



**Higher National Qualifications (China)  
Internal Assessment Report 2015  
Industrial and Behavioural Studies**

The purpose of this report is to provide feedback to centres on verification in Higher National Qualifications in this subject.

# Higher National Units

HN Unit verified:

A6HA 35 Human Resource Management Practice

## General comments

This two-credit Unit was developed in 1995 and is the mandatory Human Resource Management (HRM) Unit in a number of HN qualifications offered in China. The Unit covers the main topics of HRM.

Centre staff are using the current specification and assessment instruments for marking schemes to meet the Unit requirements. Most if not all centres in China have submitted assessments for this Unit for SQA prior verification based on the SQA-provided assessment exemplar for the Unit.

One area that continues to be an issue for both centre staff and candidates in terms of understanding of national standards is the integration of current legislation into required responses to assessments. The External Verifiers (EVs) have explained the need for current legislation to be used and to avoid rote responses which do not demonstrate understanding and knowledge.

Otherwise candidate responses and assessor marking and feedback appear to be generally appropriate and meeting national standards.

## Unit specifications, instruments of assessment and exemplification materials

Human Resource Management Practice (A6HA 35) has been an established Unit in centres throughout China and the majority of assessors and internal verifiers in centres are familiar with the Unit specification, instruments of assessment and exemplification materials.

An area of concern is that of continuing professional development of staff in the HRM specialism. This is borne out by some centres using out-of-date legislation and accepting candidate work that reflects this.

Candidate report writing in some centres is not to an acceptable level but has been assessed and marked as satisfactory. It is strongly recommended that centres ensure candidates undertake study in report writing prior to undertaking Human Resource Management Practice (A6HA 35).

## Evidence Requirements

Generally, Evidence Requirements are being met for the Unit in all of the centres. The evidence presented shows that centres are following the guidance provided in the Unit specification and the Assessment Strategy for the Group Award. The

use of the SQA exemplar, prior verified assessment instruments and marking schemes all assist in achieving the desired Evidence Requirements.

As mentioned above, the areas that require more robust evidence are the appropriate use of current legislation and specified report writing. This will help in ensuring sufficiency and accuracy of responses by candidates in meeting national standards.

Most if not all centres in China delivering the Unit have malpractice and plagiarism procedures in place backed up by candidate declarations of own work. However, one centre needs to put more robust procedures in place and more rigorous checks on candidate work.

Feedback from candidates continues to be very positive regarding delivery, support and guidance when undertaking the Unit. This reflects the good work being carried out in centres by assessors and internal verifiers.

### **Administration of assessments**

Postal and visiting external verification during 2014–15 confirms that, in general, the HRM Practice (AH6A 35) Unit is being appropriately assessed and internally verified by the centres in China.

Further, the centres subject to external verification in 2014–15 have developed robust systems and documentation which support the delivery, assessment and verification processes for the awards. This greatly assists in ensuring that candidates are assessed appropriately and are providing work at the appropriate level.

Recording of assessor and internal verifier feedback is generally good but needs to be consistent across all centres. In some instances internal verifier feedback could be stronger, for example, identifying and addressing deficiencies in the appropriate use of current legislation and report writing.

Discussions with candidates confirm the high level of support provided by centre staff, more often than not tailored to the HRM Practice Unit.

Feedback provided by the internal verifier to the assessor is critical and should reflect recommendations or development points from EV visits, action points from standardisation meetings, and good assessment practice.

### **General feedback**

Candidate feedback by assessors is of a good standard across the centres and the majority of centres have systems in place that encourage feedback. In one instance it was noted on the EV report that the recording of this feedback could be improved. As accurate feedback is a key part of the learning process, centres are reminded that feedback to candidates should be provided on a continuous basis.

Feedback from candidates was almost always very positive and complimentary. Candidates often refer to the helpfulness of their assessor and centre staff, who are seen to be very supportive. Candidates state that the Human Resource Management Practice Unit will benefit their future career plans.

Overall, the feedback received from candidates is positive and reflects well on centre staff.

## **Areas of good practice**

Good practice continues to take place within the centres and those that were apparent during external verification visits in 2014–15 were:

- ◆ Encouraging candidates in their studies and supporting them where re-assessment was required
- ◆ Strong support for candidates where subject and non-subject issues arise
- ◆ Use of standardisation meetings to support the HRM Practice Unit and feedback to/from candidates by assessors
- ◆ Strong procedures for standardisation meetings, eg meeting calendars and detailed minutes for action

## **Specific areas for improvement**

Overall, external verification found that centres generally deliver the HRM Practice Unit in line with the Unit specification and the assessment exemplar. Where there were specific issues pertaining to the centre, the action points set out in the EV report for that visit indicate actions that the centre should take to enhance the work they do.

There are a few areas for improvement as detailed earlier in this report and these are noted below. The extent to which these issues apply varies from centre to centre.

- ◆ Ensure that there is sufficient evidence to meet the standards in terms of quantity and quality of evidence
- ◆ Ensure that candidates clearly demonstrate the links between the evidence provided and the standards — in this instance specifically, use and apply latest legislation
- ◆ Maintain CPD activity for all assessors and internal verifiers for the HRM specialist area
- ◆ Improve internal verifier feedback to ensure that it supports assessors and contributes to improving assessment practice and the candidate experience