



**OFQUAL**

**Qualification Verification Summary Report 2022  
Taxi and Private Hire**

Verification group number: 611

## Introduction

There were four visits completed in 2021 to 2022. The units which were verified for GP4Y 54 Introduction to the Role of the Professional Taxi and Private Hire Driver were:

|         |  |
|---------|--|
| J1M9 54 | Taxi and Private Hire: Workplace Health and Safety                 |
| J1MA 54 | Taxi and Private Hire: Safely transport passengers                 |
| J1MB 54 | Taxi and Private Hire: Professional Customer Service               |
| J1MC 54 | Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle |
| J1MD 54 | Taxi and Private Hire: Mobility and Wheelchair Assistance          |
| J1ME 54 | Taxi and Private Hire: Plan Routes and Fares                       |
| J1MF 54 | Taxi and Private Hire: Transport Luggage and Parcels               |
| J1MG 54 | Taxi and Private Hire: Safely Transport School Age Children        |
| J1MH 54 | Taxi and Private Hire: The Licensing Regulations (England)         |

All four centres which were visited in 2021 to 2022 were competent and had staff who were knowledgeable about the qualification award. Different procedures were in place due to changes to OFQUAL processes. This resulted in verification activity commencing later than normal in May 2022.

## 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.**

Assessors and internal verifiers had good occupational competence and had experience in the taxi and private hire industry.

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

Continued use of video conference calls from centres ensures centre assessors are keeping up to date. This also allows more staff to be involved in the taxi qualification within the centre and for them to attend virtual meetings. This helps reinforce best practice .

## 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 candidates completed a comprehensive initial assessment during the induction process. If any additional help and guidance was required, then the centre advised candidates to contact the local college before the candidate returned to the course.

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

There was clear evidence of assessment planning to support all candidates. Mostly all assessments were well planned and carried out with good feedback being given. In the four centres visited, there was good documentation to support the assessment planning process.

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

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

In all four centres visited, the candidate portfolios, which included direct observation checklists along with SQA Solar results were easy to follow. Assessment and internal verification procedures were fully documented with internal verification reports, and sampling plans confirmed implementation. In all the centres, there were opportunities to attend both formal and informal meetings to support standardisation between assessors. A record or minutes of these meetings should be kept.

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

Candidate portfolios were well presented and well assessed. All candidates had access to the assessment process. There was a good variety of evidence with a good account of both performance evidence and supporting evidence. Some examples of work product evidence included using video capture to confirm practical assessments. Centres should ensure that video capture has details of when the actual practical assessment took place and candidate SQA SCN registration information is recorded.

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

There was evidence of signed declarations to confirm that all work produced for the candidate portfolios was their own work. It is very important that declarations are filled out.

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

In all four centres visited, the assessment decisions were consistently and accurately judged against the standards and done so in a fair manner. Evidence was being assessed against the standards of the qualification.

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

All four centres complied with the evidence retention rules.

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

All four centres used different methods and procedures to disseminate the findings of qualification verifier reports to all relevant staff, which is part of the centres' assessment and internal verification procedures. All centres share the feedback electronically and this is normally followed up with a staff meeting where the qualification verifier report is discussed in more detail, especially if any actions need to be completed within a timescale set by SQA.

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

The following good practice was reported by qualification verifiers during session 2021 to 2022:

- ◆ More e-portfolio systems being implemented and a shift away from traditional paper-based portfolios.
- ◆ A good balance of performance evidence and supporting evidence.

## **Specific areas for development**

The following areas for development were reported during session 2021 to 2022:

- ◆ Continue to have more occupational competence for continuous professional development entries related to the taxi qualification.
- ◆ Ensure that all centre staff keep up to date with SQA guidance for the qualification on the SQA website: <https://www.sqa.org.uk/sqa/81913.html>.
- ◆ Ensure records of standardisation meetings are kept.