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| **SQA Connections Week – SVQ Business and Administration****Date**: 02/10/2023**Presenters:** Donnie Carthew, Tony Hamilton (SQA) |
| Notes |
| **New Mandatory Units** **J6WX 04 Communicate in a business environment** * There are now 68 criteria (PCs and K & U) up from 41.

Participants were less concerned about the increase number of criteria as different criteria could be easily linked together.* PC 5 Identify and use the digital technologies and collaboration platforms for different types of communications.

Some discussion on the term Collaboration Platform - agreed that Microsoft Teams and Sharepoint could be used  **J6WV 04 Develop self and improve own performance** * There are now 54 criteria, up from 41.
* Treatment of Behaviours - previously candidates weren’t required to provide evidence re the Behaviours - these behaviours are now incorporated into the unit.  One participant stated this was “a back door into the Unit”.

 **PC 25 and 27**  * PC 25  Use emotional intelligence to recognise and evaluate your own and your colleagues strengths and weaknesses, feelings, opinions and judgements.
* PC 27  Take actions to maintain your well-being, mental health, balance between your professional and personal life, when required
* These two PCs created a lot of discussion

Participants suggested:**PC 25 -** “Use of Professional Discussion”, “Personal SWOT Analysis”, “SWOT Analysis by colleagues”, “Use of Performance Review (annual or half yearly)”, “Quarterly Review”, “Skills Scan, Meta Skills”**PC 27 -** Use of the above, in addition to: “Dress down Friday”, “Use of Flexitime”, “Build up of excessive hours/ensuring staff are taking holidays due to them”All of the above will be captured during some form of discussion along with some Work Product Evidence if possible.   **J6WW 04 -** **Undertake and support work practices in a business environment** * There are now 53 criteria, up from 35.

 * **PCs 5, 14, 21, 25**

Participant stated that “this will be hard for a learner to demonstrate in a large organisation where policies, procedures and working practices are agreed nationally and also in small organisations where management dictate this”.  “To ask a candidate to demonstrate where they have improved or make changes in these areas is a tall ask”. One suggestion was to look at evidence relating to the working practices that specifically affect their job role and their role in any changes that have had a wider impact. * There was also some discussion relating to the Support Diversity section of PCs

**PCs 13 to 17** One very positive comment during this discussion from one participant was to “look at diversity in the wider sense”  For example “Age” - this was a very helpful suggestion.Other suggestions:Some participants suggested covering Diversity during induction - they mentioned MASA and LearnPro.The overall suggestion was to use professional discussions.Some participants thought there might be some concern about using professional discussions as it is not been used in the past as performance evidence in the coverage of PCs.However, the inclusion of the above will be difficult to assess as Observation and Work Product so professional discussion is an obvious way to cover these areas.The network group were informed that this would be taken to the standardisation meeting of the EV Team on 25 November 2023 and then feedback will be provided to the network. This will be highlighted at the earliest opportunity so that SQA can confirm a standardised approach to the evidence assessors and External Verifiers will accept.  **Foundation Apprenticeship 2022 - 2023** * From the sample:

Some very good delivery modelsSome centres have a 2 year model and others a one year modelsThe 2 year model creates more time for the work placement and obviously more time to collect evidence for the SVQ units.A good work placement is a valuable experience for the candidates.Work placements and/or centres had come up with some very creative projects for candidates to undertake as evidence for the Work Based Challenge Unit and the SVQ unit - Design and produce documents in a business environment. Although it would appear easier to use the 2 year model there were also some very good examples of the one year delivery model.* The Design and produce documents in a business environment unit also acts as an “umbrella “ unit - the evidence from this unit can be cross referenced into the other SVQ/Customised units - the evidence drips off the umbrella unit into the other units.

Donnie suggested that it would be good to record 2 or 3 of these different models in more detail - a bit like producing a type of Understanding Standards for Foundation Apprenticeship.  If we had this, centres could look at this material and follow the good practice shown.The result would be an improved delivery model for all.  |