

Using SQA resources to deliver continuous improvement in your Centre.

Continuous improvement is at the heart of SQA's approach to Quality Assurance. One of the most important things that all SQA Centres have to do to deliver continuous improvement is to ensure that they keep developing their staff to help them plan, prepare for, deliver, assess and review the programmes they are involved in.

It is the Centre's responsibility to create and deliver staff development programmes, to help you SQA have provided you with resources to use in your Centres. This leaflet provides you with hints and tips on how to use these resources to create development programmes. Whilst Centres should be creating development programmes for all their staff to take part in, there will also be times when individual development plans are also needed – perhaps because someone is new to a role and has some very specific development needs in addition to the overall team development activities – so you can also use these resources on an individual basis.

And remember, if you are a teacher reading this leaflet you can develop your own personal plan and use these resources on your own. You do not need to wait for your Centre to create a plan for you, you can create your own plan, but wherever possible try and share that plan with others in your Centre.

What resources are available to use?

All the resources can be accessed by following this link

(link) http://cn.sqa.org.uk/Support_for_you/Resources_Support

SQA Events materials

Materials from SQA delivered training sessions from recent years have been uploaded to the website. The materials include the presentation materials, handouts, the delegate activities and where appropriate solutions to the activities.

SIM Materials (On Line workshops)

8 presentations of the workshops delivered by our Subject Implementation Managers during 2015-16 have been uploaded to the website.

Internal Assessment Reports

Internal Assessment Reports are prepared annually on a verification (subject) group basis. They summarise the outcome of verification activity which has taken place in the previous twelve months for that verification group. They detail areas of good practice, and also areas which require improvement, therefore helping Centres to understand potential areas of weakness so that improvement can be made in the future.

Creating a Development Plan

Over time you will want to ensure that a team or individual plan has covered every stage of an SQA HN Programme – planning the programme, preparing to deliver, delivering the programme, assessing the programme and reviewing the effectiveness of the programme so you can make continuous improvements for next year. If you work through the following four questions this will help you create a development plan to use either on an individual or a team basis.

1. What needs to change?

Here are some suggestions of where you might find the answers to the first question which will help you start to develop your plan.

Creating a plan for a Course Team	Creating an individual plan
Review the outputs from your External Verification visits and internal programme reviews – what do you need to do differently/better or change?	Although Centres should be putting in Centre Development plans, you can also set up an individual plan using outputs from External Verification visits and internal programme reviews.
Review the SQA events content Centres (including your Centre) committed to undertake three action points for each day at the 2016 Professional Development Conference. What does your Centre need to do to achieve these actions? What other things did you learn from the conference that has made you think “my Centre should do that differently” You can also look at content from earlier events to find other presentations and resources that you could use in your Centre	Think about the role you are taking now, what areas have you found more difficult to do – did you find it difficult to write teaching materials, write assessments, make assessment decisions etc? You may not have told anyone you found this difficult, but you can help yourself to make it easier. You might also want to think about the role you might take in the future – might you be asked to be an internal verifier, a course leader etc? You can start to learn more about the role now and start to develop the knowledge and skills to help you do these roles in the future.
Review the SIM Materials (Online workshops). Whilst your Centre staff will have previously had the opportunity to attend some of these workshops no one will have attended all of the workshops. You will also have had new staff join you who have not attended these workshops. Who now needs to learn from some or all of these materials?	If you look at the SQA events content and the SIM materials (Online workshops) this should give you some ideas of presentations and resources you could use to help you.
Look at the Internal Assessment reports Can you identify changes you need to make to adopt good practice reported from other Centres? Are their issues highlighted that apply to your Centre and that need to be addressed? What does your Centre need to do to make these changes?	Look at the Internal Assessment reports in your subject area. It is not only the responsibility of the Centre co-ordinators and Course team leaders to learn from these reports. There will be changes suggested in the report that individuals can – for example how to conduct assessments. What changes could you make as an individual based on the comments in the reports in your subject area?

Remember

- * Each Centre's plans will be different – the development needs of Centres differ
- * Each course team's plan (if you make the plan at a team level) will be different – the development needs of teams and programmes differ
- * Each individual personal development plan will be different – every individual will have slightly different development plans from their friends and colleagues.

2. What do we/I have to do to achieve this change?

This is usually quite a straightforward question to answer. It is about identifying what a team or an individual has to do more of, less of, start or stop doing so that the change they identified they should make can actually happen.

3. What additional learning do we/I need to make the change?

There will be some changes that can be done without anyone needing to complete any more learning. However, often change will be more effective if some learning is done at the same time. For example, you may have identified that your Centre needs to change how they complete internal verification. To help get the best result, you/all staff could look at a conference presentation where internal verification was discussed, study the Internal Verification toolkit and also look at the SIM material (On line workshops)

4. What resources do we/I have?

You should start by looking on the SQA China website ((link) http://cn.sqa.org.uk/Support_for_you/Resources_Support to choose the best resources to fit the plan you have made.

How you can use SQA resources/materials (CPD Events and SIM presentations)

- Look through all the resources and determine which are the most important ones for you/your Centre.
- Choose the content that best fits with the learning you are trying to deliver or if you are looking at on an individual basis, with what you are trying to learn.
- If you identify more than one set of content that would fit, consider using part of both sets of content or running two sessions to cover all the content.
- If you are planning a team presentation, once you have selected the content you plan to use you should decide:
 - who will deliver the presentation?
 - who should attend the presentation?
 - what other centre resources you could utilise to e.g. centre procedures documents, assessments or reports that could be used with the presentation? For example, using your centre's candidate assessments and IV reports during a workshop on Feedback on Assessments or the Role of the Internal Verifier would be very helpful.
 - how long the presentation will last? – most of the CPD sessions were delivered over a period of up to 2 hours so you should allocate at least this amount of time for workshops using that content to allow everyone to have the opportunity to contribute. The SIM materials will take slightly longer to deliver but they can be separated into more sessions, if necessary.
- You should check none of the content is now out of date (this is very important when you are material from events in 2012-2014 when the Qualification Verification Criteria were slightly different).
- When you are delivering a team workshop in your centre you should think about the questions you might ask the attendees and the discussions you could have when showing each slide. Try and make your examples very relevant to your centre.

Everyone should be reminded to keep a record of the development activities that they complete either on an individual or group basis!

Resources with Audio tracks

The SIM Materials (On line workshops) and some of the 2016 Professional Development Conference are available with audio tracks to support the presentation. These have been specially recorded using the presenters' scripts from the events. Any material with an audio track can be identified by the symbol  on the website.

To use a presentation with an audio track, you need to follow these steps

- * Click on the title of the presentation and select save. This will download the presentation to your PC

- *Click on Open, the presentation will open in powerpoint format

- *From the top menu bar, Select SlideShow and click on the option "from the beginning"

- *The presentation will now open in slide show format and you should see a picture of a small

speaker on the bottom right hand corner of the first slide.



- *Click on this icon to start watching the presentation with the audio track

Note, as the audio files are quite large it may take a few minutes for the track to run. Be patient.

Some versions of Microsoft Powerpoint may not run the audio tracks. This is not something SQA can do anything about. However, for all presentations with audio tracks, the script also appears in the Notes pages so you can read or deliver at the script whilst using the presentation as an alternative to listening to the audio track.

If you are delivering the presentation using the speakers notes, make sure you are very familiar with all the words on the script. You might want to personalise some of the content, for example changing some of the examples to ones relevant for your Centre.

You can deliver a presentation having the notes pages appearing on your laptop whilst the workshop attendees see the presentation on a larger screen through a projector. You can find guidance on how to set this up for your version of Powerpoint in the help menu. To find this information click on ? at the top right hand of the screen and select "Deliver, distribute or publish a presentation". From the menu that opens select "Deliver a presentation on two monitors" and follow the guidance there.