



# **Scottish Vocational Qualifications**

## **Senior Verifier Report**

**2008**

**Subject: Retail**

**Sector Panel or SSC: Skillsmart Retail**

**Date: 10<sup>th</sup> August 2008**

The purpose of this report is to provide feedback to centres on verification which has taken place within Scottish Vocational Qualifications in this subject.

## SVQ AWARDS

### TITLES/LEVELS OF SVQ AWARDS VERIFIED

*Insert details below*

**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**

### FEEDBACK TO CENTRES

*Insert details relating to specific guidance which should be offered to centres based on the verification of centres.*

*Include:*

- *General comments*
- *Areas of good practice*
- *Areas for further development*

#### **General comments:**

**The new standards have now become embedded in most centres and have to date caused no problems for any of the assessors or internal verifiers. The transition to the new standards has been seamless.**

**The pathways for level three have been well received but only the Sales Professional and Management routes have been delivered by the providers to date.**

**As in other sectors an increasing interest has been shown in the use of electronic portfolios and some centres have already introduced these.**

**The old standards have not caused any problems in this session. Most centres continue to produce a good standard of work.**

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

**20 visits were carried out this session. This is an increase on last session and may well be a sign of renewed interest in qualifications in this sector.**

#### **Advice on good practice and areas for further development:**

##### **Good practice:**

**Good practice extends across most of the centres visited and includes:**

- **Visits have been well organised with the EV's requirements all being available.**
- **An increasing use of technology in the portfolios.**
- **Ongoing high levels of support for the candidates.**

##### **Further development:**

**The standard of assessment remains high, as a result areas of development concern house keeping. This is in line with previous years and includes the following:**

- **Signatures and dates should be applied where required.**

- **Voice recordings should have an introduction to “set the scene”.**
- **Photos should be annotated or explained.**
- **IV meetings should be formally recorded.**
- **Level three candidates should have substantial input to the assessment process.**
- **Professional discussion should be planned.**
- **Good communications should be maintained between candidate and assessor.**

**This session has been successful. The visits have been well prepared and the EV’s have been satisfied with the work presented.**