



**Scottish Vocational Qualifications**  
**Qualification Verification Summary Report 2022**  
**Warehousing and Distribution**

Verification group number: 69

## Introduction

There were 11 visits to centres in 2021–22:

- GR0T 22 SVQ in Warehousing, Storage and Distribution (SCQF level 5)
- GR0V 23 SVQ in Warehousing, Storage and Distribution (SCQF level 6)
- GM6W 23 SVQ in Logistics Operations (SCQF level 7) lapsing
- GR0W 23 SVQ in Logistics Operations (SCQF level 7)

Of the 11 centres visited in 2021–22, eight are very experienced, established and competent and have well qualified and knowledgeable staff and deliver a sound, well documented and organised qualification. Their candidates enjoy the training and are usually successful. Centre policies continue to be well set up and extensive and are continually monitored and modified. The new centres which had their first qualification visit since approval are well organised with either paper-based or online assessment material for the candidates. There have also been some approval visits during 2021–22.

Despite the challenges facing all the centres over the lockdown period of 2020 and most of 2021, centres are slowly getting back to normal allowing more access for the assessors to meet candidates and to go over their qualifications. Some of the centres are now combining face-to-face visits along with virtual MS Teams/Zoom which is increasingly allowing centres to provide candidates with the expected level of support and guidance.

With the impact of COVID-19 still remaining centres continue to use the available technology to provide online learning and assessment, without compromising standards.

## 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 assessors and internal verifiers in the sampled centres were occupationally competent and either held or were working towards the appropriate assessor and internal verifier awards. Staff were experienced in the delivery of work-based qualifications and had a full understanding of the requirements of the awards. Continuous professional development (CPD) records were being maintained for all members of the assessment and verification teams.

For the 2021–22 session, SQA qualification verifiers did highlight to centres the importance of a comprehensive CPD.

Below are some examples which could be considered:

- What did you do that contributes to your CPD?
- What did you learn from this activity?
- How have/will you use this?

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

Post-lockdown there is evidence centres have continued to use online technology to ensure staff have the access to information and sharing of best practice.

There is evidence centres continue to use workplace checklists, such as site selection checklists, to ensure all candidate workplaces have the appropriate equipment to meet the requirements of the qualifications. Processes are also in place to ensure candidates have full access to appropriate reference and learning materials required to allow them to successfully complete the qualification.

## **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 had applied a full initial assessment for each candidate which was conducted during the induction process onto the award. Previous certificates, profiles, showing Core Skills along with candidate job roles, were all reviewed and signed while the requirements of the award and appropriate units and level of the award were correctly selected for the candidate. A lot of time is taken at this crucial stage to ensure that the correct levels of award are identified and that the units which are chosen are appropriate to the candidates' work roles.

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

In all centres there was clear evidence of planning to ensure candidates have access to their assessor to review their progress and revise their assessment plans appropriately. In all centres it was evident there was good use of 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 centres assessment and internal verification procedures were fully documented. All documents: candidate portfolios, internal verification reports and sampling plans were provided to confirm implementation. Standardisation meetings are held regularly and minutes are produced to detail discussions and actions.

In almost all the centres there was evidence of a good system of internal verification in place providing good feedback to both the assessors and candidates.

In all the centres, there were opportunities to attend both formal and informal meetings to support standardisation between assessors. The formal meetings having been documented in minutes.

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

It was evident from the candidate portfolios in all centres that assessment instruments and methods and their selection and use were valid, reliable, practicable, equitable and fair.

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

There was evidence from all centres that they had developed processes through which they could ensure the work being completed was the candidate's own. To support this, centres are increasingly switching from paper-based to e-portfolios, which is designed to enhance the security and ensure authenticity of the candidates' work.

In all centres there was evidence that candidates undertook induction programmes at the start of the qualification. This included the candidate being required to sign a statement confirming they understood and would comply with centre policy in the completion of their work. The candidates were informed of the implications of plagiarism and were required to sign a declaration confirming all work produced for their portfolio was their own.

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

In all centres there was evidence of candidates' work being accurately and consistently judged by assessors against SQA requirements.

There were many informal opportunities for standardisation discussions to take place. These were recorded by the centres and the SQA qualification verifiers also noted this on their reports.

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

All centres complied with evidence retention rules.

**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 findings of qualification verifier reports to all relevant staff. All centres shared the feedback electronically and this was normally followed up with a staff meeting where the qualification verifier report was

discussed in more detail, especially if any actions needed to be fulfilled within a set timescale date set by SQA.

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

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

- ◆ More use of e-portfolio systems being implemented moving away from traditional paper-based portfolio
- ◆ Good balance of performance evidence and supporting evidence
- ◆ Improvement on relevant specific warehousing and distribution entries on CPD records

## **Specific areas for development**

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

- ◆ Continue to have more CPD entries relating to Warehousing and Distribution qualification standards to meet assessment strategy requirements
- ◆ Ensure that there is a standardisation meeting that applies specifically to Warehousing and Distribution and that relevant units have been looked at