



Qualification Verification Summary Report 2022

Taxi Qualifications (Scotland)

Verification group number: 689

Introduction

All seven centres which were visited in 2021 to 2022 were competent and had staff who were occupationally knowledgeable of the Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver at SCQF level 5 award. The candidates within these centres enjoy the training and are undertaking their examination on the SQA Solar assessment system for this award. Two visits were face to face while the other five were virtual.

There were seven visits for the 2021 to 2022 academic year The units which were verified for GP3J 45 Taxi and Private Hire Award were:

J1G9 45	Taxi and Private Hire: Workplace Health and Safety
J1GA 45	Taxi and Private Hire: Safely Transport Passengers
J1GB 45	Taxi and Private Hire: Professional Customer Service
J1GC 45	Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle
J1GD 45	Taxi and Private Hire: Mobility and Wheelchair Assistance
J1GE 45	Taxi and Private Hire: Plan Routes and Fares
J1GF 45	Taxi and Private Hire: Transport Luggage and Parcels
J1GG 45	Taxi and Private Hire: Safely Transport School Age Children
J1GJ 45	Taxi and Private Hire: The Licensing Regulations (Scotland)

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 all centres had good occupational competence and 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 all 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 seven centres visited, the candidate portfolios, which included direct observation, checklist 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 minute 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 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 of 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 centres, the assessment decisions were consistently, accurately and fairly judged against the standards. Evidence was being collated and assessed against the current standards of the qualification.

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

All 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 centres used different methods and procedures to disseminate the findings of qualification verifier reports to all relevant staff, which is part of the centre's 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 timescales 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:

- ◆ Ensure that all centre staff have read SQA's latest guidance on the SQA website to meet all requirements to undertake the award: <https://www.sqa.org.uk/sqa/90017.html>.
- ◆ Continue to have more occupational competence for continuous professional development entries related to taxi qualifications.