunity for candidates to communicate with the assessor on a regular basis and when they need to. Most centres demonstrate robust systems and procedures to make sure candidates are appropriately supported, such as clear assessment scheduling, planning arrangements, regular meetings, and blended learning opportunities combining face-to-face and virtual learning. However, contact records are not as robust as they could be in some cases, and centres are encouraged to demonstrate ongoing support to their candidates.

Category 4: Internal assessment and verification

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

The qualification verifiers' reports demonstrate that all centres have a robust internal verification system. This is demonstrated using documentation such as IV policy (three stage model for IV process, assessment methodology and IV pro forma documentation), minutes of standardisation meetings, and records of feedback to the assessor and the candidates. All documents are well organised and reflect the verification policy of the centre. However, a few centres should clearly indicate the number of re-submissions on the candidate documents.

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

Assessment instruments were valid, reliable, practicable, equitable and fair in all centres. All centres were aware of the assessment requirements, as feedback from the qualification verifiers' reports revealed high compliance. All centres were using the most up-to-date SQA materials. However, some candidate documentation was not completed. Centres should complete all relevant candidate documentation.

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

The qualification verifiers' reports indicate that no evidence of malpractice was identified during virtual verification activities. Staff and candidates in all centres continue to maintain standards and adhere to the requirements of the qualifications. All centres have a disclaimer in place which helps to ensure that candidates submit their own work, which is explained in the induction process. The qualification verifiers indicated that all centres have authenticated documentation, such as signed and dated disclaimers or statements; some centres also use the Turnitin software. All centres authenticated candidate evidence in line with SQA's required conditions using candidate disclaimers.

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

'High confidence' was recorded for all qualification verification activities in the session. All centres accurately and consistently judged candidates' work against SQA requirements. All submitted work was consistent, and clearly in line with the criteria and the outcomes of the unit. All centres have held standardisation meetings, most of which were held on a virtual platform due to the current circumstances and COVID-19 lockdown restrictions. SQA external verification reports indicate that assessment decisions were consistent and accurately judged against the standard and in a fair and equal way.

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

All centres retained candidate evidence in line with revised SQA requirements during the session. External verification activities confirmed all centres were effective in retaining candidate assessment evidence in accordance with current SQA requirements and in response to qualification verification activities. Centres' evidence retention duration varies from three years to six years, exceeding the minimum requirements of SQA.

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

All centres disseminated feedback to staff using a variety of methods, such as emails, standardisation meetings and discussions. All centres recorded the outcome of QV activities and noted recommendations and actions, in order to address these directly.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2021–22:

- ◆ The use of technology ensured effective communication over the COVID-19 pandemic.
- ◆ One centre showed good practice by reflecting on the activity and the impact on the assessment practice, and sharing this information with colleagues.

Specific areas for development

The following area for development was reported during session 2021–22:

- ◆ Centres should state the number of re-submissions as per strategy clearly.
- ◆ Contact records were not as robust as they could be in some cases. Centres should demonstrate ongoing support to their candidates.
- ◆ Centres should complete all candidate documentation.