

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.

Event ID	93690		
Centre Name	Scottish Bakers	Centre Number	3000753
External Verifier Name	John Farquhar	External Verifier Contact Details	jfarquhar2905@btinternet.com
Double Banker Name (if applicable)	Iain Percival	Date of Visit	30 Apr 18
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	SVQ Food Manufacture	VG Code	60
Verification Block	SV		
Sites Visited	Bakers House, Dunfermline		
Actual Units Verified (if different from allocation)	GF0G 22 GF0H 23		

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

Sanctions	
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Records of Discussions	
Discussions with Candidates	Yes
if YES, please provide a brief summary of the discussion:	Telephone conversation held with SCN 177566322 who spoke extremely highly of the award that he undertook in FME. He spoke with great enthusiasm of the the support and guidance which his assessor had given him, stating that he was always contactable via email or phone to answer his questions. He felt that his employer had also given him plenty of support to enable him to complete the work required for his award for the scheduled assessments. He looks forward to continuing to further develop the skills which he has gained and felt that he has benefit greatly from it and had applied the principles of LEAN to other areas of his life.
Discussions with Staff	Yes

<p>if YES, please provide a brief summary of the discussion:</p>	<p>Telephone conversation with Hector Laing, Site Manager at Nairns Oatcakes.</p> <p>Hector was very complementary about the role that Scottish Bakers and its staff played in delivering the awards on the premises (GF0G 22, GF0H 23). He stated the use of the LEAN principles used by the FME award was greatly beneficial to the staff and to the organisation as a result. He stated that the presentations used in the introduction of the awards enabled staff to grasp the principles and implementation of the LEAN approach to working. He stated that the Assessor also explained things fully and was always available to further explain and support the staff when required. The scheduled classroom/group discussion approach allowed effective planning of resources to minimise the impact on production and allow efficient assessments to be carried out. He stated that those that completed the FME at SCQF Level 5 would probably not progress to the Level 6 award at this stage as he felt that this was not necessary in the business at this stage but that further candidates may be enrolled into SCQF Level 5 as necessary.</p>
Discussions with Assessors and/or IV	
<p>if YES, please provide a brief summary of the discussion:</p>	<p>Yes</p> <p>The centre currently have 3 assessors and 4 internal verifiers involved in the delivery, assessment and internal verification of awards at various food manufacturing sites throughout Scotland. There were 3 candidates working on the Dairy Skills qualification- 2 have now completed and 1 has left. The Head of Centre expressed disappointment in the lack of uptake for this award and training in the dairy sector in general.</p> <p>All assessors are well qualified in the bakery sector with evidence available through CPD records of training undertaken at dairy sites. The standard of evidence presented and the knowledge displayed through discussion provided evidence they are competent to deliver FME.</p> <p>New assessor Graeme Ayton stated that he is really enjoying the delivery and assessment of the awards. Documentary evidence observed of Graeme's 3 week induction to the role and he spoke very highly of the support he has been given by his colleagues to complete his L&D9 qualification. He stated that he now has approximately 30 candidates to deal with at present and that he finds this a manageable number.</p> <p>All staff were very enthusiastic and a desire to achieve the LEAN green belt was expressed.</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	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	Green	<p>All assessors and internal verifiers are qualified in the bakery sector, they provided evidence that they are competent to deliver, assess and verify awards in other sectors of the food manufacturing industry. CPD records and centre master folders contained current up-to-date evidence of competency. The centre provided evidence of assessor training in other areas of food manufacture. All assessors and internal verifiers are fully competent and have the qualifications to assess and deliver awards in food manufacture which meets the requirements stated in the assessment strategy.</p>			
2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	High	Green	<p>All candidates are workplace based at various sites through Scotland. Site checklists are available for each site confirming equipment and assessment environments. These are regularly reviewed. Latest copy of the Assessment Strategy was available. Documented evidence was available showing changes to support materials and assessment materials. The current hard copy of the Craft Bakers book of support materials is currently being updated to allow online access.</p>			<p>Recommend that a documented policy is added to Centre Operating Guide to state that assessments must be carried out in English as per SQA requirements. Policy stating that work completed in pencil is acceptable may wish to be altered to recommend the use of pen.</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	Green	Scheduled reviews provided evidence of on going assessment of candidate needs. A detailed induction record provides insight to previous learning and achievements allowing the qualification to be tailored accordingly. Weekly summary sheets completed by assessors highlight candidate issues and solutions.			
3.3	Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.	Medium	Green	Candidates are in regular contact with assessors throughout the assessment process. Evidence was available of assessors agreeing subsequent visit dates for assessment with candidates, this is recorded in the candidate review record. Assessment planning is carried out on the completion of each unit. Assessors are available via email or telephone to discuss the awards with candidates.			

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	Green	<p>The centre's policies and procedures for assessment and internal verification for the awards meet SQA requirements. A policy of 70% sampling across all awards, units and assessors is documented. New assessors undergo 100% verification.</p> <p>The centre hold standardisation meetings twice yearly which all staff attend. Minutes of these meetings were available for external verification purpose.</p>			
4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High	Green	All documented evidence was available for external verification, these were valid, reliable, practical, equitable and fair and meet the standards for the award. Resources are well prepared by the centre and meet the required SQA standards.			
4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High	Green	A comprehensive plagiarism policy is documented in the Centre Operations manual. Candidates sign a disclaimer to agree to ensure all work is their own and authentic. Candidate work is countersigned by assessors to authenticate.			
4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.	High	Green	The evidence presented in candidate portfolios confirmed that work is consistently assessed and judged, meeting SQA requirements. Evidence Comparison Records were observed whereby assessors work in groups to check over evidence annually to ensure consistency as part of a standardisation exercise.			
4.7	Candidate evidence must be retained in line with SQA requirements.	High	Green	Centre policy of retaining candidate evidence for a minimum of 3 weeks unless notified of an External Verification visit is inline with SQA requirements.			

4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	Medium	Green	CPD records and minutes of meetings (12/05/2017) observed confirming the dissemination of the External Verifiers report to all staff. Results of the visit discussed and actions agreed.			
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Summary of Feedback to Centre	<p>This is a centre carrying out on site assessment of candidates completing food manufacturing awards throughout Scotland. Their move into the delivery of FME qualifications has been very successful as evidenced by the extremely positive feedback received from candidates and employers. They were praised for the very high standard of materials across all awards delivered. All staff are very enthusiastic about the delivery and benefit of these qualifications to all parties and all demonstrated a great depth of knowledge about FME and LEAN principles.</p> <p>The policies and procedures documented in the Centre Operating Manual are very thorough and robust and this has been updated in January 2018. The Assessors and Verifiers CPD was praised for being of a very high standard and well presented. The minutes of meetings, standardisation activities and candidate summary records were similarly of a very high standard and demonstrated good practice.</p>
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Name of Centre Representative present during feedback	
Name	Designation
Scott Anderson	Head of Centre/SQA Coordinator
Steve Fleming	Assessor/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	GF0H 23	Yes	A1	
Steve Fleming	IV	GF0G 22	Yes	V1	
James McCormack	A	GF0G 22, GF0H 23	Yes	L&D 9	
James McCormack	IV	GF0G 22	Yes	L&D 11	
Scott Anderson	IV	GF0G 22, GF0H 23	Yes	A1, V1	
Graeme Ayton	A	GF0G 22	Yes	L&D 9	
James Taylor	IV	GF0G 22, GF0H 23	No	V1	

Evidence Seen	<p>Operations Manual and Centre Policies dated as of January 2018. included.</p> <ol style="list-style-type: none"> 1. Induction procedure. 2. Assessment and Internal Verification policy. 3. External Verification policy. 4. Learning Materials policy. 5. Roles of Staff. 6. Staff Development and CPD 7. Standardisation. 8. Equal opportunities & Diversity policy.
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	<p>9. Confidentiality policy.</p> <p>10. Evidence retention policy.</p> <p>11. Malpractice & plagiarism policy.</p> <p>12. Curriculum Vitae and CPD for Scott Anderson, Steve Fleming, James McCormack, Graeme Aytron and James Taylor recording development activities</p> <p>13. Minutes of meetings</p> <p>14. Internal verification reports and resultant feedback to assessor for units H13K 04, H13Y 04, H142 04, H13D 04, H13E 04, F2MD 04</p> <p>15. 15 Candidate portfolios were available for sampling. Portfolio's included induction pack, all standards, observation checklists, professional discussion records, knowledge and understanding questions, completed company documents, photographs, summary of achievements.</p>
Spontaneous Sample	<p>Sampled units H13D 04, H13E 04 at SCQF level 5 and units H13K 04, H13Y 04, H142 04 at SCQF level 6.</p> <p>Found evidence to be comprehensive and sufficient to meet all criteria.</p>
General Information	<p>Thanks again to Scottish Bakers for being so accommodating and taking the time and effort to draw all the required resources together to allow this External Verification visit to take place. The vast range of materials available to candidates was very impressive. Also thanks go to the candidates and staff of Nairns Oatcakes that took time to allow telephone interviews to take place.</p> <p>An email from the HR Manager at Nairns Oatcakes was also presented documenting the high praise received from candidates and managers at the site in regards to Steve Fleming and his delivery, guidance and support of those undertaking their awards. She concluded by recommending the Modern Apprenticeship scheme to any other company saying "it has had a significant positive impact to our business".</p>
Observation of Assessment Practice	No observed assessments took place.

Previous Recommendations

Dissemination of Qualification Verifiers recorded in CPD files for assessors and Verifiers as documented in standardisation minutes 12/05/17

Agreed Action Date/Type

Agreed Action Date	
Evidence Type	