NQ verification 2022–23 round 1

Qualification verification summary report

Section 1: verification group information

Verification group name:	Administration and IT
Verification activity:	Event
Date published:	April 2023

National Units verified

Unit code	Unit level	Unit title
H1YW 73	National 3	IT Solutions for Administrators
H1YY 73	National 3	Communication in Administration
H27Y 73	National 3	Administration in Action
H1YV 74	National 4	Administrative Practices
H1YW 74	National 4	IT Solutions for Administrators

Section 2: comments on assessment

Assessment approaches

All centres verified used valid approaches to assessment. They all used SQA's unit assessment support packs accurately.

We observed the following examples of good practice:

♦ Some centres used the combined approach to reduce the level of assessment for candidates.
♦ Candidate evidence from most centres was well presented, with tasks clearly labelled, and assessment approaches included along with the judging evidence tables.
♦ Many centres had judged candidate work in a clear and logical manner, indicating on candidate printouts every time the candidate had successfully followed the instruction in a task.

- Many centres demonstrated good practice in their internal verification processes, for example:
  — holding internal verification meetings or discussions
  — the assessor and internal verifier using different coloured pens to annotate scripts
  — annotations initialled by the assessor and internal verifier

The following is advice for future practice:

- All centres must ensure there are robust quality assurance measures in place. They should refer to 'Internal verification: A guide for centres' for guidance on internal verification approaches.

Assessment judgements

The majority of candidate evidence submitted was of a very high standard, indicating centres had prepared candidates well for the assessment. Generally, assessment judgements were correct and clearly annotated on candidate evidence, indicating centres had a good understanding of each assessment standard.

There are three points to highlight that may improve centre practice further:

Digital candidate evidence

If centres are submitting digital candidate evidence, they must have a clear digital method of indicating judgements on candidates' work (for example digital ink). This means that the external verifier can see exactly how candidates' work has been judged and what keyboarding errors have been identified.

Keyboarding errors

Centres must check candidate evidence thoroughly for all keyboarding and layout errors. This applies to all assessment standards at National 3 and all assessment standards at National 4, except Administrative Practices outcome 1 assessment standards (theory). Centres should identify all keyboarding and layout errors on candidate printouts. Errors must be counted up to ensure candidates are not over the error tolerance for a particular task.

The error tolerance for each level is:

- National 3: one error for every 10 words
- National 4: one error for every 15 words

Errors can appear anywhere in the task. Examples of errors included within the tolerance are: typing errors, minor layout errors (such as reference and date in wrong place) and spacing errors (such as one return between paragraphs, inconsistent or incorrect spacing in an e-mail). There is flexibility over layouts, but candidates must use a sensible business layout.

The error tolerance applies to each individual task. Centres should treat the following errors as one error within a task, no matter how often they occur within that task:

♦ incorrect or inconsistent capitalisation
♦ incorrect or inconsistent spacing after punctuation at end of sentence
♦ incorrect or inconsistent spacing for commas, colons, semi-colons, or brackets
♦ incorrect or inconsistent spacing between paragraphs
♦ confusion of hyphen and dash
♦ omission of apostrophe
♦ highlighted punctuation at the end of a heading
♦ missing full stops

Centres commonly missed keyboarding errors on word-processing, desktop publishing and e-mail evidence. Common errors not identified by assessors were:

♦ inconsistent capitalisation
♦ incorrect punctuation
♦ layout or spacing errors

Assessors and internal verifiers must thoroughly check candidate evidence for keyboarding errors and indicate these on candidate evidence.

Employee responsibilities

Administrative Practices (National 4) unit assessment standard 1.4 requires candidates to outline employee responsibilities for security of people, property and information. Therefore, centres must only accept employee responsibilities and not organisational responsibilities.

Section 3: general comments

Overall, centres had an excellent understanding of the assessment standards and demonstrated accurate judgements. It was also clear that they had made a concerted effort to ensure the standards had been applied consistently across all candidates at all levels.

We continue to encourage all centres to read the assessment standards carefully, along with the information for judging evidence. A recurring issue each year is centres not identifying keyboarding errors, therefore we advise taking time to check candidates' work carefully.