

SVQ assessment examples

It is reassuring to see what other assessors and internal verifiers are doing across Scotland in adapting to the situations presented by the pandemic. Robust assessment practice has continued to support the occupational competence of the workforce as far as possible.

Assessors and verifiers play a significant role in protecting the public and their contribution towards creating a trusted, skilled and confident workforce is more than the assessment process itself. They provide pastoral support to candidates who are studying and working in pressing times and this contribution is acknowledged.

Scottish Network Internal Verifiers have kindly shared their practice examples. Some are included in the quotes below, while others are incorporated into the supplementary guidance.

Online support

'Online forums for assessors and verifiers to share good practice.'

'Have utilised video conferences as planning and support sessions, which with candidate's agreement can be recorded and then referred to by the candidate and accessible by a verifier. This can be facilitated by an assessor sharing their screen with the candidate to better illustrate gap analysis and explain unit standards. Similarly, video conferences can be used to record professional discussions or questions, and finally for viewing products the candidate produced. All three of these types of evidence can be gathered either during or in addition to, a video observation by the assessor which makes the portfolio more robust.'

Observations

'In some cases, a more natural observation (online), has resulted as there is no stranger standing in the middle of the room (or moving around to keep out of the way). Once the children have acknowledged your presence they get on with the activity on offer. This is particularly beneficial in small settings or childminders working from their home.'

'As an internal verifier (IV), I find if the assessor has done a virtual observation involving the candidate, their manager and an individual, we get quite a lot from that.'

'Use of Zoom and Teams to undertake remote observation is acceptable in some circumstances(team meeting, supervision) with permission. This would be written and referenced in the usual way by the assessor.'

'Some care homes are using an outside gazebo during the summer and I have been able to carry out direct observations for communication with residents and a presentation to staff. Planning has been carried out over Skype and phone.'

'Observations of supervision with manager or senior have been particularly useful where candidates have reflected on practice; identified training needs and discussed how previous training was useful to their practice. Also gives you a real sense of how competent candidates are in practice.'

'Observations of small groups of children carrying out an activity eg using Bee-Bots, where camera was set up at floor level and observed live.'

'WhatsApp group to be set up between the assessor, candidate and supervisor where a video call could be carried out between all three to allow the assessor to observe the supervision.' 'Observations could be carried out in the outside area, park or other social space where you can distance. This would be of particular use when assessing childminders and private nursery.'

Expert witness

'I have been using expert witnesses who I know have the practice knowledge base of SVQ qualifications to authenticate practice claims within residential childcare, where they have observed the practice written about in accounts. When the practice is authenticated, I assess the claims as completed, if sufficient evidence has been presented by the candidate. I do this where I have been unable to observe the practice myself and when the individual in care does not give permission for recording systems to be used.'

Flexible approaches

'With the exception of myself and one other assessor, all assessors are work-based and work alongside candidates regularly, so assessor support has been ongoing. I have done observations of my level 4 candidate via Zoom and FaceTime, when they have been holding meetings, holding appraisals etc. I have set up procedures to collect folders for verification and return. I have met another verifier and socially distanced. I have held standardisation meetings via

Zoom. Also carried out small inductions either one-to-one or very small groups in the care homes and ensured use of PPE for me, face masks, social distancing etc.'

'We have now identified specific expert witnesses (EW) within services where direct assessor observations are unable to be carried out. All EWs have been inducted prior to providing testimonies and have been involved in the planning process with assessor and candidates. Our centre has also made good use of video observations carried out by assessors where reasonable to do so (these are planned, agreed and permission given). We have identified a second assessor who also works part time within several services as a member of staff.'

'For the candidates in these services where the assessor has been working during the restrictions, we have identified and recorded the assessor being the second assessor in the candidate's portfolio and the main assessor has been named as coordinating assessor. This has allowed us to obtain first-hand assessor observations. We have implemented and documented an increase of alternative assessment methods on individual learner's plan of actions where these have been required, (such as an increase of professional discussions etc) and utilised these where required. It is also now a standard agenda item for our standardisation meetings within the team and is discussed on a regular basis.'

'A very detailed assessment plan which was distributed to the candidate and her manager prior to the session. This was effective and the minutes were also available as product.'

'Assessors have been more flexible with times they can 'meet' candidates, as candidates have been working different shift patterns to allow for colleagues who are shielding.'

'Open badges or similar CPD opportunities need to be utilised more and perhaps mapped to the SVQ units holistically.'