

Guide to using video conferencing and video recordings for SVQ assessment

This information and advice can support candidates, assessors and internal verifiers with their digital capability and the safe use of video for SVQ assessment purposes. We have a suite of short resources, [23 Things Digital](#), to support practice and learning in social care and health services, which can help you prepare for SVQ assessment.

Video conferencing

Video conferencing involves video and audio for communication between people in real time. You can use it for sharing and recording information, planning and feedback with candidates, discussion with expert witnesses, observations, professional discussion and viewing products. If you are new to video conferencing, you can try some of the platforms below and get tips and advice using the links.

- How to video call using [Whatsapp](#)?
- What is Meet Now and how do I use it in [Skype](#)?
- How to start a call from a chat in [Teams](#)?
- [Zoom](#) meetings and chats
- [Webex](#) video conferencing
- [VEO](#) video tagging software
- Use [FaceTime](#) with your iPhone, iPad, or iPod touch

Video recordings

Although video may be considered for various elements of the assessment process, including communication with learners, witnesses and employers, additional precautions are necessary if you record it.

Any materials gathered should be traceable, auditable, and authenticated to meet the SQA assessment strategy. This guidance will help you make these recordings safely and effectively.

We carried out exploratory work on using video enhanced observation to support remote assessment of practice, which [you can read about here](#). It's amazing how much more interaction can be seen in short piece of film than face-to-face methods.

Consent

- You must get permission from all individuals in a video observation and comply with the legislation and policies relating to data protection and the SSSC Codes of Practice.
- Inform all participants that the video will be deleted once the content has been written up onto an evidence gathering form.
- Where a person does not have capacity to consent to the use of video, consent can be sought from a legal guardian or advocate where appropriate.
- Where a person does not consent to the use of video, it may that a team meeting or supervision situation may be more appropriate for the observation.

Planning

- Online standardisation can help SQA centres agree how remote observations will take place and support assessors and verifiers with digital capability and the compatibility of technology.
- The assessor and candidate must agree a plan before the video recording to ensure the outcomes are met. On the plan, state who has responsibility for deleting the video once it has been written up on the evidence gathering form.
- Check who will record the video (candidate, assessor, colleague or the person using services).
- Confirm if the video is a live assessment, or if the recordings are capturing evidence for assessing later.
- Advise that any activities of a personal nature must not be filmed, and dignity and respect maintained throughout.
- Advise that the video must be of the actual work being carried out in real time and not a synopsis of the work that was done or produced after it is completed (if being used as an observation).

Preparation

- If uploading a video into an online portfolio, filming may need to be restricted to short 10 minutes sections, which can be uploaded separately for the online portfolio to cope with the video size. Confirm the best way to do this.
- It is advisable to check the area where the filming is to take place, to ensure the device has a stable wifi connection.
- If using a wifi dongle, ensure it is connected and working before filming.
- When positioning the camera, remember that the focus of any observation will be on the candidate and the person they are supporting. The video must be clear and recorded at a distance, where the task is clearly visible to enable a confident assessment decision to be made.
- Lighting and acoustics are key factors in recording a video. They can determine the mood as well as affecting the clarity. It is advisable to check lighting and sound on the device before filming, particularly as PPE can impact on the sound quality. Do not point the video camera at the window as this will darken the images in the film.

During the recording

- The assessor or candidate must introduce all members involved in the video/recording, their role, the qualification being assessed, purpose of the video/recording, date and location. The date should be repeated at the end of the recording.
- If anyone is uncomfortable at any time during the observation, the person must stop filming.

After the recording

- When the assessor has watched the video, they should complete details of the observation on an evidence gathering form. If the video is uploaded into an online portfolio, the assessor can replace the video with the written observation and delete the video from the portfolio.
- There should be no permanent video recordings held on any device, or in the online portfolio after the written record of the observation is complete.