

SCOTTISH QUALIFICATIONS AUTHORITY

QUALIFICATIONS SUPPORT TEAM: RETAIL MANAGEMENT

THURSDAY 26th APRIL 2007

MEETING No. 4

ACTION GRID

REF	AGENDA/MINUTE TITLE	NOTES OF DISCUSSION/ACTION AGREED	ACTIONEES	TARGET DATE
4/1	Welcome and Apologies	Members of the group were welcomed to the meeting.		
4/2	Minutes of Last Meeting	The action notes of the 3rd meeting were noted as an accurate account. A verbal update on the action points from the last meeting was given. These are noted under 4/3: Matters Arising.		
4/3	Matters Arising	<p>The following points from the last meeting were noted as actioned:</p> <ul style="list-style-type: none">• A CD-Rom containing all of the HN Unit Specifications from the HN Retail Management framework was distributed. Version 2 of this disc would be distributed shortly after the QST meeting and would contain the revised version of the Graded Unit 1, the updated Arrangements Document and a full set of the Assessment Guidance for the SVQs in Retail Skills and Retail.• Members noted that version 2 of the Arrangements document had been submitted to the SQA web team for posting on to the Retail and Distribution web pages. Additions and updates were summarised at the		

		<p>meeting and members were asked to refer to the document accordingly.</p> <ul style="list-style-type: none"> • An update on arrangements for the forthcoming verification event for the graded units was given. This is noted in detail in 4/8. • Members noted that the issue regarding the creation of integrative assessments was one that was supported by the SQA's support materials team. The idea of an integrated assessment which covered more than one Unit within the framework was appealing to the members of the team and possibilities would be looked at in line with the planned formal evaluation of the framework. • The assessment exemplar for the Marketing Research Applications Unit was on schedule for completion by the end of June 2007. There would be liaison with the appropriate business team regarding definitive timescales for the exemplar's finalisation. • Members noted that the changes required to the Graded Unit 1, and had been agreed by the QST at the last meeting, had now been incorporated into the Unit Specification. This was currently with SQA's word processing team and would be finalised and submitted to the web-site within 10 days of the meeting. Any changes made (including the increase in marks to 200) would be noted in the History of Changes section of the Unit Specification. • It had also been agreed that any changes to the Graded Unit 1 and its associated Marking Schemes would be carried through to the Assessment Exemplar. Members noted that the work on updating the exemplar was currently underway but would take longer than anticipated because of the structure and complexity of the graded unit exemplar. As a result of each of the graded unit stages and their requisite marking breakdowns being updated at the last meeting subsequent re-formatting of the content of the exemplar would be required to ensure that all changes were incorporated and correlated. This work would be carried out with a matter of urgency and members would be notified when the changes were finalised and the revised exemplar was available on the SQA secure web site. 		
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4/4	HN Retail Management Support Materials Update	<p>The updated list of support materials available for the Retail Management framework was re-distributed to the team along with an update paper regarding support materials which was noted as a reference point for QST members.</p> <p>The following points were noted:</p> <ul style="list-style-type: none"> The IFAS and UFAS Units had been finalised and would be added to the Retail Management framework in August 2007. The revision of the Organisation and Management Theories Unit was reaching its final stages of development and would result in a change of title – the new version would be called Organisation and Management”. Members of the QST were keen to see an assessment exemplar developed for the Unit. This would be taken forward with the appropriate business team and would investigate the possibility of having a Retail specific exemplar developed. Members noted that there had been revisions regarding three of the Human Resource Management related units within the Retail framework and these would be brought into the current framework. The units are: 		

		<ul style="list-style-type: none"> - <i>HRM: An Introduction</i> - <i>Recruitment Selection and Induction</i> - <i>Individual Employment Relations: Practice</i> <p>The new Units would be distributed to the QST members to gain their approval for being fit for purpose.</p> <ul style="list-style-type: none"> • There would be liaison with SQA’s reference section regarding units being brought into the framework with regards to new for old replacement, lapse dates and ensuring no candidates are disadvantaged. Copies of the new Units would be added to version 2 of the CD-Rom for HN Units. • Members gave some feedback regarding the following units: <ul style="list-style-type: none"> <i>Introduction to Self Employment and Small Business</i> – the assessments for this Unit were considered to be quite heavy. <i>Managing a Small Business</i> – The range statements contained within the old style unit leads to overloaded assessments. <p>It had been reported that there were no plans by the owning business teams to update these units at this time. However there would be feedback to the team involved and a report back to the QST if this position was to change in light of these comments and if there was perhaps a proposed plan for revision in the future given that the units were both old.</p> <ul style="list-style-type: none"> • Update about graded unit changes were noted in paper 4/4 and revision arrangement were noted in action reference 4/3. 		
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4/5	Formal Evaluation of Retail Management HN – Year 1 and 2	<p>A paper was introduced on the evaluation of the first two years of the HN Retail Management programme.</p> <p>Members noted that the evaluation could be as formal or informal as the QST befitted and the purpose of today’s discussion was to gather thoughts about how the evaluation might be carried out. The paper was discussed in detail and the following points were endorsed by the QST and noted:</p> <ul style="list-style-type: none"> • The online questionnaire tool “surveymonkey” would be used to gather evaluation data. This tool had been proven to be successful in gathering data and would be useful to gather retail management HN specific data such as candidate feedback, destination data, framework related issues such as unit content, manageability of the programme, core skills, and graded units. • It was agreed that there would be three questionnaires to cover the Retail Management HN: <p><i>Candidate Survey</i> – designed as a short, sharp survey to gather specific feedback from candidates who have carried out the programme. This feedback would be gained via the College by promotion of a URL link to allow for candidate feedback. It was requested if it would be possible to visit centres if they planned to arrange conducting the survey as a class exercise as it would be of interest to hear candidate views directly.</p> <p><i>Course Specific Survey</i> – designed to gather data regarding the course such as emphasis of the core and optional sections, graded units, possible gaps in provision, overall manageability.</p> <p><i>Unit Specific Survey</i> – designed to gather detailed data regarding each mandatory and Retail Management specific unit addressing issues such as content of the unit, style and volume of assessment, and support materials.</p> 		
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4/6	Skillsmart Retail Update	<p>The QST was updated regarding the ongoing development of the Sector Skills Agreement for Skillsmart Retail.</p> <p>There are five stages to the process. Stages 1 and 2 were distributed with the meeting papers and further reports supporting the later stages would be available in due course. Documents can be accessed at the following web-site: www.ssda.org.uk</p> <p>Members noted that the relationship with SSCs was becoming more formal.</p> <p>Mention was also made of the Leitch Report. The report recommends and sets out a far-reaching reform agenda which could have implications for SSCs and the SQA alike.</p>		

		<p>It is available to download at the following link: www.hm-treasury.gov.uk/independent_reviews/leitch_review/review_leitch_index.cfm</p>		
4/7	Transitional Frameworks for HN Retail Management	<p>The group discussed the need for transition frameworks for candidates who have completed an ‘old’ HNC and wish to complete the HND by undertaking the 2nd year units of the new HND.</p> <p>The group were informed that two methods have been used for creating transitional frameworks in other sector areas. The group confirmed that the most suitable method for Retail Management would be the creation of an additional framework that is designed to give credit for old and new units and does not involve centres having to submit entries for credit transfer.</p> <p>The group agreed that the benefits of this would be that a lapse date could be set for the transitional frameworks of 2 years beyond the last available date for the old HND. Candidates would also not have duplicate units appearing on their certificates.</p> <p>Details of the transition framework arrangements will be added to the HN subject webpage when arrangements have been finalised.</p>		
4/8	Graded Unit 2 Verification – Feedback and Verification Event	<ul style="list-style-type: none"> • QST members were updated regarding arrangements for the forthcoming Graded Unit verification event on Friday 1st June 2007. <p>Members noted that a similar exercise to that carried out against the Graded Unit 1, looking at re-allocation of the increased marks across the Unit, would be carried out for the Graded Unit 2.</p>		

4/9	Any Other Business	<p>Following an initial discussion regarding the level of Economics specific experience that candidates may have before embarking on Micro and Macro Economic Theory and Application, members went on to discuss the wide range of support materials available via the BlendEd project.</p> <p>Details of project aims and objectives, methodology and deliverables are available on the website: www.blend-ed.ac.uk</p> <p>Marketing the HN</p> <p>Following on from the earlier discussions regarding the evaluation process there was further discussion regarding assessment levels and candidate drop out numbers.</p> <p>Members noted that one of the QST centres was planning to embark on running an e-tailing business through which they would formally assess across the HN Retail framework. It was hoped that this would help deem the course more practical and attractive to candidates.</p> <p>Marketing of the HN Retail Management was discussed in length and it was agreed that this proposed model of setting up a business focusing on transferability of skills and employability would be an excellent selling point.</p> <p>There would be liaison regarding the ongoing development of the Retail Business and would investigate the possibility of creating a case study linked into advertising materials which could actively promote the course.</p> <p>SVQs in Retail Skills and Retail</p> <p>A copy of the SVQ Assessment Guidance for Retail Skills and Retail would be distributed to QST members.</p>		
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4/10	Date of Next Meeting	The next meeting of the Retail Management QST will be September 2007.		