



RECOGNISING ACHIEVEMENT

# Chief Verifier Report

## Advice and Guidance

2012 -2013

UK

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## REPORT FOR PUBLICATION

### 1. The qualifications and standards

- Structure and content

<b>Assessment Team:</b>	<b>Findings:</b>  The reports on the assessment teams showed that the number of assessors and IQAs at centres could provide good support to candidates.  In a very few instances sanctions were applied to centres because of a lack of CPD records, and records of maintaining occupational competence.
<b>Resources:</b>	<b>Findings:</b>  The reports showed that centres had good to excellent resources for the assessment team and the candidates. Although a few centres have moved to e-portfolios, the vast majority still find paper based systems more effective. However a lot of these include digitally recorded discussions and other items.
<b>Candidate Support:</b>	<b>Findings:</b>  There have not been issues with candidate support.  Feedback from candidates has been very good. The candidates have spoken of high levels of support from assessors.  In a lot of instances the candidates have also commented on the development that they find they made as a result of doing the qualifications.

<b>Assessment and Verification:</b>	<p><b>Findings:</b></p> <p>The standard of evidence produced by candidates has been very good. Digital recordings of Professional Discussions and Witness Testimony have been used effectively. A lot of the product evidence has been signposted to maintain confidentiality.</p> <p>In a very few instances sanctions have been imposed, not because of the quality of the evidence, but because of very poor referencing and poor signposting, which have made it impossible to audit the assessment decisions. In these instances it was noted that the internal verification process had not noted this.</p> <p>The other area that caused a small number of centres to have sanctions applied was the lack of standardisation meetings or activities for the teams.</p>
<b>Management Systems and Records:</b>	<p><b>Findings:</b></p> <p>The main findings were of good systems and procedures in place at centres. The few that had moved to e-portfolios had found that tracking progress in this way was very effective.</p> <p>The very few sanctions that had to be imposed were for very severe breakdowns in the record keeping that resulted in the EQA being sent completely wrong details of candidate numbers and portfolios that had been claimed by DCS not being available for sampling.</p>
<b>Assessment Summary:</b>	<p><b>Findings:</b></p> <p>The reports showed that overall centres were performing well and meeting all requirements.</p> <p>The sanctions mentioned above were only imposed on a very small number of centres, and in nearly every case were removed at the following visit when the problem, having been highlighted, had been rectified.</p>

## 2. Sector Developments

This is a professional sector that does not change very quickly as most of it is dealing with clients on a one to one basis, either face to face or by phone. Whilst the problems the clients have may change, the general approach to working with people doesn't.

The economy and lack of funding is having an impact on uptake. A number of candidates work in the public sector, or for charities, which have been subject to cut backs in spending.

There is evidence that candidates, who previously may have done the Advice and Guidance qualifications with the careers options, find that the specialist careers guidance suite of qualifications, which is designed specifically for them and which they need to join the careers guidance register, is more appropriate for them.