



**Scottish Vocational Qualifications  
Qualification Verification Summary Report 2021**

# **Food Manufacture**

**Verification group number: 60**

## Introduction

Nine centres were selected for external qualification verification during session 2020–21.

Eight centres were verified virtually. The candidates were from a range of industry sectors.

Seven of the centres provided electronic candidate evidence on SharePoint. One centre provided paper-based candidate portfolios.

One of the centres decided to no longer deliver Food Manufacture SVQs.

Five of the centres that were selected for verification are training providers, two centres are food and drinks workplaces, and one centre is a college.

One new centre was approved in session 2020–21 for awards in Food Manufacturing Excellence, Food Sales and Service Skills, Distribution Skills, and Production and Processing Skills.

Three of the centres were approved for an additional award: SVQ in Spirits Operations.

The units F2MB 04, F2MD 04, J04H 04 and J04K 04 were verified for all centres.

The awards verified in 2020–21 were:

GG52 22 Food and Drink Operations (Fish and Shellfish Processing Skills) SCQF level 5  
GP1V 22 Food and Drink Operations (Production and Processing Skills) SCQF level 5  
GP21 22 Food and Drink Operations (Distribution Skills) SCQF level 5  
GG6A 22 Food and Drink Operations (Meat and Poultry Skills) SCQF level 5  
GP6P 22 Food and Drink Operations (Brewing Skills) SCQF level 5  
GG55 22 Food and Drink Operations (Meat and Poultry Skills) SCQF level 5  
GP41 22 Food and Drink Operations (Craft Bakery Skills) SCQF level 5  
GP24 22 Food and Drink Operations (Food Sales and Service Skills) SCQF level 5  
GR63 22 Food and Drink Operations (Meat and Poultry Skills) SCQF level 5  
GP20 22 Food and Drink Operations (Food Manufacture Excellence) SCQF level 5  
GP3W 22 Food and Drink Operations (Food Sales and Service Skills) SCQF level 5  
GP22 22 Food and Drink Operations (Dairy Skills) SCQF level 5  
GP1X 23 Food and Drink Operations SCQF level 6  
GP51 23 Food and Drink Operations SCQF level 6  
GG6C 23 Food and Drinks Operations (Meat and Poultry Skills) SCQF level 6  
GR4A 23 SVQ in Spirits Operations SCQF level 6  
GJ1M 23 Food and Drinks Operation (Fish and Shellfish Industry Skills) SCQF level 6  
GP1Y 23 Food Manufacturing Excellence SCQF level 6  
GP3X 23 Food and Drink Operations SCQF level 6

## 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.**

All centre staff have, or are working towards, the relevant assessor and verifier awards. They also have, or are working towards, a relevant qualification in food hygiene or food safety as recommended in the sector skills council (SSC) assessment strategy for the awards. Almost all assessors involved in the assessment of Food Manufacturing Excellence have, or are working towards, a relevant qualification in SIGMA, as recommended in the SSC assessment strategy.

All assessors are given support and guidance from the internal verifier and are provided with feedback on their assessment decisions. Almost all assessors and internal verifiers have the relevant occupational competence for the areas of the food manufacturing industry where the candidates are located.

Almost all centre staff provided sufficient, current and relevant CPD evidence. The CPD evidence at one centre was insufficient for the awards and pathways being assessed: it was not current and there was no evidence of occupational competence, or courses undertaken or completed.

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

All candidates undertaking the awards are workplace-based in food and drink manufacturing sites throughout Scotland. All centres provided documented evidence demonstrating they carry out scheduled effective ongoing reviews of learning resources and assessment materials, assessment and workplace environments, and assessment processes. Centres complete checklists prior to the candidates starting the awards, and they are available for each workplace where candidates are located. Risk assessments and health and safety inductions are carried out in the workplace by the centres prior to the candidates undertaking the awards.

All centres regularly review their quality manual, and policies and procedures are reviewed on an annual basis.

## **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 application and induction processes in place that identify prior achievements and individual candidate development needs. Additional learning and support needs are identified, and individual candidate assessment plans are shared with assessors and verifiers. Where required, any identified special assessment requirements are included in individual assessment and learning plans.

In almost all centres, candidates who have English as a second language are assessed to ensure they have the required level of written and oral English before they undertake the awards.

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

All SCQF level 5 and SCQF level 6 candidates have regular scheduled contact with their assessor by email, text, telephone, and online virtual visit. Assessment plans are in place for all candidates, and feedback from the assessor allows them to review their own development and progress. Assessment and progress records are completed, and both the assessor and candidate sign them before moving to the next assessment activity. The progress record is used to plan the next assessment activity. Assessors communicate directly with the employer to ensure the staff and resources are available for the progress to be successfully completed.

Almost all assessors provide feedback to candidates on their performance on the completion of each unit. Feedback in some cases could be more detailed, especially in centres that have candidates where English is not their first language. Additional guidance and support would help those candidates to complete their units.

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

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

All centres had policies and procedures in place for assessment and internal verification. Almost all reviewed their policies annually. Reviews were recorded. All centres hold regular standardisation meetings where assessment and/or verification are discussed. Almost all centres have up-to-date minutes of meetings held.

All assessors and internal verifiers apply centre policies and procedures when undertaking assessment and verification. All centres complete pre-delivery checklists before the delivery of units. This was confirmed in documents presented for qualification verification. Almost all centres have meeting notes confirming that assessments are up-to-date, and that action points and internal verification feedback are recorded and actioned accordingly.

Some centres carry out an assessment comparison exercise where assessors check each other's work to compare evidence against the standards for the awards.

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

All centres are using the current SSC National Occupational Standards for the awards.

Completed checklists confirmed the assessment instruments were fit for purpose and appropriate assessment methods were used for the awards at SCQF level 5 and SCQF level 6. These included observation, photographs and video evidence, personal statements and use of witness testimonies. These are regularly reviewed by the centres.

All centres completed a checklist or unit summary form to confirm that assessments were valid, reliable and fair.

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

All centres ensure candidates sign and date a disclaimer confirming the work is their own at the commencement of the award, after each assessor visit, and on the completion of each unit.

The use of e-portfolios and tablet technology has enabled the use of candidate photographs to identify the candidate and evidence. All assessors countersign and date completed evidence, confirming it is the candidate's own work.

Centre quality manuals contained documented evidence confirming policies and disclaimers. These are reviewed regularly.

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

Almost all centres have internal verifier and assessor records, and reports and minutes of team meetings confirming that each centre's internal verification policy is implemented.

All assessors completed unit checklists matching the candidate evidence in portfolios against SQA requirements and National Occupational Standards for the awards. All awards at SCQF level 5 are assessed by observation and knowledge and understanding questions. Candidate evidence confirmed there is consistency in assessment decisions. Almost all candidates completing SCQF level 6 awards have full access to any company documentation required to complete units. External verification identified that there was a difference in the depth of evidence presented by some centres.

The evidence provided during external verification confirmed that almost all candidate work is consistently judged by assessors across all units and awards.

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

All centres retain candidate evidence in line with their own policies and procedures. These were available in centre quality manuals for external verification. All centres review their retention of evidence policy on a scheduled basis. This meets SQA retention requirements.

All centres have internal verification procedures and sampling forms confirming that candidate evidence was retained for internal and external verification.

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

Almost all centres included feedback from external verification reports as an agenda item for meetings where any action points are recorded, good practice is discussed and areas for improvement are recorded and implemented. Almost all centres circulated meeting notes or minutes to relevant staff.

All centres were advised that assessors and internal verifiers could use feedback from external verifiers as part of their individual CPD record.

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

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

- ◆ The use of tablet technology by assessors to capture candidate observations. This enables standardisation of assessment in controlled areas in food and drink manufacturing
- ◆ Centres use of e-portfolios enhances the assessment process for candidates and assessors. Internal and external verification of candidate evidence is also enhanced
- ◆ Candidates were provided with an initial assessment book and starter pack and are asked to complete a form which identifies their preferred learning styles. This is then used by the assessor to identify the appropriate learning materials
- ◆ Assessors completed the appropriate SVQs at SCQF level 5 and SCQF level 6 before becoming assessors.

## **Specific areas for development**

The following areas for development were reported during session 2020–21:

- ◆ Where appropriate, centre policies and procedures require to be updated. These should be signed and dated on completion of the update.
- ◆ Assessors and internal verifiers must record occupational competence for the awards or pathways they are assessing and/or verifying. Evidence to this effect should be recorded in their CV and CPD records. Copies of certificates for awards completed by assessors and internal verifiers should be available for external verification and recorded in CPD records and CVs.
- ◆ Assessment of candidates undertaking awards at SCQF level 6 was not at times carried out at the required level. Observation and knowledge and understanding questions are insufficient.
- ◆ Minutes of team standardisation meetings and the outcome of QAMS reports are not always recorded, disseminated to staff and recorded in assessor and internal verifier CPD.
- ◆ Centres must comply with the SSC assessment strategy for the award. Where the strategy mentions annual updates, completion of these should be recorded in assessor and internal verifier records and company files.