

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	90750		
Centre Name	Scottish Bakers	Centre Number	3000753
External Verifier Name	Dawn Stewart	External Verifier Contact Details	dawn.stewart@hotmail.co.uk
Double Banker Name (if applicable)	N/A	Date of Visit	23 May 17
Head of Centre Name	Mr Scott Anderson	Head of Centre Email Address	scott@scottishbakers.org
SQA Co-ordinator Name	Mr Scott Anderson	Centre Email Address	scott@scottishbakers.org
Verification Group	Core Skills: Problem Solving and Working with Others	VG Code	342
Verification Block	SV		
Units Allocated	F42H 04,F42J 04,F42M 04,F42N 04,F42P 04	Sites Visited	Unit 2 Halbeath interchange Business park Kingseat Road Halbeath KY11 8RY
Actual Units Verified (if different from allocation)	Working with others – F42N 04 Problem Solving – F42J 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

<p>if YES, please provide a brief summary of the discussion:</p>	<p>We discussed the CPD for assessors and ways of collecting the evidence to support the process. Good evidence of standardisation activity and working together was evident, showing CPD again. I viewed evidence of events where staff were working together to contextualise materials. The centre staff work closely with industry and work together making sure that all candidates gain the relevant experience and knowledge to achieve their SVQ. We also discussed the internal verification policy and procedures and how the centre cross references evidence from one unit to another using SVQ portfolio.</p>
<p>Discussions with Assessors and/or IV</p>	<p>Yes</p>
<p>if YES, please provide a brief summary of the discussion:</p>	<p>As above</p>

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	Assessors and internal verifiers have relevant assessors and internal verifiers' qualifications. The centre holds very detailed CPD records for assessors and the internal verifiers. I viewed records to support a good CPD system is in place.				
2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	High	Green	Staff records show that an initial assessment of the candidates takes place as part of the recruitment process. All candidates have an initial review with their assessor as part of the induction to the programme, and every 4 weeks thereafter. Reviews are carried out where both candidates and assessors discuss progression. All candidates' information is stored in a locked filing cabinet. The centre gave free access to all materials during the visit.				

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 recruitment process includes looking at the candidate's prior achievement such as SQA connect report to identify their development needs to ensure a more structured approach is taken to develop the candidate. The centre uses SQA connect to identify the levels of core skills gained to match with the modern apprenticeship requirements for each individual candidate.				
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 has a procedure in place for assessors and candidates to meet on a regular basis, this is every 4 weeks where they complete a detailed assessment plan indicating the purpose of the review meeting, progress to date and overall outcomes of units including the candidate's next actions				

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	<p>I viewed the centres internal verification policy and procedures and also discussed this with the assessors and the internal verifiers on the day. The centre has a well-documented procedure for internal verification. The internal verifiers feeds back to the assessors and indicates any actions required including dates to be completed by, thus demonstrating that the internal verification process meets SQA requirements. The verification systems works well as IV has indicated issues with dates for action to happen, then this is reviewed as complete. Assessors have used SVQ portfolio to cross reference evidence into core skills, and any gaps are filled by using SQA contextualised assessment support packs. The centre also uses summary sheets to confirm that all tasks have been completed within the portfolio and assessment pack. Policies and procedures are reviewed annually. The centre has a tracking system in place where evidence from portfolio is cross referenced into core skill units – some assessors need to be more consistent in this process – as is not always clear where to find the evidence to support core skills units.</p>				

4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High	Green	The centre uses appropriate assessment methods for core skills, mainly work products, witness testimonials, observation of the candidates at their work place and questions which are recorded in a written statement. All SQA assessment materials are stored in a locked filing cabinet, where only assessors and internal verifiers have access to these materials. All candidates are given equal opportunities to develop and be successful in their assessments. The centre has demonstrated that their approach to assessment does not impose any barriers to individual candidates				
4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High	Green	I viewed the centre policy on plagiarism. The candidate completes a declaration confirming the candidates own work as part of the SVQ portfolio. The candidates also sign and date every piece of evidence used for SVQ and core skills units.				
4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.	High	Green	I viewed IV records, assessor reports and standardisation minutes of meetings, all confirming that an IV procedure is in place. The centre complies with the criteria and all records are accurate and up to date. I viewed candidate's evidence and found evidence consistency and accuracy in the assessment judgement. The centre uses a holistic approach to the core skills, whereby evidence is gathered as part of the modern apprenticeship and then cross referenced into the core skills via a tracking system. The centre gap fills with the use of SQA contextualised assessment support packs – this is good practice. Some assessors need to be clearer on the tracking of evidence, as not always clear where to find the evidence.				

4.7	Candidate evidence must be retained in line with SQA requirements.	High	Green	All candidate's evidence is retained until externally verified or as required by SQA				
4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	Medium	Green	The centre keeps staff up to date via team meetings. The centre staff have discussions on external verifier's reports and also store this information in a locked filing cabinet and on corporate system, thus giving free access to reports for all staff. Staff have an opportunity to discuss the report with the internal verifiers at monthly meetings.				

Summary of Feedback to Centre	This centre delivers a variety of modern apprenticeships. All the requested information from the visit plan was made available on the day. Feedback to the assessors from the internal verifiers is excellent with detailed actions and/or positive feedback when the task has been completed well. The centre delivers core skills using a holistic approach, cross referencing from the SVQ qualification into the core skills units and only gap filling when needed with the use of a contextualised SQA assessment support pack. – This is excellent.
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Name of Centre Representative present during feedback	
Name	Designation
Scott Anderson	Quality Manager and Internal Verifier

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
Steve Fleming	A	F42N 04, F42J 04	Yes	A1, V1	N/A
Jim McCormack	IV	F42N 04, F42J 04	No	A1, V1, V2	N/A
Eleanor Rae	A	F42N 04, F42J 04	Yes	D32,D33, D34	N/A
Emmanuel McCann	A	F42N 04, F42J 04	No	D32,D33,D34	N/A
Carol Hak	A	F42N 04, F42J 04	No	A1	N/A
Jim Taylor	A	F42N 04, F42J 04	No	D32,D33,D34	N/A
Joseph O'Connor	IV	F42N 04, F42J 04	No	L&D9DI, L&D11	N/A
Gary Steele	A	F42N 04, F42J 04	No	L7D9DI	N/A
Kyle Rodgers	A	F42N 04, F42J 04	No	L&D9DI, L&D11	N/A
Scott Anderson	IV	F42N 04, F42J 04		A1,V1,V2	N/A

Evidence Seen	I was given access to all requested portfolios. The evidence was gathered using a holistic approach across the portfolio and core skills units, only using SQA contextualised assessment support packs to fill the gap if needed. Working with others – F42N 04 Problem Solving – F42J 04
Spontaneous Sample	Spontaneous sampling is not normally an option at this centre as all candidates portfolios are with the candidates at their work placement.
General Information	The centre delivers a variety of Modern apprenticeships and core skills form part of the qualification. All candidates are of employed status therefore the assessors visit their employers to deliver the modern apprenticeship qualification and core skills units.
Observation of Assessment Practice	I did not observe any assessments being carried out due to all candidates being on work placement. I did however examine the assessment documentation used within the centre. This was in accordance with all SQA requirements.

Details of feedback for SQA	
Feedback to ASV	N/A
Feedback to QV	N/A

Previous Recommendations
N/A