



**National Qualifications**

**Qualification Verification Summary Report 2022**

**Core Skills: ICT**

**Verification group number: 341**

## Introduction

This report covers session 2021–22. During this period COVID-19 continued to cause disruption and centres had to use adapted processes and procedures to deliver Core Skills ICT units. We saw the innovative and effective use of technology to support the virtual and hybrid approaches that centres used.

All centres were appreciative of the requirement by SQA to undertake verification activities in session 2021–22 and were fully supportive of the virtual process. All virtual evidence was made available via the SQA Centre and Evidence Hub and alternatively, in some cases, the evidence was sampled using centre-devised internal systems and procedures. Although this has been a challenging and engaging period, this report demonstrates the quality of the delivery in centres as they continue to meet the standards required by SQA. The external verification activity in session 2021–22 indicated 'high confidence' across all qualifications and units sampled.

The units that were subject to external verification during session 2021–22 included:

F3GC 09 Core Skills: Information and Communication Technology (SCQF level 3)  
F3GC 10 Core Skills: Information and Communication Technology (SCQF level 4)  
F3GC 11 Core Skills: Information and Communication Technology (SCQF level 5)  
F3GC 12 Core Skills: Information and Communication Technology (SCQF level 6)

## Category 2: Resources

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

All centres provided documented evidence of initial and ongoing reviews of the assessment environments; equipment; reference, learning and assessment materials. The qualification verifiers' reports demonstrate that all centres are regularly reviewing their learning and assessment materials, on an ongoing basis, for all qualifications. All centres' internal verification policies demonstrate that pre-delivery and ongoing verification records must be completed by centre staff. Almost all centres are reviewing reference, learning and assessment materials as part of their standardisation meetings.

## 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 valid processes and procedures in place to meet their candidates' development needs. Centres also check each candidate's prior achievements and match them against the requirements of the award. Almost all centres check prior achievements via the SQA website using the Connect system to confirm existing candidates' Core Skills profiles, qualifications and the level they have already achieved. All centres have a

documented induction process where the candidates have an opportunity to discuss any additional support that may be required. These documents help to ensure a good match to the award, but also ensure the authenticity of any evidence provided.

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

All of the centres schedule contact with their candidates to review their progress and to revise their assessment plans. All centres have a scheduling system that allows the candidate to meet with the tutor, review progress, and amend individual learning plan as needed. The qualification verifiers' reports comment on good practice from most centres, demonstrating robust systems and procedures that ensure candidates are appropriately supported, for example: clear assessment scheduling, planning arrangements, regular meetings, blended learning opportunities combined with face-to-face and/or virtual learning, email and telephone contact.

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

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

Almost all centre staff are applying their centre's assessment and verification procedures. However, there are a few that need to amend their internal verification policy to reflect the approach that is actually being taken by their staff. All centres' internal and verification policies state that they are using a three-stage process with constructive feedback to assessors. The qualification verifiers' reports demonstrated that almost all centres are continually maintaining the standard requirements and are completing detailed internal verification forms with positive and constructive feedback to the assessors. This year we have seen some centres establish an effective online system, ensuring standardisation of procedures across centre sites.

**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. The qualification verifiers' reports demonstrate that almost all centres are checking documentation is up to date and quality/version controlled to ensure that assessors are using the documentation appropriately and fairly. Some centres have produced contextualised tasks and a model answer folder which contains examples for each task. This supports standardisation of the activities across the assessors and internal verifiers. A few centres have developed contextualised workbooks for the units that are in line with the SQA assessment support packs, however centres have been encouraged to gain prior verification of these new materials.

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

Qualification verifier reports indicate that no evidence of malpractice was identified during virtual verification activities. Staff and candidates in almost all centres continue to maintain standards and to adhere to the requirements of the qualifications. All centres have in place appropriate malpractice/plagiarism procedures, which help to ensure that the work is indeed that of the candidate. The qualification verifiers' reports indicated that all centres have authenticated documentation, for example signed and dated induction checklists, disclaimer/statement. Some centres are also using an online system such as Turnitin to check for plagiarism. All centres authenticated candidate evidence in line with SQA's required conditions using candidate disclaimers/statements.

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

Almost all centres accurately and consistently judged candidate work against SQA requirements. Almost all centres have held standardisation meetings, and almost all of these have been held on a virtual platform, due to the changing environment. A few centres struggled with the levelling of the qualification, in particular level 5, therefore care is needed by centres to ensure the relevant amount of evidence is provided by the centres for verification purposes.

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

Candidate evidence was retained by all centres in line with SQA revised requirements during session 2021–22. Qualification verification activities confirmed all centres were effective, retaining candidate assessment evidence in accordance with current SQA amended requirements and in response to qualification verification activities.

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

Qualification verifiers' reports indicate high confidence ratings. All centres disseminated external verification reports to relevant staff, using a variety of methods, and implemented the feedback given. All centres discussed and recorded the report at team meetings and agreed on the completion of any actions within an agreed timescale.

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

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

- ◆ A few centres have established an effective online system to ensure standardisation of procedures can be completed across the centre's sites.
- ◆ Some centres have gone above and beyond to support candidates in their development needs.

## **Specific areas for development**

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

- ◆ Checking of version control within centres.
- ◆ Prior verification of contextualised workbooks is encouraged to confirm instrument of assessment and standards have been met.
- ◆ Centre are encouraged to check relevant levelling in particular level 5 Core Skills.