

Qualification Verification - Report

Qualification verification is the process we use to confirm that Qualifications Scotland 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 <https://www.sqa.org.uk/qualityassurance>.

Event ID	128566		
Centre Name	Specialist Resource Solutions Ltd	Centre Number	3029301
External Verifier Name	Heather Bannon	External Verifier Contact Details	heather.bannon@sqa-ext.org.uk
Double Banker Name (if applicable)		Date of Virtual event	09 Jul 26
Head of Centre Name	Gail Fergusson	Head of Centre Email Address	Gail@srs-skills.uk
Qualifications Scotland Co-ordinator Name	Gail Fergusson	Centre Email Address	Gail@srs-skills.uk
Verification Group	Care	VG Code	82
Verification Block	SV		
Sites Visited	online		
Group Awards Verified	GH5Y 22, GH60 23 GH61 24		
Actual Units Verified	H5NB 04, H5L5 04, H5NP 04, H5LD 04, DK9V 04, DK2X 04, H5RN 04		

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

Sanctions	
-----------	--

Records of Discussions	
Discussions with Candidates	Yes
if YES, please provide a brief summary of the discussion:	I spoke to one candidate. She is very pleased with her SVQ experience. She described her assessor as 'very patient' and 'really helpful'. She told me her assessor explains the language to her as she has a cultural difference and it is not always easy to understand. She meets regularly with assessor who tells her to reach out to him at any time. She has learned a lot about codes of practice and standards and this has had a positive impact on her work.
Discussions with Staff	Yes
if YES, please provide a brief summary of the discussion:	We discussed the Internal Verification policy and the challenge of SharePoint in tracking IV activity and gauging first stage of 25% The new portfolio will make this much easier and this is starting to be imbedded. We discussed observations and possible updates in new assessment strategy, discussion around managing in person observations. We discussed RPL from NIF.
Discussions with Assessors and/or IV	Yes

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

as above

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	All Assessors and Internal Verifiers are qualified and occupationally competent to carry out their role. CPD is robust and covers occupational updates, standardisation activities and SVQ updates.			
2.4	There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.	High	Green	There is a policy in place to ensure standard is met. All policies have a date created and review date. These were all reviewed and up to date. Standardisation meetings capture discussion of assessment materials. Candidates are asked for feedback of induction experience and this is discussed in standardisation meetings. Centre is moving from SharePoint to an online portfolio once all assessors are trained and confident in it. Resources available in the system are all up to date.			

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 Equal Opportunities and the Managing Assessment Arrangements Policy set out the support available to candidates with support needs. Candidate handbook informs candidates of support available and how to disclose any assessment needs. Form filled out by candidate at induction regarding support needs. Assessment planning evidences supporting candidate with ICT. Also candidate spoken to commented that assessor helps to interpret language in the SVQ units. Assessor CPD highlighted training covering RPL. Also standardisation meeting noted a discussion around NIF and how to use RPL from it.			
3.3	Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.	Medium	Green	Assessment planning was detailed and evidenced regular contact time with assessor. Planning and feedback was evident. Candidate spoken to said she had regular contact with assessor and that they were available any time they were needed.			

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 internal verification policy identifies the use of three stage verification and a risk based approach. Standardisation meetings show regular standardising activities. IV records provide supportive feedback and there is an action recording area evidencing assessment updates post IV. The SharePoint system used can make auditing IV a challenge and initial 25% can be a challenge to gauge. The new online portfolio should make this more streamlined.			
4.3	Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	High	Green	Evidence sampled has been reflective accounts, direct observations, expert witness, knowledge pack. Clear links from assessment planning and feedback to work produced. Reflective accounts link practice and knowledge and provide holistic assessment. One candidates evidence starting to go out of date as she was taken over when her provider closed. Assessor working to ensure currency of evidence through professional discussion and observations of practice.			
4.4	Assessment evidence must be the candidate's own work, generated under Qualifications Scotland's required conditions.	High	Green	Candidates sign and date a plagiarism disclaimer. The handbook is clear on malpractice, plagiarism and use of AI. With clear steps to ensure evidence is candidates own work and			
4.6	Evidence of candidates' work must be accurately and consistently judged by assessors against Qualifications Scotland's requirements.	High	Green	Clear feedback from assessors can be seen both on assessment plans and submitted work shows encouraging comments. IV records show that assessment decisions are being monitored to ensure accuracy and consistency against the national occupational standards.			

4.7	Candidate evidence must be retained in line with Qualifications Scotland requirements.	High	Green	Centre have a retention of records policy which follows Qualification Scotland's guidance. All portfolios asked for in sample were available			
4.9	Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.	Medium	Green	Standardisation meetings evidence QV feedback being used to inform assessment practice around AI. It is also a standing agenda item within the meetings.			

Summary of Feedback to Centre	Thanked centre for getting information to me prior to visit. The access to SharePoint was a challenge and Gail worked hard to make it happen. Congratulated centre on high confidence report and read through each criteria of report.
--------------------------------------	--

Name of Centre Representative present during feedback	
Name	Designation
Gail Fergusson	coordinator and centre lead
Greame Taylor	Assessor/ IV
Mike Riddell	Assessor/ IV
Lynn Vincent	Assessor/ IV

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
Greame Taylor	A	H5NB 04,H5L5 04,H5NP 04,H5LD 04 DK2X 04		A1	
Mike Riddell	A	H5LD 04, DK9V 04		L&D9i	
Karen Taylor	A	H5LD 04. DK9V 04, H5RN 04		CAVA	
Lynn Vincent	IV	H5NB 04,H5L5 04, H5NP 04,DK9V 04		L&D11	
Rosemary Logan	IV	H5LD 04 DK2X 04		V1	
Mike Riddell	IV	H5NB 04, H5L5 04, H5NP 04		L&D11	

Evidence Seen	assessor and internal verifiers qualifications and CPD. Equal opportunity policy, Managing Assessment Arrangements Policy, Candidate handbook, candidate portfolios, standardisation meetings, IV policies, retention policy, candidate resources.
Spontaneous Sample	none
General Information	Centre is fairly new and has a vey experienced team. They are a growing centre and recruiting to keep up with demand.
Observation of Assessment Practice	sample available

Previous Recommendations
none

Agreed Action Date/Type	
Agreed Action Date	
Evidence Type	