

# 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>98531</b>		
Centre Name	<b>Scottish Bakers</b>	Centre Number	<b>3000753</b>
External Verifier Name	<b>John Farquhar</b>	External Verifier Contact Details	<b>john.farquhar@sqa-ext.org.uk</b>
Double Banker Name (if applicable)		Date of Visit	<b>05 Mar 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>SVQ Food Manufacture</b>	VG Code	<b>60</b>
Verification Block	<b>SV</b>		
Sites Visited	<b>Burtons Biscuits, 34 Bankhead Place, Edinburgh</b> <b>Bakers House, Halbeath Interchange, Kingseat, Dunfermline</b>		
Actual Units Verified (if different from allocation)	<b>GF0G 22</b> <b>GG4T 22</b> <b>GF0H 23</b> <b>GP1Y 23</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	Yes
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<p><b>if YES, please provide a brief summary of the discussion:</b></p>	<p>Discussions were held with 2 candidates on site at Burton Biscuits. Both candidates were working on SCQF level 5 FME qualifications.</p> <p>Candidate 948571897 had worked at the site for 21 years.</p> <p>He stated that he was enjoying the qualification and that he had taken a lot from it as he was looking at his daily tasks in a new light and had a renewed enthusiasm. He stated that he was now able to see exactly why changes were being made, and how this affected himself and his team. He stated that he was using some of the LEAN principles outside of work too. He hoped that he could continue to SCQF level 6 and that he may gain promotion through his achievements.</p> <p>Candidate 884502527 had also worked at the site for 21 years. He explained that when he sat in on meetings, he was now</p> <p>more familiar with some of the terminology used as a result of the qualification and as a result now felt more involved in the meetings. He stated that what he has learned from his qualification was filtering down to his team and they were now applying LEAN principles. He also stated that the financial auditor recently commented to him how efficient his department ran, which he took great pride in.</p> <p>Both candidates spoke very highly of their Assessor, the 1 to 1 and group sessions he ran, and the support that he gave them. Both stated that they would recommend the qualification to others on site.</p>
<p><b>Discussions with Staff</b></p>	<p>Yes</p>
<p><b>if YES, please provide a brief summary of the discussion:</b></p>	<p>A Discussion was held with Continuous Improvements Ambassador Fraser Carr of Burton's Biscuits.</p> <p>Fraser was highly complimentary about the qualification, its delivery and Scottish Bakers as an organisation.</p> <p>He stated that he felt that the level of the qualification was ideal for the staff and that now that they had grasped the principles of LEAN at this level he would hope that there would be progression to SCQF 6 for some of them. He explained that the business plan was to have somewhere in the region of 50 candidates on SCQF level 5 awards in a rolling programme.</p> <p>He stated that the company has 2 monthly newsletters and that this would be used to promote the achievements of the candidates and the positive changes that they have enabled the business to make.</p>
<p><b>Discussions with Assessors and/or IV</b></p>	<p>Yes</p>

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

Discussions were held with 2 of the centres Assessors on the following topics.

FME and LEAN principles.

Previous experience and qualifications.

Continuing Professional development.

Occupational competency for the qualifications delivered.

Assessment and Internal Verification procedures.

Standardisation.

Delivery and uptake of Bakery and Dairy qualification.

Skillswise online Academy

A meeting was held with 3 of the centres Internal Verifiers where the following was discussed.

Previous experience and qualifications

Continuing Professional development.

Assessment and Internal Verification procedures.

Standardisation.

SCQF Level 6 awards.

Skillswise Online 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	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>All assessors and internal verifiers provided evidence that they are competent to deliver, assess and verify awards in Food Manufacturing Excellence as well as other sectors of the food manufacturing industry. All are fully experienced in bakery.</p> <p>CPD records and centre master folders contained current up to date evidence of competency. The centre provided evidence of assessor training in the Dairy sector and of completing LEAN awareness and Value Stream Mapping.</p> <p>All hold relevant food hygiene and HACCP qualifications.</p> <p>All assessors and internal verifiers are fully competent and have the qualifications to assess and deliver the awards which the centre are approved for which meets the requirements stated in the assessment strategy.</p>		None identified.	None identified.
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>Site checklists are available for each of the sites where training is taking place confirming equipment and assessment environments, policies and procedures on site are suitable for assessments. Last reviewed February 2019.</p> <p>An up to date copy of the Assessment Strategy was available. Documented evidence was available showing changes to support materials and assessment materials including LEAN guidance sheets and core skills support booklets.</p>		None identified.	None identified.

## 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>Scheduled reviews provide evidence of on going assessment of the candidates progress and needs.</p> <p>Previous skills and experience are identified at induction and matched against candidate role and qualification requirements.</p>		None identified.	None identified.
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>	<p>Each candidate portfolio has feedback sheets from the previous review with an agreed date for the next review with tasks agreed to be completed. Candidates spoken to were able to tell me when this next date was. Assessors communicate with the business directly to ensure the staff and resources are available for these reviews to be successful.</p> <p>Candidates have Assessors contact details to allow contact if necessary. Assessors business card is inside each candidate portfolio.</p>		None identified.	None identified.

## 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>	<p>The centre's policies and procedures for assessment and internal verification for the awards meet SQA requirements. A policy of 20% sampling across all awards, units and assessors is documented. New assessors undergo 100% verification.</p> <p>The centre holds standardisation meetings twice yearly which all staff attend. Minutes of these meetings were available for external verification purpose, the last one dated 20/12/2018. Assessment comparison exercises are held annually in which Assessors check each others work to compare evidence. Observed Assessor practice is also carried out twice per year.</p>		None identified.	None identified.
4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High	<b>Green</b>	<p>Assessor observation, witness testimony, candidate's written work and company documentation are the instruments of assessment used.</p> <p>Evidence is valid, reliable, practical, equitable and fair and meet the standards for the award. Resources are well prepared by the centre, of a high standard and meet the required SQA standards.</p>		None identified.	None identified.

4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High	<b>Green</b>	<p>A comprehensive plagiarism and malpractice policy is documented in the Centre Operations manual.</p> <p>Candidates sign a disclaimer to agree that all work is their own and authentic.</p> <p>Candidate work is countersigned by assessors to authenticate.</p> <p>A previous recommendation for the centre to include a policy within the Centre Operating Guide stating that all assessments must be carried out in English has not been implemented. The SQA Coordinator stated that he had not seen any guidance on this on SQA website and the assessment strategy already contained such a policy.</p>		None identified.	None identified.
4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.	High	<b>Green</b>	<p>The assessment decisions were found to be accurate and consistent for all units sampled. Appropriate evidence was presented as per the unit evidence requirements with good use of company documentation and knowledge and understanding checklists. The evidence confirmed that work is consistently assessed and judged, covering evidence requirements fully, as per SQA requirements.</p> <p>A previous recommendation for the centre to include a policy within the Centre Operating Guide stating that all assessments must be carried out in English has not been implemented. The SQA Coordinator stated that all assessments were carried out in English and that the centre would not accept any evidence that wasn't in English.</p>		None identified.	None identified.



4.7	Candidate evidence must be retained in line with SQA requirements.	High	<b>Green</b>	Centre policy of retaining candidate evidence for a minimum of 3 weeks unless notified of an External Verification visit is inline with SQA requirements.		None identified.	None identified.
4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	Medium	<b>Green</b>	Minutes from a team meeting dated 11/05/2018 confirmed that the External Verification report from the previous visit was discussed and actions agreed as a result of this.  This was confirmed verbally by both Assessors who stated that the report had indeed been fed back to all staff by the SQA Coordinator and discussed.		None identified.	None identified.

<b>Summary of Feedback to Centre</b>	<p>The centre was thanked for organising the visit and meeting all requests on the visit plan with a structured timetable for the verification visit.</p> <p>Discussion with Candidates and staff based at Burton's Biscuits indicated that they all appreciated the value of the qualification in the workplace. Confirmed that the evidence presented by the Centre demonstrated that the staff are competent to deliver the awards, follow the assessment strategy and continually update CPD documents. The evidence sampled on the Visit meets SQA requirements and the centre has high quality support materials to assist candidates working towards their awards.</p> <p>Minutes of standardisation meetings confirmed that assessors are meeting requirements for the awards, they are held quarterly (last meeting dated 20/12/2018).</p>
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Name of Centre Representative present during feedback	
Name	Designation
Scott Anderson	SQA Coordinator/Head of Centre
Steve Fleming	Assessor/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
J Taylor	A	GJ3M 22	No	D32,D33,D34	
J OConnor	A	GP20 22	Yes	L&D9DI	
J OConnor	IV	GF0G 22,GP20 22,GF0H 23, GP1Y 23, GJ3M 22	Yes	L&D11	
J McCormack	A	GF0G 22,GP20 22,GF0H 23,	No	A1, V1,V2	
S Fleming	A	GG4T 22,GF0G 22, GF0H 23, GP1Y 23,	Yes	A1,	
S Fleming	IV	GP20 22	Yes	V1	
S Anderson	IV	GF0G 22	Yes	A1, V1,V2	

<b>Evidence Seen</b>	<p>Operations Manual and Centre Policies dated as of February 2019.</p> <p>included.</p> <ol style="list-style-type: none"> <li>1. Induction procedure.</li> <li>2. Assessment and Internal Verification policy.</li> <li>3. External Verification policy.</li> <li>4. Learning Materials policy.</li> <li>5. Roles of Staff.</li> <li>6. Staff Development &amp; CPD</li> <li>7. Minutes of standardisation meetings 20/12/2018</li> </ol>
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	<p>8. Equal opportunities &amp; Diversity policy.</p> <p>9. Confidentiality policy.</p> <p>10. Evidence retention policy.</p> <p>11. Malpractice &amp; plagiarism policy.</p> <p>12. Curriculum Vitae and CPD for Scott Anderson, Steve Fleming, James McCormack, James Taylor &amp; Joseph OConnor recording development activities</p> <p>13. Minutes of meetings</p> <p>14. Internal verification reports and resultant feedback to assessor for units H142 04, H148 04, F2MB 04</p> <p>15. All 24 Candidate portfolios requested were available for sampling. Portfolio's included induction pack, unit standards, assessment plans and review records, evidence index &amp; matrix, observation checklists, professional discussion records, knowledge and understanding questions, completed company documents, photographs, personal statements and summary of achievements.</p>
<b>Spontaneous Sample</b>	<p>Sampled the following units-</p> <p>H3FG 04, H3FC 04 at SCQF level 5</p> <p>H142 04, H148 04, H142 04, J04D 04, J0WX 04 at SCQF level 6</p> <p>All criteria were fully covered by use of observations, completed knowledge responses, personal statements and company documentation.</p>
<b>General Information</b>	<p>The Centre were well prepared for the visit, with all visit plan requests met.</p> <p>The Centre staff possess a wealth of experience in the food industry and delivering Food Manufacturing Excellence/ LEAN awards and are all very enthusiastic.</p> <p>The standard of support materials is very high and the feedback from the candidates and staff at the site visited was excellent.</p> <p>The Centre Operating Guide is comprehensive with policies updated in February 2019 and standardisation activities and minutes of meetings were comprehensive and of a very high quality.</p> <p>Previous recommendations were discussed and the SQA Coordinator stated that he had not updated the Centre Operating Guide with a policy re conducting assessments in English as he could not find any guidance on SQA website and the assessment strategy already states that it must be done in English.</p> <p>Many thanks must also go to Burton's Biscuits for accommodating the visit to the site, allowing access to talk to candidates and staff and the tour of the premises.</p>

<b>Observation of Assessment Practice</b>	<p>Observed Assessor Joseph OConnor carry out an assessment on candidate SCN 948571897. This was a general assessment on the candidate identifying the 8 wastes identified in Food Manufacturing Excellence.</p> <p>The assessment was conducted in a professional manner during a production run, in a relaxed and informal manner. The Assessor put the candidate at ease and explained the requirements of the assessment and what the possible outcomes were. Joseph used the candidates portfolio and got him to go through some of the work that he had completed for the next scheduled assessment, explaining the 8 wastes, the effects on production and possible solution to these issues. Joseph remained unobtrusive throughout the observations and ensured the candidate was comfortable during the assessment. He used open questions throughout to fully cover any knowledge points.</p> <p>Joseph confirmed to the candidate that the evidence he had produced was sufficient to meet the requirements and agreed the next visit date and what the requirements would be for that date.</p>
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#### Previous Recommendations

Recommendation of inclusion of a policy in Centre Operation Manual that states that all assessments are carried out in English.

Recommendation that a policy stating that written work is acceptable in pencil but advised to be carried out in pen is added to Centre Operation Manual.

#### Agreed Action Date/Type

<b>Agreed Action Date</b>	
<b>Evidence Type</b>	