



Internal Assessment Report: Retail

Sector Panel or SSC: Skillsmart Retail

The purpose of this report is to provide feedback to centres on verification in Higher National and Scottish Vocational Qualifications in this subject.

SVQ Awards

Titles/levels of HN Graded Units verified

Retail Skills level 2 — G8AK 22

Retail Skills level 3 (Management) — G8AL 23

Retail Skills level 3 (Sales Professional) — G8AM 23

Bingo Operations level 2 — G6PC 22

General comments

This has been another successful session. The activity has been lower this session, with 13 external verification visits carried out. All of the visits were successful, with no holds placed. The team were very positive in the verification reports, and all highlight good practice.

The pathways for level 3 are well received, but only the Sales Professional and Management routes have been delivered by the providers.

The portfolios were well presented, with good evidence used throughout and with reference to National Standards. Observation is a very important method for retail, and the observation reports were good.

Assessors and internal verifiers were all qualified and met the requirements of the assessment strategy. Evidence of continuous professional development (CPD) was available on the visits.

Standardisation is being achieved, and events and activities are being recorded. These records were available to External Verifiers on their visits.

Visits have been well organised and centres have provided all documentation relating to assessment, internal verification and CPD.

Advice on good practice and areas for further development

The External Verifiers continue to highlight good practice. This includes:

- ◆ A continued increase in the use of electronic portfolios. A variety of systems are being used across centres, all of which meet the requirements of the awards.
- ◆ A continued increase in the use of digital voice recording, which has improved evidence tracking.
- ◆ Where candidates are not happy with electronic methods, a paper alternative is offered.
- ◆ Practice and recording of professional discussion have improved, including in writing, voice recording and video recording.
- ◆ Visits have been well organised, with External Verifiers having access to everything they need.

- ◆ Feedback from candidates has been positive. They are happy with the support they receive, and most feel that the award has improved their work performance.
- ◆ Assessment is mostly holistic. Better use is being made of the evidence.
- ◆ Support for candidates throughout the training and assessment process is good.
- ◆ Candidates are happy with their assessment and are knowledgeable about the industry and their role within the industry.
- ◆ Practices in many centres continue to improve between external verifications visits, because of development points or the desire to improve.

It is clear that the assessors and internal verifiers who deliver the retail awards are skilled and knowledgeable.

Further development

All centres visited had very good internal verification procedures and documentation. However, it is important that internal verification is ongoing and not only carried out at the last moment. This gives an indication of the performance of the assessors, as well as giving time to deal with any issues without lengthening the process or disadvantaging the candidate. It is important to ensure that action taken in response to internal verifiers' comments is properly recorded.

Candidate statements and product evidence could be annotated and signed by the supervisor to confirm the candidate has carried out the action described.

Knowledge and understanding should be gained from performance evidence, rather than a bank of questions. This means that knowledge can be inferred from performance, and does not remove the need for question and answer or discussion in some cases.

Product evidence should be annotated by the candidate to explain how it fits in with the standards, and why it has been included in the portfolio. Annotation could be on the actual piece of work or in a separate statement which should be linked to the piece of evidence. Product evidence should be signed and dated.

The External Verifier team have all been happy with the work of the centre staff, with all reports being positive and showing good practice. External Verifiers have been welcomed in all cases and have been provided with all the information and materials they need to carry out their work.