OFQUAL

Qualification Verification Summary Report 2021

Taxi and Private Hire

Verification group number: 611

Introduction

GP4Y 54 Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver

Four visits were completed remotely using Microsoft Teams. The following units were verified:

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 that were visited in 2020–21 were competent and had staff who were occupationally knowledgeable about the award.

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 in the centres that were sampled 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.

Video conference calls ensured centre assessors were kept up to date during the COVID-19 pandemic lockdown. Learners had access to appropriate reference and learning materials, and health and safety aspects were regularly reviewed to ensure 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 had undergone a comprehensive initial assessment during the induction process for the qualification. If any additional help and guidance were required, then the local college would support the candidate before they 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. Most assessments were well planned and carried out with good feedback given. In the four centres visited there was good documentation to support the assessment planning process.

One thing that must be mentioned is that all candidates were given a lot of on-going assessor support. Feedback from the candidates who were interviewed mentioned the excellent support — especially during the COVID-19 pandemic lockdown.

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 were easy to follow. They included direct observation checklists along with SQA SOLAR results. Assessment and internal verification procedures were fully documented with internal verification reports, and sampling plans confirmed implementation.

One centre had a very well laid out portfolio showing all the progress during the duration of the course.

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 had used video capture to confirm practical assessments.

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 the candidate's own work. The course units were completed by passing the practical work (where required) and the SQA SOLAR assessments.

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 current and valid standards of this award. The SOLAR assessments are externally set and marked automatically.

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

All centres were familiar with the retention rules. These were extended during the COVID-19 pandemic period by SQA — unless a centre had been notified of an impending verification visit.

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

Centres used different methods and procedures to disseminate feedback arising from qualification verifier reports. This was 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 fulfilled within a timescale set by SQA.

Areas of good practice reported by qualification verifiers

The following good practice was reported during the 2020–21 session:

♦ More use of e-portfolio systems being implemented
♦ Being prepared for qualification verifier to sample when visiting centre
♦ Improvement on relevant taxi-specific entries on CPD records

Specific areas for development

The following area for development was reported during session 2020–21:

♦ All centre staff are encouraged to check SQA's website for the latest guidance