

Qualification Verification - Visit 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.

Event ID	88326		
Centre Name	Scottish Bakers	Centre Number	3000753
External Verifier Name	James King	External Verifier Contact Details	jkingev@gmail.com
Double Banker Name (if applicable)		Date of Visit	30 May 17
Head of Centre Name	Mr Scott Anderson	Head of Centre Email Address	
SQA Co-ordinator Name	Mr Scott Anderson	Centre Email Address	scott@scottishbakers.org
Verification Group	Core Skills: Communication	VG Code	339
Verification Block	SV		
Units Allocated	F425 04,F426 04,F427 04	Sites Visited	Unit 2 Halbeath Interchange Business Park Kingseat Road Halbeath
Actual Units Verified (if different from allocation)	FA26 04 FA27 04		

Summary of Visit

	Outcome Statement	Non-Compliant Criteria
Resources	Significant Strengths identified in the maintenance of SQA standards within this Verification Group	
Candidate Support	Significant Strengths identified in the maintenance of SQA standards within this Verification Group	
Internal Assessment and Verification	Significant Strengths identified in the maintenance of SQA standards within this Verification Group	

Sanctions

Records of Discussions

Discussions with Candidates	No
if YES, please provide a brief summary of the discussion:	
Discussions with Staff	Yes
if YES, please provide a brief summary of the discussion:	Throughout the day various discussions with Training and Quality Manager, Scott Anderson, took place covering the following areas: the centre's aims and objectives for its candidates; its standardisation procedures; its assessors' knowledge and industry experience; and the centre's addressing of the most recent qualification verification report, specifically the required action in it.
Discussions with Assessors and/or IV	Yes

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

As Mr Anderson is also an assessor and internal verifier, there was a very helpful and informative discussion concerning the centre's approach to standardisation and the candidates' workplace learning environment, including the regular on-site visits made by assessors. Mr Anderson also spoke briefly about a relatively new online resource called "James Allen Bakery Academy".

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	Required Action	Evidence Type / Required By Date	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	Green	All assessors and internal verifiers are appropriately qualified and completing relevant and useful CPD.			There exists a detailed record of the assessors and internal verifiers' CPD, from which it is easy to infer an on-going professionalism within the centre.	
2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	High	Green	As the centre's assessors pay regular visits to candidates at their places of employment, there exists an appropriate level of scrutiny of the various assessment environments. Assessors work on-site with candidates on a regular basis. Reviews take place at the centre's standardisation meeting. The centre utilises the SQA ASPs in its delivery of Communication, and indeed, with all five Core Skills elements.				

Candidate Support

	Criteria	Impact	Compliance Level	Comments	Required Action	Evidence Type / Required By Date	Good Practice	Recommendations
3.2	Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.	Medium	Green	The centre utilises effectively the induction process to assess candidates' required levels of support. Any additional support that is required is highlighted at this initial point. It is clear that the centre conducts focused and candidate-centred reviews of prior achievements.			The centre provides its candidates with a detailed induction booklet which is informative for the candidate while also allowing the centre a focused scrutiny into the candidates' prior knowledge and qualifications.	
3.3	Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.	Medium	Green	The centre's assessors provide regular and on-going, one-to-one, reviews with candidates on a four-weekly basis, establishing, as a consequence, a sense of continuity to their training experience, which can easily be inferred from the candidates' portfolios. There is clear evidence of appropriate discussions in regard to learner targets and achievements. These reviews are clear and transparent.				

Internal Assessment and Verification

	Criteria	Impact	Compliance Level	Comments	Required Action	Evidence Type / Required By Date	Good Practice	Recommendations
4.2	Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.	Medium	Green	The centre adheres to the SQA requirements in regard to internal assessment procedures. This can be seen in policy documents and also other aspects of evidence such as the minutes of standardisation meetings and the assessors' feedback to candidates, for example. The centre's policy is for 20% of assessment material to be verified, evidence of which was seen. Internal verification documentation is very clear and provides detailed feedback to assessors.			There is an effective and professional focus on adhering closely to such procedures, which is accurately detailed.	
4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High	Green	The centre utilises the SQA ASPs for its delivery and has chosen a suitable vocational area for its reading and speaking and listening tasks. The written component of both units focuses on the candidates' reflective logs and personal statements which provide relevant content.				
4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High	Green	The centre has an unambiguous policy document in its induction material and there is a form which the candidate signs to confirm his or her understanding of it. Furthermore, it can easily be ascertained from the evidence of the candidates' hand-written, portfolio work that it is their own.				

4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.	High	Green	In regard to the reading outcome, the centre provided sufficient evidence but there were cases in which compliance with SQA requirements was borderline. At levels 4 and 5 for the reading task, the evaluation responses were sometimes slight. In regard to the writing task, accuracy in punctuation, though mainly acceptable, occasionally gave cause for concern.				It is recommended that assessors pay particular attention to the evaluation criterion in the reading task for both Level 4 and Level 5 so that candidates provide an evidenced justification for their evaluation of the document in question. In regard to punctuation, it is recommended that both assessors and verifiers review this element of written performance.
4.7	Candidate evidence must be retained in line with SQA requirements.	High	Green	The centre retains evidence in line with SQA requirements.				
4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	Medium	Green	The centre's staff team receive feedback at its standardisation meeting. This was evidenced in the minutes of a previous meeting.				

Summary of Feedback to Centre	The centre provides a range of quality vocational training in its sector. Its delivery of all five core skills plays a part in this. Clearly evident is the professional focus it has on the delivery of its qualifications, with the trainee at the heart of this. The centre's internal verification and standardisation procedures are coherent, clearly suggesting this aforementioned professional focus on these important aspects. Its assessors and internal verifiers are professional and experienced, having been with the centre for many years. The assessors and internal verifiers' CPD records are detailed offering a clear picture of on-going and focused development, though evidence relating to Core Skill Communication is not clearly evidenced. Assessors provide detailed and individualised feedback which is relevant to the trainee. Assessors have regular one-to-one contact with their trainees. While candidate evidence met the SQA standard, there is scope for candidates' responses in the evaluation criterion of the reading outcome to be more detailed. Likewise, while candidate evidence met the SQA standards in writing, a greater focus on punctuation would be of benefit to candidates. Overall, it is apparent that a professional attitude and focus underpins the centre's work.
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Name of Centre Representative present during feedback	
Name	Designation
Scott Anderson	Training and Quality Manager

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
Scot Anderson	IV		Yes	A1, V1 & V2	
Steve Fleming	IV	FA26 04, FA27 04	No	A1, V1	
Jim McCormack	IV	FA26 04, FA27 04	No	A1, V1 & V2	
Eleanor Rae	IV	FA26 04, FA 27 04	No	D32, D33, D34	
Carol Hak	IV	FA26 04, FA27 04	No	A1	
Jim Taylor	IV		No	D32, D33, D34	
Jseph O'Connor	IV	FA26 04, FA27 04	No	L&D9D1, L&D11	
Gary Steele	IV		No	L&D9D1	
Kyle Rodgers	IV	FA26 04, FA27 04	No	L&D9D11	

Evidence Seen	Instruments of assessment; completed checklists for assessments; candidate evidence for 20 learners; internal verification policy documents; Internal verification records; minutes from standardisation meeting; policy and procedures manual; documents relating to malpractice and plagiarism; the centre's induction pack which included candidate profiles; current SQA workplace core skills specifications and ASPs; training and assessment plans; previous qualification verification reports.
Spontaneous Sample	N/A
General Information	Mr Anderson provided a very good summary of the centre's work in its sector. This was useful when analysing the candidates' portfolio of work where the total of candidate evidence comes from. Opportunities for developing the centre's approach to the writing task were discussed.
Observation of Assessment Practice	N/A