

Case study: Tangerine

Tangerine Training Director, Simon Payne writes about their NVQ Level 2 Passenger Carrying Vehicle Driving qualification and how E-quality Paperless Portfolio was used to fast-track candidates to competency.



In the early part of 2010 Tangerine (www.tangerine.uk.com) were asked by an existing client to provide a solution to NVQ delivery for their driving staff. A cohort of 200 drivers was to be used as a pilot project for Level 2 NVQ in Passenger Carrying Vehicle Driving. In a partnership with its union and a college, the funding generated allowed the client and its partners to deliver within a rather restrictive 16 weeks. Being able to join forces with the clients existing assessment staff, Tangerine drew together a team of 9 assessors and a decision was made to use an online electronic portfolio to make Internal Verification, evidence assignment and overall control of the programme more manageable within the time constraints.

E-quality Paperless Portfolio was chosen as it appeared to have all the right facilities and was by far the best value for money compared to all other solutions available at the time. When the account was set up and the system went live, the assessors and verifiers were gathered together for a training event to highlight how E-quality worked and how to make best use of the system. In hindsight it would have been valuable to follow this initial training with a further day or two of specific training based on assessment and evidence assignment and internal verification. The system has some excellent reports and facilities and now after using it in earnest as a business tool we are conversant with its various features.

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An account and user profile was created for each assessor, candidate and verifier, with each being allocated to an award/qualification. This facility completed through the Centre Administrator account proved easy and straight forward to use.

Given that the assessors were new to electronic portfolios, their learning curve was steeper than most, although after several teething problems and some thought into creating workable solutions to evidence types and formats, the team were getting to grips with software and pushing forward with assessing and reporting on candidate performance.

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Due to the tight deadlines of this programme, the biggest challenge faced by the assessment team was the evidence assignment process. Discussing this with DDL proved to be a productive and outcome-focused experience, with all our suggestions and requests dealt with professionally and with the aim of creating a system that meets the need of the client - us! We agreed on an alternative assignment method which will certainly make the job of an assessor altogether less onerous and repetitive as well as more reliable in terms of meeting the correct unit outcomes.

As with all NVQs the quality of the evidence is what makes or breaks the quality of the experience candidates receive. E-quality allowed us to create numerous types of evidence from videos and audio files to written documents and photos. In addition the facility for the candidate to view their own work/performance online added to the learning experience. DDL provided us with some advice and software to convert our video files which proved a great timesaver.

Having used the system for several months now, I have no hesitation in delivering all our NVQ and BTEC qualifications through E-quality and to continue working with DDL to continually improve and develop workable solutions that make the most of the system.

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