

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	97876		
Centre Name	Oilean (Training And Nurture) Ltd	Centre Number	3005178
External Verifier Name	Dafydd McIntosh	External Verifier Contact Details	dafydd.mcintosh@sqa-ext.org.uk
Double Banker Name (if applicable)		Date of Visit	08 Mar 19
Head of Centre Name	Mr John Cran	Head of Centre Email Address	fidelma@oilean.co.uk
SQA Co-ordinator Name	Fidelma Muraska	Centre Email Address	fidelma@oilean.co.uk
Verification Group	Care	VG Code	82
Verification Block	SV		
Sites Visited	Ore Valley Business Centre, 93 Main street, Lochgelly. KY5 9AF		
Actual Units Verified (if different from allocation)	GY5Y 22, H5NB 04. GH60 23, H5LD 04, H5LE 04 GH61 24, H5VW 04, H5PS 04, H5PJ 04		

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:	<p>I had a telephone interview with one level 2 candidate. They confirmed they felt really supported and the assessor was available and motivating. They found the time management to be a challenge at first and is keen to keep moving at their own pace which I reiterated with the assessor in our discussions. The candidate can move at their pace and submit plans to the assessor as this ensures the candidate has ownership of their study. The candidate was very happy with the levels of communication and utilised email, telephone and direct contact and looked forward to hearing from the assessor. The candidate was keen to progress and had the support of workplace peers although they ensured they worked in tandem with the assessor primarily. Overall the candidate was having an enjoyable and enlightening learning experience based on their own confidence and the support from the assessor.</p>
Discussions with Staff	No
if YES, please provide a brief summary of the discussion:	

Discussions with Assessors and/or IV	Yes
<p>if YES, please provide a brief summary of the discussion:</p>	<p>We discussed the development of direct observations to ensure the information connected to the reflective work. The standard of the observations was good, however there is scope to triangulate the information to confidently confirm the reflective work submitted meets the VARCS principles in particular the validity. If a candidate writes they do something this should be observed naturally and confirmed as consistent practice. We also discussed the sampling strategy and how the holistic approach to assessment should carry through top verification. The centre has adopted a holistic approach overall to verification. The centre has a small team across a wide geographical area so attention to sampling is paramount to avoid the process being overly cumbersome. The team demonstrated that the resources complimented the candidates having an individual assessment. We also discussed the standardisation approached as sometime they were concerned there was too much emphasis on business approaches, however standardisation should include reviewing business models to ensure the candidates have the most person centred approaches as possible. The reference to business approaches very much related to the qualification delivery and how time/ resources and expertise suited the qualifications expectations.</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	The centre staffs certificates were found to be in order with no change in the assessment team since the last verification visit. The occupational competence certificates that are required in the assessment strategy offered a range of registerable qualifications from SVQ 3, HNC to Social Work degree and post grad status. The assessment team had also maintained records of CPD and included examples relating to Duty of Candour, GDPR and Vision Impairment Awareness			
2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	High	Green	I sampled minutes to assessment team meetings and standardisation events. The centre had current site checklists, titled Competence Workplace records in place. There was sufficient policy instruction relating to resources and environment considerations. Candidates complete a skill scan document to ascertain readiness to start including access to the correct level of study. One portfolio sampled had blue paper at the candidates request to support a dyslexia diagnosis.		The site checklists known as competent workplace records utilised care inspectorate reports downloads to gauge compliance with policies relating the health and safety, safeguarding the environment. This is excellent practice as it enables the centre to utilise the regulators findings published on a public website to underpin if the site and its minimum requirements are fit for purpose and can support a positive assessment outcome.	

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	The centre adopts a pre assessment guidance which is recorded in the candidate handbook. The booklet has core skills and role analysis with key information relating to malpractice protocols, equality and readiness for assessment. The core skills and common knowledge project booklets were found to be a good standard. I noted there was organisational role profiles retained in the portfolios, again this is good practice as it provides an overview of the candidate's role.			
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 ensures the candidate direct contact meetings are personal to the candidate's needs. The engagement consists of email, skype, in person and telephone contact. The assessment plans were found to be comprehensive and appropriate in the portfolios. Further there was sections for email feedback and a chronology of discussion record which is very useful to track conversations and agreements.			

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	The centre has a robust verification policy which was reviewed on 18 February 2019. This policy centres on sampling three times across the timespan. In discussion with Fidelma, she confirmed she tries to take an overview of the verification based on technical checks, random sample of criteria and planning / feedback rather than "pc chasing". We agreed that this approach is a suitable one as the assessor should be analysing of the performance criteria is sufficient. The verification sample should ensure there is consistency in the assessment decisions being made.			
4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High	Green	The centre has regular standardisation meetings which focus on CPD requirements, common knowledge and core skills. The centre uses SQA materials and adopts the VARCS principles to the assessment decisions. The centre has a small and established assessment team that is cohesive and ad-hoc discussions are also captured as good practice.			

4.4	Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	High	Green	<p>The portfolios sampled has holistic assessment applied. The use of common knowledge projects integrated with the planned assessment and included leading statements that helped structure the information which in turn created a reflective account. The flow in the CK is natural with descriptions of practice and has a start, middle and end of information relating to the level studying. In level 2, the CK is directed at supporting, level 3 and developing and level 4 at leadership skills. I found the resources to be a good tool that goes beyond a checklist record. The assessment plans were good and the evidence was signed and dated. The feedback was noted to be supportive and referenced to the work submitted. The direct observations sampled were found to be very descriptive. We discussed how they could be more improved by referencing the observations to other evidence in the portfolios. The portfolios had a range of evidence including reflective work, products and observations. The evidence was trackable via the index and referencing was found to be sufficient and identifiable.</p>			
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4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.	High	Green	The portfolios were found to be reflective and incorporates the knowledge through the evidence naturally. The level 4 candidates centre their work on leadership skills and some of the work is set against work tasks that are complimentary rather than multiple examples of practice. This is a good approach as it allows critical analysis although the practice has to be measured as consistent across the standards. One portfolio had a product that could be located on site rather in the portfolio to ensure anonymity. The assessor as aware and had plans to work through the best place to store the evidence with the candidate.			
4.7	Candidate evidence must be retained in line with SQA requirements.	High	Green	The centre confirmed they have a 3 week retention policy unless notification of an EV visit is made. The centre is the data controller and has a robust policy relating to different awarding bodies requirements written into their policy.			
4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	Medium	Green	The centre utilises the verification report to enhance best practice and evidence of minutes demonstrated this was a regular occurrence. The centre also sends a copy to each staff member.			

Summary of Feedback to Centre	I found the centre to be well organised, in our discussions the centre applied a mobile approach by not having a specific office / space, instead utilising community venues that offer a degree of flexibility when meeting with stakeholders and candidates. To compliment this, I found the centres processes to be functional for that purpose. The centre had enabled access to portfolios, handbooks and all materials requested for the visit. The assessor and candidate handbooks were found to be very relevant and housed all information relating to policy and procedures that were up current. The portfolios sampled were very well laid out. It was evident that there was positive engagement with candidates including use of a common knowledge project that enabled the candidate to research, explore and collate evidence in a structured manner. The direct observations could be delivered when the candidate has included more reflective work which would enable the assessor to observe knowledge and practice that reflected the written work, however what I sampled was supportive, informative and linked to the assessment criteria. The critical analysis approach for level 4's was particularly good as it demonstrates to the candidate that the intensity of learning has to pitched that way to gather the best evidence. Overall I was impressed with the attention to detail and the support offered to candidates. I thank the assessment team again for their time and support to ensure the visit was successful.
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Name of Centre Representative present during feedback	
Name	Designation
Fidelma Muraska	Assessor
John Cran	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
Fidelma Muraska	A	GY5Y 22, H5NB 04. GH60 23, H5LD 04, H5LE 04 GH61 24, H5VW 04, H5PS 04, H5PJ 04	Yes	A1, V1	
John Cran	IV	GY5Y 22, H5NB 04. GH60 23, H5LD 04, H5LE 04 GH61 24, H5VW 04, H5PS 04, H5PJ 04	Yes	A1, V1	
Margaret Watson	A	GY5Y 22, H5NB 04.	No	A1, V1	

Evidence Seen	I sampled portfolios, candidate and staff handbook and conducted interviews with staff and a level 2 candidate.
Spontaneous Sample	All work sampled was planned.
General Information	The centre is long established with no turnover of staff.
Observation of Assessment Practice	No practice was observed at this time.

Agreed Action Date/Type	
Agreed Action Date	
Evidence Type	