

Training delivery and assessment strategy for Scottish alcohol licensing qualifications

March 2013

Introduction

The following delivery and assessment requirements have been set out by People 1st, the Sector Skills Council for Hospitality, Passenger Transport, Travel and Tourism and apply only to the qualifications specified in section 1 of this document.

The strategy has been developed in partnership with industry and awarding organisations to assist in the standardisation of delivery and assessment of alcohol licensing qualifications delivered in Scotland.

This strategy outlines the minimum acceptable standards for delivery and assessment of licensing qualifications in Scotland. Awarding organisations may specify additional requirements for their centres, as they consider necessary.

1. The Qualifications

1.1 Summary of qualification requirements.

Qualification Title	Duration of exam	Examination total	Pass mark	Minimum Course Delivery time
The Scottish Certificate for Personal Licence Holders (SCPLH)	1 hour	40	28	6 hours
The Scottish Certificate for Personal Licence Holders (Refresher) (SCPLHR)	1 hour	40	28	3 hours
The Scottish Certificate for Safe Sale and Service of Alcohol (SCSSA) ¹	45 minutes	25	18	2 hours

¹ As there is no mandatory requirement for staff training to be formally assessed or for staff to hold a Scottish Certificate for the Sale and Service of Alcohol (SCSSA), this strategy does not cover staff training where there is no mandatory award outcome.

2. Occupational expertise of Tutors and Verifiers

The requirements relating to the occupational expertise of tutors (T), and verifiers (EV²) are set out below.

2.1 Occupational competence table

Tutors and External Verifiers must:	T	EV
Have relevant occupational expertise and knowledge at the appropriate level of the area they are tutoring. Or Have relevant legal expertise at the appropriate level of the area they are tutoring.	✓	x
Have completed the following training requirements (as required) and have been issued with the appropriate certificate: Scottish Certificate for Personal Licence Holders (SCPLH) Year 5 - Scottish Certificate for Personal Licence Holders Refresher (SCPLHR) Year 10 - Scottish Certificate for Personal Licence Holders (SCPLH)	✓	✓
Hold a recognised qualification in teaching or training or have a role within the licensed trade where training is an integral part of the job. A list of recognised awards can be found at: http://www.sqa.org.uk/sqa/42349.html	✓	x
Adhere to the awarding organisation's assessment requirements and practice standardised assessment principles	✓	✓
Maintain their occupational expertise and industry knowledge in the areas being assessed and verified through planned Continuous Professional Development	✓	✓
Have sufficient resources to carry out the role of tutor or verifier, i.e. time and budget	✓	✓
Have supervisory/management, interpersonal and investigative skills, including the ability to analyse information, hold meetings, guide, advise, plan and make recommendations at all levels, taking into account the nature and size of the organisation in which assessment is taking place. High standards of administration and record keeping are also essential.	x	✓

✓ = **Mandatory**

² Awarding organisations may use different terms for this role

3. Continuous Professional Development

To maintain high standards of quality and standardisation in training and assessment and achieve best practice, People 1st require all tutors and external verifiers to maintain a record of their continuous professional development. The following advice on CPD is offered:

It is necessary for tutors and verifiers to maintain a record of evidence of their continuous professional development (CPD). This is necessary to maintain currency of skills and understanding of the occupational area being assessed, and can be achieved in a variety of ways. It should be a planned process, reviewed on an annual basis, for example as part of an individual's performance review.

Tutors and verifiers should select CPD methods that are appropriate to meeting their development needs. The following provides an example of a variety of methods that can be used for CPD purposes.

Updating occupational expertise	<ul style="list-style-type: none">• Subscribing to and reading relevant licensing trade print journals and articles• Subscribing to and reading web-based journals and articles• Internal and external work placements• Work experience and shadowing (e.g. within licensed premises)• Completing external visits to other organisations• Attending training sessions to update skills• Attending trade fairs• Trade body membership
Keeping up to date with sector developments and new legislation	<ul style="list-style-type: none">• Relevant sector websites, journals and articles• Membership of professional bodies• Papers and documents on legislative change• Networking events• Seminars, conferences, workshops, membership of committees / working parties (e.g. People 1st events)• Staff development days
Standardising and best practice in assessment	<ul style="list-style-type: none">• Regular standardisation meetings with colleagues• Sharing best practice through internal meetings, news letters, email circulars• Comparison of assessment and verification in other sectors• Attending awarding organisations meetings / seminars /workshops

Downloadable guidance on CPD can be found at www.ifl.ac.uk

Continual Professional Development records are subject to review by awarding organisations.

4. Course Delivery

To ensure consistency and quality of delivery across all Awarding organisations and Centres, the following instructions should be noted:

- a) Use of a relevant handbook is a mandatory requirement for the delivery and assessment of the qualifications specified in section 1.1 and there is an expectation that the candidate will retain a copy upon payment of their course fee
- b) Awarding organisations must provide centres with tutor materials that they have produced for the qualifications in table 1.1, or provide centres with standards for acceptable tutor materials. Tutor materials are subject to review by External Verifiers
- c) Tutor lead training courses may be used to deliver the qualifications in table 1.1. Self-directed learning, other than as directed within the National Standard, is NOT acceptable
- d) Online training programmes may be used to deliver the qualifications in table 1.1. Online courses must be approved by an awarding organisation, must follow the National Standard and are subject to review by an external verifier
- e) Candidates studying the SCPLH and the SCPLHR should have access to the handbook a minimum of two days (best practice **seven days**) before the course commences to allow prior study of the material. **Please note that topics not covered in any delivered component remain subject to assessment**
- f) Centres should be advised that courses delivered should be participative and interactive and as such class size is specified at 2 learners (minimum) and 18 learners (maximum). The exam may be administered with a larger group where appropriate facilities are available
- g) Reproduction and publication or display of the examination questions used by awarding organisations for the awards specified in table 1.1 is strictly forbidden in any form, either on paper or electronically. Neither may they be used for practice, revision, or confirmation of progress
- h) Centres should, where practicable, contextualise delivery to suit the learners' place of employment. Best practice examples such as drawing out learner experiences, sharing of positive working practices, discussion and interactive exercises are encouraged. Delivery of training is subject to review by External Verifiers
- i) Delivery should never be aimed at the contents of the examination alone and coaching directed toward any examination paper is totally prohibited
- j) Tutors must be familiar with course content and should, wherever possible, draw on their own experiences as an aid to learning. Tutor guidance training materials are permissible, however, it is NOT acceptable for the tutor to read from a prepared script

- k) At the discretion of the awarding organisation, courses may be delivered in a language other than English; however, all examination questions and answers must be in English
- l) In addition, centres must comply with such course delivery procedures specified by their awarding organisation

5. Assessment

To ensure consistency and quality of the assessment process across all awarding organisations and Centres, the following instructions should be noted:

- a) Qualifications specified in table 1.1 are assessed by multiple-choice examination. The duration of the examination for each qualification along with details of the total achievable marks, and the required pass mark, are also outlined in this table.
- b) Assessment for the awards specified in table 1.1 can be made using either a paper-based format or online system.
- c) Awarding organisations using online systems must provide centres with advice and guidance as to the hardware, operating systems and installation prerequisites and provide technical online assessment support to centres upon request.
- d) Awarding organisations must have a minimum of four versions of each paper per qualification offered and should rotate the papers sent to centres on a regular basis.
- e) Awarding organisations must provide guidance to centres regarding assessment assistance for those with additional support needs.
- f) In addition, centres must comply with such assessment procedures specified by their awarding organisation.

6. Examination procedures

- a) Centres should identify an individual who will be responsible for administration of the examination procedure.
- b) Centres should follow and comply with the administration and marking procedures specified by their awarding organisation.
- c) Centres should retain such candidate information that ensures that no candidate may re-sit an examination paper version previously failed.

- d) Examination Papers must be kept in a secure place prior to the exam and, where practicable, tutors should have no prior knowledge of the exam paper version being used.
- e) In addition, centres must comply with such examination procedures specified by their awarding organisation.

7. Candidate Identity

It is the responsibility of the centre to confirm the identity of all candidates sitting the examination.

- a) The examination invigilator must be satisfied that the same person who is sitting the exam is the same person that was entered for the qualification.
- b) Centres must ensure that candidate identity is checked against one of the following forms of photographic identification:
 - i. a photo card driving licence with paper counterpart, or
 - ii. a valid passport, or
 - iii. a valid identity card from within the EU (Belgium Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Netherlands, Poland, Portugal, Slovakia, Spain, or Sweden, or
 - iv. a police warrant card, or
 - v. a Security Industry Authority Card, or
 - vi. a Personal Licence, issued by a Scottish Licensing Board, or
 - vii. other forms of identification (such as a PASS Card, or Young Scot card) may be considered.
- c) Candidates must be informed within their joining instructions that they must bring a permitted form of identification.
- d) Candidates without an approved form of identification will not be permitted to sit the examination.
- e) In addition, centres must comply with such additional candidate identity requirements specified by their awarding organisation.

8. Invigilator Duties

All assessments for the qualifications specified in section 1 must be invigilated.

Invigilators must:

- a) Ensure that all candidate identity checks have been made prior to the commencement of the examination.

- b) Ensure that all candidates are given clear instructions regarding the examination and that all pertinent questions are answered prior to the commencement of the exam.
- c) Check if candidates have such assistance as may be required under 5 (e) of this document.
- d) Ensure candidates are no less than 1.25 meters apart.
- e) Ensure that all training materials are removed from the assessment area prior to the commencement of the examination (including electronic devices, mobile phones, tablets etc.).
- f) When using online examination systems, the invigilator is required to ensure that internet access is limited to the examination site only and that candidates cannot circumvent this.
- g) Check that, wherever practicable, a clock is in clear view of the candidates and that heating and lighting is at an appropriate level.
- h) Ensure that no candidate talks to another candidate, seeks to collude, copy work, use an unauthorised aid or remove their question paper.
- i) Explain the procedure for leaving the examination room early and that candidates must do so quickly and quietly.
- j) In addition, centres must comply with such additional invigilator requirements specified by their awarding organisation.

This Strategy has been prepared to help ensure that the quality of delivery and assessment of Licensing Awards is standard across Scotland. Should you wish to feed back on this delivery and assessment strategy please contact: **licensing@hlffc.com**

Further guidance may be found at www.scplh.info