



**Scottish Vocational Qualifications
Internal Assessment Report 2012
SVQ Retail**

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

SVQ awards

General comments

This has been another successful session with 16 external verification visits carried out (an increase on last year). All of the visits were successful and no Holds were placed. The team has been very positive in their verification reports and all highlight good practice.

The pathways for the Level 3 SVQ continue to be popular but only the Sales Professional and Management routes were delivered by the providers visited.

The portfolios were well presented with good evidence used holistically and referenced to the 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 continuing professional development (CPD) was available on the visits.

Standardisation is taking place and the events and activities are being recorded. These records were available to External Verifiers (EVs) on their visits.

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

Unit specifications, instruments of assessment and exemplification materials

This suite of awards is now very familiar to centres and their assessment teams.

There were very good examples of observation reports which indicated where the Performance Indicators and Knowledge were covered and cross-referenced to the mandatory Units.

Evidence Requirements

The Evidence Requirements are clear to assessors and are being met by the centres.

Administration of assessments

All assessors and internal verifiers are subject specialists and occupationally competent, as specified in the assessment strategy.

The EVs have recorded that assessment plans, reviews and internal verification records meet the requirements of the strategy.

Clear feedback and recommendations are being given by the internal verifiers with any action being recorded by the assessors.

Internal verification strategies vary from centre to centre, but all meet the requirements.

All centres have regular standardisation meetings. These are well documented.

Staff records of CPD are kept up-to-date in all cases.

General feedback

All centres ensured access to assessment opportunities for candidates. All candidates were in a retail environment.

Candidates received very effective support and good feedback from their assessors. The feedback was recorded and candidates were involved in the planning of the next steps in terms of progression.

Candidates interviewed were, in the main, happy with the pace of assessment, feedback from their assessor and guidance on future progress.

The continued increase in the use of communication technology has meant that candidates have very good access to their assessors. This often means an increase in assessment opportunities.

Areas of good practice

Portfolios were easy to follow with very good evidence tracking, showing that evidence matched against Performance Indicators and Knowledge.

The portfolios were clearly structured with good cross-referencing from the optional Units to the mandatory Units.

Centres had effective selection and induction procedures for new assessors and internal verifiers. Centres mainly recruited assessors for their occupational competence and internal verifiers from experienced occupationally competent assessors. All assessors and internal verifiers (IVs) have appropriate qualifications and experience — either D32/33/34 or A1/V1. New assessors are working towards L&D9DI and new internal verifiers are working towards L&D11.

There is evidence that assessors take part in standardisation meetings. These meetings are held at regular intervals and are minuted. Meetings tend to cover a variety of issues including assessment evidence, IV feedback, EV feedback and issues relating to standards. There was also evidence that centres have informal opportunities for standardisation.

Centres use a variety of ways to record CPD. Many assessors and internal verifiers are using the IFL recording method.

There was evidence of effective internal verification procedures being applied appropriately and being well documented. Internal verifier reports showed evidence of prompt, accurate and constructive feedback to assessors.

Specific areas for improvement

SVQ Retail is now very familiar to assessors and internal verifiers so the areas for improvement are limited.

The visits for this session have all been successful with no Holds and no major problems reported.