

Higher National Group Award Graded Unit Specification

General Information for Centres

This group award Graded Unit has been validated as part of the HNC Retail Management. Centres are required to develop the assessment instrument in accordance with this validated specification. Centres wishing to use another type of group award Graded Unit or assessment instrument are required to submit proposals detailing the justification for change for validation.

Group Award Graded Unit Title: Retail Management: Group Award Graded Unit 1

Group Award Graded Unit Code: DL38 34

Type of Group Award Graded Unit: Project

Assessment Instrument: Case Study

Credit value: 1 HN Credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to doctorates.*

Purpose: This group award Graded Unit is designed to provide evidence that the candidate has achieved the following principal aims of the HNC Retail Management:

- ◆ To prepare candidates for employment in a retail business at team leader, supervisory or trainee management level
- ◆ To provide knowledge and skills which underpin SVQ level III, Retail
- ◆ To develop an understanding of the environment in which the retail sector operates
- ◆ To gain knowledge and skills of a range of specialist areas relating to the practice of retailing
- ◆ To prepare candidates for progression to further study in retailing
- ◆ To provide a basis for future personal development

Recommended Prior Knowledge and Skills: It is recommended that the candidate should have completed or be in the process of completing the following Units relating to the above specific aims prior to undertaking this group award Graded Unit:

- ◆ Retail Environment
- ◆ Stock Presentation
- ◆ Stock Management
- ◆ Retail Security
- ◆ Retail Law
- ◆ Creating a Culture of Customer Care
- ◆ Organisation and Management Theories
- ◆ Introduction to Financial Accounting Statements

General Information for Centres (cont)

The above Units are all mandatory for this group award. The instructions issued with the Case Study will require candidates to make reference to a minimum of three of the above topic areas. In addition, they may choose to use knowledge and skills gained from additional units studied, including optional Units.

Core Skills: The achievement of this Unit gives automatic certification of the following:

Problem Solving at SCQF level 5 (Intermediate 2)

Assessment: This group award Graded Unit will be assessed by the use of a Case Study. The “fleshed-out” Case Study should provide the candidate with the opportunity to produce evidence that demonstrates she/he has met the aims of the group award that this group award Graded Unit covers.

Administrative Information

Graded Unit Code:	DL38 34
Graded Unit Title:	Retail Management: Group Award Graded Unit 1
Original date of publication:	August 2004
Version:	03 (April 2007)

History of Changes:

Version	Description of change	Date
02	Descriptor updated to include Core Skills statement detailing automatic certification of the Core Skill Problem Solving at SCQF level 5 (Intermediate 2)	11/05/06
03	Content changes have been made: These include: <ul style="list-style-type: none">◆ The marks for the Graded Unit have been increased to 200 to allow for better discrimination in the marking in order to more accurately reflect candidates' work.◆ The grading criterion within the Unit has been updated accordingly to reflect the need for candidates to be aware of the importance of completing work timeously and to agreed deadlines.◆ The number of words required for the report at the developing stage has been adjusted to (1,500–2,000).	30/04/07

Source: SQA

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Candidates with Disabilities and/or Additional Support Needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering special alternative assessment arrangements. For information on these, please refer to the SQA document *Guidance on Alternative Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs*, which is available on SQA's website: www.sqa.org.uk.

Higher National Group Award Graded Unit Specification: Instructions for designing the assessment task and assessing candidates

Group Award Graded Unit Title: Retail Management: Group Award Graded Unit 1 - Project

Conditions of Assessment

The candidate should be given a date for completion of the Case Study. However, the instructions for the assessment task should be distributed to allow the candidate sufficient time to assimilate the details and carry out the assessment task. During the time between the distribution of the assessment task instructions and the completion date, assessors may answer questions, provide clarification, guidance and reasonable assistance. The assessment task should be marked as soon as possible after the completion date. The final grading given should reflect the quality of the candidate's evidence at the time of the completion date. Reassessment of this group award Graded Unit should be based on a significantly different assessment task.

At this level, candidates should work independently. It is up to Centres to take reasonable steps to ensure that the project is the work of the candidate. For example, Centres may wish to informally question candidates at various stages on their knowledge and understanding of the project on which they have embarked. Centres should ensure that where research etc, is carried out in other establishments or under the supervision of others that the candidate does not receive undue assistance.

It is recommended that consideration be given to assessing candidate's work at each stage of the project – planning, reporting, and evaluating - to minimise requirement for a full resubmission should any stage fail to reach a satisfactory level.

The conditions for all stages of this assessment should be open book.

Instructions for designing the assessment task

The assessment task is a project. The project undertaken by the candidate must be a complex task which involves:

- ◆ variables which are complex or unfamiliar
- ◆ relationships which need to be clarified
- ◆ a context which may be familiar or unfamiliar to the candidate

The assessment task must require the candidate to:

- ◆ analyse the task and decide on a course of action for undertaking the project
- ◆ plan and organise work and carry it through to completion
- ◆ reflect on what has been done and draw conclusions for the future
- ◆ produce evidence of meeting the aims which this group award Graded Unit has been designed to cover

Higher National Group Award Graded Unit Specification: Instructions for designing the assessment task and assessing candidates (cont)

The case study should be based on a realistic retail business model and the instructions given should give the candidates the opportunity to display the knowledge, skills and understanding they have gained over as wide a range of Units as they choose, but must include a minimum of three of the mandatory Units.

The outlined scenario should consist of a description of a set of circumstances and could include documentation such as plannograms, financial documents (for example profit and loss statements, balance sheets, cash flow forecasts), stock records, and/or sales figures, past, current, or projected.

The scenario may be presented to the candidate in various forms – written, video, or picture. Candidates may choose to share research material and discuss and debate possible solutions to the problems that have been identified within the case study with their colleagues, but the scope for response should be broad enough to ensure that every candidate's submission is unique.

Centres may wish to consider supplementing the candidate's written evidence with a short oral assessment, where it is felt collaboration or plagiarism may have taken place.

Higher National Group Award Graded Unit Specification: Instructions for designing the assessment task and assessing candidates (cont)

Guidance on grading candidates

Candidates who meet the minimum evidence requirements will have their achievement graded as C – competent, or A – highly competent or B somewhere between A and C. The grade related criteria to be used to judge candidate performance for this Graded Unit is specified in the following table.

Grade A	Grade C
<p>Is a seamless, coherent piece of work which:</p> <ul style="list-style-type: none"> • Has sufficient evidence of all 3 stages of the case study, is produced timeously to a high standard, and there is clear, explicit links between the 3 stages • Demonstrates an accurate, and discerning interpretation of the scenario • Is highly focussed, detailed, and relevant to the tasks associated with the case study • Is clear, well-structured and the language used is of a high standard, both in terms of accuracy and the use of specialist terminology • Demonstrates effective integration of knowledge, skills, and understanding across a range of specialist units (in excess of the minimum requirement) • Includes well-considered and rational solutions, based on the knowledge and skills gained from the Course, and where appropriate, making reference to research findings from a number of sources 	<p>Is a co-ordinated piece of work which:</p> <ul style="list-style-type: none"> • Has sufficient evidence to meet the minimum requirements of the 3 stages of the case study and is produced timeously to an adequate standard • Demonstrates an acceptable interpretation of the scenario instructions • Is focussed and relevant to the tasks associated with the case study but lacks substantial detail • Is satisfactorily structured, whilst the use of language is adequate in terms of accuracy and use of specialist terminology • Demonstrates an acceptable level of integration of knowledge, skills and understanding over the minimum number of specialist areas but may lack some continuity and consistency • Includes reasonable solutions based on knowledge and skills gained on the Course, and where appropriate, making reference to research findings

Higher National Group Award Graded Unit Specification: Instructions for designing the assessment task and assessing candidates (cont)

The project will be marked out of 200. Assessors will mark each stage of the project, taking into account of the criteria outlined on page 6. The marks will then be aggregated to arrive at an overall mark for the project. Assessors will then assign an overall grade to the candidate for this graded Unit based on the following grade boundaries.

- A = 70% - 100%
- B = 60% – 69%
- C = 50% - 59%

Note: the candidate must achieve all of the minimum evidence specified below for each stage of the project in order to achieve the graded Unit.

Higher National Group Award Graded Unit Specification: Instructions for designing the assessment task and assessing candidates (cont)

Evidence requirements

The project consists of three stages: planning; developing; and evaluating. The following tables specify the minimum evidence required to pass each stage.

Note: The candidate must achieve **all of the minimum evidence** specified for each stage of the project in order to pass the group award Graded Unit.

Project Stage	Minimum Evidence Requirements
Stage 1 — Planning (20%) 40 marks	<p>Evidence of an action plan which will enable the candidate to carry out the instructions given with the case study, in a logical and organised manner, making the best use of time and resources. The plan will include:</p> <ul style="list-style-type: none"> • Analysis of what is involved in the project and the key factors influencing the project and requiring investigation • An action plan to carry out the project, based on the analysis undertaken • Description of information required and how the information will be gathered • Indication of other resources required to complete the three stages, including a schedule for completion of each stage <p>Written evidence of the above should be presented. It may be supplemented by oral, video, or audio evidence after consultation with the assessor. If oral evidence is used, notes covering the points discussed should be kept, (or it could be taped).</p> <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Planning stage</i></p>

**Higher National Group Award Graded Unit Specification:
Instructions for designing the assessment task and assessing
candidates (cont)**

Project Stage	Minimum Evidence Requirements
Stage 2 — Developing (60%) 120 marks	<p>Evidence of the candidate carrying out the project, based on their plan, through the preparation of a written report which includes:</p> <ul style="list-style-type: none"> • Introduction • Interpretation of the scenario and any attached data, with details of the areas for investigation • Research sources and findings, with interpretation of data collected • Conclusions and recommendations based on analysis of information gathered <p>The instructions given with the Case Study must ensure candidates are able to apply their knowledge and skills from a minimum of any three mandatory Units.</p> <p>The report should consist of 1,500–2,000 words and should be presented in the format of a business report, which includes a title, contents page, list of acknowledgements of sources and references. It may be supplemented orally in discussion with the assessor, and if this is done, a written record of the main points of the discussion should be provided or alternatively the conversations could be taped, or videoed.</p> <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Developing stage</i></p>

**Higher National Group Award Graded Unit Specification:
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candidates (cont)**

Project Stage	Minimum Evidence Requirements
Stage 3 — Evaluating (20%) 40 marks	<p>Candidates will provide an evaluation of the effectiveness of the approach adopted for each stage of the activity. The evaluation should include:</p> <ul style="list-style-type: none"> • A brief outline of the case study and the points identified for consideration • Review of the action plan, with reference to any modifications made during the course of the project, or any alternative methods, which could have been adopted, and identifying strengths and weaknesses of approach taken at each stage • Assessment of the effectiveness of the plan with special reference to areas of research, sources of information, methods of gathering it, and best use of resources • Recommendations for improved methods of carrying out a similar project in future • Critical self-evaluation of strengths and weaknesses identified during the project, in terms of development or gaps in knowledge/skills. <p>The evaluation stage could be assessed orally in the form of a presentation.</p> <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Evaluating stage.</i></p>