

# Qualification Verification - Report

Qualification verification is the process we use to confirm that SQA centres comply with the quality assurance criteria and are assessing their candidates in line with national standards. Guidance for centres relating to the qualification verification visit can be found at [www.sqa.org.uk/qualityassurance](http://www.sqa.org.uk/qualityassurance).

Event ID	<b>99054</b>		
Centre Name	<b>Scottish Bakers</b>	Centre Number	<b>3000753</b>
External Verifier Name	<b>Jacquie Clark</b>	External Verifier Contact Details	<b>jacquie.clark@sqa-ext.org.uk</b>
Double Banker Name (if applicable)		Date of Visit	<b>27 Feb 19</b>
Head of Centre Name	<b>Mr Scott Anderson</b>	Head of Centre Email Address	<b>scott@scottishbakers.org</b>
SQA Co-ordinator Name	<b>Mr Scott Anderson</b>	Centre Email Address	<b>scott@scottishbakers.org</b>
Verification Group	<b>Core Skills: Information Technology</b>	VG Code	<b>341</b>
Verification Block	<b>SV</b>		
Sites Visited	<b>Scottish Bakers</b> <b>Unit 2</b> <b>Halbeath Business Park</b> <b>Kingseat Road, Halbeath</b>		
Actual Units Verified (if different from allocation)	<b>F42E 04, F42F 04</b>		

Summary of Visit		
	Outcome Statement	Non-Compliant Criteria
Resources	<b>High Confidence identified in the maintenance of SQA standards within this Verification Group</b>	
Candidate Support	<b>High Confidence identified in the maintenance of SQA standards within this Verification Group</b>	
Internal Assessment and Verification	<b>High Confidence identified in the maintenance of SQA standards within this Verification Group</b>	

Sanctions	
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Records of Discussions	
Discussions with Candidates	No
if YES, please provide a brief summary of the discussion:	
Discussions with Staff	No
if YES, please provide a brief summary of the discussion:	
Discussions with Assessors and/or IV	Yes

**if YES, please provide a brief summary of the discussion:**

I met with Scott Anderson and we discussed the Centre's approach to ICT Core Skills, this is the first Qualification Verification visit for this Unit since approval. We engaged in a frank discussion on the challenges of delivering ICT in a working environment where candidates do not have to engage with ICT as part of their role; the unit is delivered as an add on unit and not integrated with the overall award. At present the assessors rely exclusively on the ASP tools of assessment to ensure that they are meeting SQA requirements. The Centre are open to guidance on how naturally occurring evidence could be captured, as long as this does not make the assessor role more onerous and still meets SQA requirements.

## Outcome Summary

2.1	2.4				
3.2	3.3				
4.2	4.3	4.4	4.6	4.7	4.9

## Resources

	Criteria	Impact	Compliance Level	Comments	Agreed Action	Good Practice	Recommendations
2.1	Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	High	<b>Green</b>	<p>The Centre have well-detailed CPD documentation and qualification certificates evidencing competency to deliver this Unit.</p> <p>Staff participate in a structured Induction process. Assessors and verifiers are certificated by several national awarding bodies as they deliver training in Scotland, England and Ireland.</p>		Assessors and internal verifiers all hold relevant assessor/internal verifier awards and in addition demonstrate CPD activity to ensure that they are applying current national standards for assessment and verification.	The Centre should record specific ICT activity in the CPDR form, this can be informal activity e.g online tutorials on Microsoft Office updates etc.
2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	High	<b>Green</b>	<p>The Centre engage in updates with SQA, SDS and other external agencies to review updates to Core Skills.</p> <p>There is an annual standardisation meeting to review Core Skills and action points identified. Core Skills is discussed at regular team meetings.</p>			<p>There is an opportunity for the Centre to capture naturally occurring evidence, eg; where candidates submit photographic evidence, this could be presented in a Word document with annotation (Heading, formatted text) to meet the third point of Task 1 and part of task 2.</p> <p>Task 3 - link to research that the candidate has to do as part of the award - food safety standards, hygiene etc</p> <p>Task 2 - link with the information gathered for Numeracy workbook (p11) (level 4)</p>

## Candidate Support

	Criteria	Impact	Compliance Level	Comments	Agreed Action	Good Practice	Recommendations
3.2	Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.	Medium	<b>Green</b>	<p>Each candidate completes an Initial Assessment Interview Record, which signposts prior achievements and highlights any additional support needs. SQA navigator print outs are included in the candidate portfolio.</p> <p>Each candidate completes an Initial Assessment (Skills for Life) which has a learning style questionnaire to identify the candidates preferred learning approach.</p>			The Initial Assessment (Skills for Life) tool could be enhanced by including some diagnostic questions for ICT.
3.3	Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.	Medium	<b>Green</b>	I reviewed evidence demonstrating regular review meetings with the assessor, where progress is reviewed and agreed targets are detailed. There are also quarterly review meetings with the assessor, candidate and employer.			

## Internal Assessment and Verification

	Criteria	Impact	Compliance Level	Comments	Agreed Action	Good Practice	Recommendations
4.2	Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.	Medium	<b>Green</b>	The assessment support pack is being used as the tool of assessment for all candidates, the internal verification clearly details the process and there is evidence of this being implemented in most cases. Internal verification forms are completed for each candidate portfolio.  There is an annual standardisation meeting where evidence and approaches are reviewed.			Develop a marking guide which would ensure that all assessors were gathering candidate evidence in a consistent manner.
4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High	<b>Green</b>	The Centre use the SQA Assessment Support pack exclusively; evidence reviewed meets SQA requirements.			There is an opportunity to contextualise assessments and to capture evidence as it occurs naturally in the workplace. This would deliver a more meaningful learning experience to the candidates.
4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High	<b>Green</b>	All evidence is signed by the assessor and the candidate and includes the date, in addition the candidate signs a testimony upon completion of evidence submitted.			
4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.	High	<b>Green</b>	The evidence reviewed demonstrates that the Centre is meeting SQA requirements. Each completed portfolio is internally verified this includes Core Skills Units.			
4.7	Candidate evidence must be retained in line with SQA requirements.	High	<b>Green</b>	The Centre meet SQA requirements, this is documented in the Internal Verification Policy.			
4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	Medium	<b>Green</b>	Qualification Verification reports are filed in the Core Skills folder and reviewed at the next team meeting, where key points are reviewed and actions implemented.			

<b>Summary of Feedback to Centre</b>	<p>The Centre presented all the required documentation for the visit, this was well organised and made navigation very straightforward.</p> <p>CPD records and qualifications are well detailed and show evidence of ongoing activity to ensure assessors and verifiers are up to date. There is an opportunity to signpost where specific ICT skills are being maintained, this can be informal, e.g online resources/tutorials when there are software updates, literature or sharing good practice.</p> <p>Candidate evidence reviewed is meeting evidence requirements, however there are opportunities to make improvements on the consistency of assessment evidence in the portfolios (details were left with the centre in each portfolio) This could be achieved by developing an ICT marking guide with exemplars.</p> <p>Candidate evidence is well presented and there is evidence of accurate internal verification decisions being made. Of particular note is that all candidate evidence is signed by the assessor and the candidate and dated.</p> <p>The Centre are open to new approaches to capture more relevant and meaningful evidence; this should be possible using the new e-portfolio tool and also by using a new approach to task 2 at Level 5, using information which the candidates have to present and adding criteria which would deliver the appropriate level of complexity (Cover page, table of contents, page numbers, section breaks and importing an element from another application) as an alternative to the current ASP task.</p>
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Name of Centre Representative present during feedback	
Name	Designation
Scott Anderson	Training and Quality Manager
J McCormack	Training Advisor
Gary Steele	Training Advisor

Assessors / IV					
Name of Assessor/IV	Assessor/IV	Awards/Units Sampled (eg. enter the codes and levels - G123 21)	Interviewed on the visit (Yes/No)	Assessor/Verifier Qualifications Achieved if applicable	Assessor/Verifier qualifications being worked towards with target dates
Gary Steele	A	F42E 04	No	L&D9DI	
Graeme Ayton	IV	F42E 04	Yes	L&D9DI, L&D11	
Jim Taylor	IV	F42E 04	No	D32, D33, D34	
J McCormack	IV	F42F 04	Yes	A1, V1, EV1	
S Fleming	IV	F42F 04	No	A1, V1	
Scott Anderson	IV		Yes	A1, V1, V2	

<b>Evidence Seen</b>	<p>Candidate evidence folders</p> <p>Professional Development Folder (CPD activity and certificates)</p> <p>Policies and Procedures (Health and Safety, Internal Verification, Quality)</p> <p>SQA documentation (Unit Specification, ASP, Guide to Assessing)</p> <p>Assessment Strategy</p> <p>Work Site Checklists</p> <p>Modern Apprenticeship Frameworks</p>
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	Operational Procedures
<b>Spontaneous Sample</b>	n/a
<b>General Information</b>	Scottish Bakers are a long established association supporting the food and drink industry. The Centre offer Core Skills ICT as part of the Vocational Qualifications/Apprenticeships in Food and Drink Operations programs through SDS contracts.
<b>Observation of Assessment Practice</b>	n/a

Previous Recommendations
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First QV visit - none available
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Agreed Action Date/Type
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<b>Agreed Action Date</b>	
<b>Evidence Type</b>	