



**National Units**

**Qualification Verification Summary Report 2022**

# **Business Management**

**Verification group number: 254**

## Introduction

Four National Progression Awards were selected for qualification verification in UK centres during session 2021–22. The NPAs are all registered under Verification Group 254 Business Management, while the units that make up the awards belong to a number of different verification groups.

The following SQA Awards were selected for verification:

GL8H 46 NPA Business Skills SCQF level 6  
G9AH 45 NPA Enterprise and Employability SCQF level 5  
GR3P 46 NPA Business Skills SCQF level 6  
G9X0 45 NPA Business with Information Technology SCQF level 5

The following Business units were selected for verification:

J229 76 Understanding Business SCQF level 6  
J22A 76 Management of People and Finance SCQF level 6  
HE9E 46 Contemporary Business Issues SCQF level 5  
J1JT 44 Financial Skills for a Small Business: An Introduction SCQF level 4  
F1FE 12 PC Passport: Working with IT Software – Word Processing and Presenting Information Higher  
F38X 11 Skills for Customer Care Intermediate 2  
HJ30 45 Marketing, Basic Principles and Applications SCQF level 5

## 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.**

Whilst criterion 2.1 is not a requirement for the NPAs some centres did provide evidence of their assessor and internal verifiers' qualifications and experience. Qualifications included relevant degrees and school teaching qualifications with GTC registration (which requires registered teachers to demonstrate an ongoing proficiency through learning and development). Some were undertaking assessor awards and many had valuable experience of delivering SQA qualifications.

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

Centres submitted a range of documents to evidence criterion 2.4 including lists of resources, records of internal verification and standardisation meetings, staff/centre manuals, teaching materials, schedules of speakers, pre-delivery meetings with required resources as a standing item, samples of teaching resources, book lists and IT equipment resources.

## **Category 3: Candidate support**

### **Criterion 3.2: Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.**

Meeting criterion 3.2 is best evidenced through the submission of a range of documents as it is unlikely that a single piece of evidence will not adequately demonstrate that the centre meets the requirements of criterion 3.2. Discussions with the centres revealed that each had a selection process and that some operated formal interviews and created individual assessment plans as well as providing tailored scheduled support. Centres also use induction to inform, guide and support the candidates. Some used Personal Learning Support Plans and all operated regular meetings or provided access with a support member of staff.

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

There is an overlap between criterion 3.2 and criterion 3.3 and some of the evidence submitted was relevant to both criteria. Staff often had contact with candidates via MS Teams and email as well as scheduled class times with face-to-face contact depending on the requirements of the course and circumstances. Regular scheduled progress meetings take place with individual candidates as standard practice in all centres. As outlined under criterion 3.2, centres operated a variety of means of reviewing and recording progress and tailoring support to best enable candidate success.

## **Category 4: Internal assessment and verification**

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

Centres provided details of the internal quality assurance process and completed verification records, assessments and minutes of meetings. Centres understand the SQA requirements and the need for collaborative working between assessors and the internal verifier to ensure that standardisation is achieved through identifying each unit's requirements and standards and ensuring that assessment decisions are consistently made and are appropriate. Some centres operated a system where an assessor and internal verifier would switch roles for different cohorts. Sampling was sometimes conducted on a 100% basis and generally centres provided comprehensive verification records.

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

Centres provided a range of documents including unit specifications and SQA or prior-verified assessments. Internal verification records and minutes of meetings showed that centres had checked each unit's requirements and made relevant checks on the

assessments to ensure they conformed and were valid, reliable, practicable, equitable and fair. Discussions with staff confirmed their understanding of the internal quality assurance process and the need to ensure that assessments were appropriate and that they were used in accordance with SQA requirements.

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

Each centre has detailed policies that explain candidate responsibilities regarding assessment and the responsibilities of their staff to best ensure that candidate evidence is original. Candidates often submit evidence electronically and it is checked using software such as Turnitin. Candidates commonly sign declarations regarding authenticity as part of their contract and when submitting work. Staff are aware of their responsibilities to best check that candidate work is original when making assessment judgements. Further checks are made when samples are selected for internal verification.

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

Centres provided suitable samples of candidate evidence and results records as required for virtual verification events. All units require an element of assessor judgement when making assessment decisions and the internal verification records supported the assessment decisions made. The best records contained examples where the assessor and internal verifier discussed particular cases before applying a reasoned and considered decision. Feedback to candidates about performance was generally provided but not in all cases, and in some instances when provided it could have been more detailed.

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

All centres provided sufficient evidence to demonstrate that they have a policy for evidence retention and secure storage and data handling that meets the requirements set by SQA.

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

Centres managed to evidence the dissemination of qualification verification feedback through the provision of policy documents and completed records. Different centres had slightly different processes but all basically ensured that feedback was discussed and, where necessary, actions were set to ensure that improvements were implemented. Discussions with staff confirmed that they appreciated the importance of continually trying to improve delivery and assessment and understood the role that external quality assurance feedback can play in fostering such improvements.

## **Areas of good practice reported by qualification verifiers**

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

- ◆ Criterion 2.4: One centre had invested in significant resourcing including Chrome books and technology to enable projects. It also recycled equipment.
- ◆ Criterion 3.3: Generally, the use of individual learning plans, tailored assessment and support was of a very high standard.
- ◆ Criterion 4.2: Standardisation and internal verification records were sometimes very detailed and included evaluation and reflection upon delivery and assessment which will enable those centres to take lessons learned forward to improve future delivery and assessment.
- ◆ Criterion 4.9: One centre was cited for having an excellent system in place to ensure that qualification verification feedback is discussed thoroughly and then used to make improvements to delivery and assessment.

## **Specific areas for development**

The following areas for development were reported during session 2021–22:

- ◆ Criterion 2.4: It was recommended that the review of resources, environments, equipment and assessments is added as a standing agenda item to the regular standardisation/internal quality assurance meeting agendas.
- ◆ Criterion 4.3: Centre-devised assessments should be sent to SQA for prior verification before use. Networking with other providers, development visits and participating in SQA events and training can be useful in gaining information, advice and support.
- ◆ Criterion 4.6: In some cases, better annotation of the candidates' work would be desirable to make it clear where evidence requirements have been met or remediation is required. Feedback is vital in informing candidates where they have done well and where they might improve.
- ◆ Criterion 4.9: All centres should focus on ensuring that both external and internal verification records are reviewed, and where appropriate acted upon as a standard part of the internal quality assurance process.