



Alternative Certification Model 2020–21: National QA Exercise Key Messages

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| Subject | Administration and IT |
| Level | National 5 |

This report provides information on themes emerging from the national quality assurance exercise, which is part of the Alternative Certification Model for National 5, Higher and Advanced Higher courses.

A sample of candidates' assessed work from selected centres was reviewed to determine whether assessment was in line with the national standard. The evidence submitted may have been partial or incomplete and is unlikely to have represented all of the evidence that will be gathered to allow the centre to determine a provisional result.

The centres selected for review in this subject and at this level have been provided with specific feedback on the evidence that they submitted. The comments below highlight key points about the assessment approaches and instruments used and the sampled centres' assessment judgements, for all centres delivering the subject at this level to reflect upon and make any appropriate adjustments.

Section 1: Comments on approach to assessment

Almost all centres provided samples of 5 candidates for national quality assurance and submitted 2021 SQA NQ assessment (assignment and question paper) without amendment for moderation. A few centres used a commercial paper, with and without amendments. Most centres included either a question paper or an assignment, and a few centres included both.

Unit assessments were also included. These may be useful as supplementary evidence, but it should be noted that they often do not have high predictive value for making assessment judgements for course assessment.

Almost all centres indicated that they would use the 2021 SQA question paper and assignment to make their final assessment judgements for provisional results.

Section 2: Comments on assessment judgements

Most centres provided judgements that were in line with the national standard based on evidence that had been through local quality assurance procedures. Where centres consistently referred to the general marking principles and followed the detailed marking instructions carefully, their judgements tended to be accurate.

Sometimes assessment judgements were lenient, most commonly missing keyboarding errors. The following areas must also be remembered when making assessment judgements:

- ◆ Start and finish times must be shown in e-diary tasks.
- ◆ A recurring meeting must have the final meeting on the correct day — it should not run on to other days or weeks.
- ◆ Dates and times must be consistent with those used in the rest of the document.
- ◆ Each manuscript correction must be actioned accurately.
- ◆ A full stop should be included when inserting sentences.
- ◆ There must be accurate spacing around an asterisk.
- ◆ Driving directions must start and finish at the specified places and go in the correct direction.
- ◆ If features of customer service are assessed, a maximum of one mark should be awarded for the practical application of training (for example greeting customers/being polite/helping customers).

Where assessment judgements were severe this was usually in the following areas:

- ◆ The text formatting mark should be applied if the candidate has applied 2 text formats. Some text formats were not recognised by assessors — for example, a box or border. For further exemplification, refer to the principles of marking.
- ◆ Where the logo has been correctly inserted once across all tasks a mark should be awarded, as indicated in the detailed marking instructions.

It was appreciated that the materials submitted were well organised by all centres and followed the national quality assurance procedures.