



**National Qualifications 2011
Internal Assessment Report
Skills for Work — Retailing**

Intermediate 2

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

National Qualifications (NQ) awards

Titles/levels of NQ awards verified

C249 11 Skills for Work — Retailing (Intermediate 2)

General comments

Two centres were selected for verification this session. One offered the full Group Award, and the other offered a Unit from the qualification.

Both centres had a clear and accurate understanding of the national standards.

Course Arrangements documents, Unit specifications, instruments of assessment and exemplification materials

The requirements of the Unit specifications were being met in full. Learning experiences were reported as being enjoyed by candidates, largely as a result of the practical activities being undertaken. One centre had invited an industry specialist to contribute to the programme to share experiences of real-life events.

A recommendation was made to one centre that signatures on assessment decisions be accompanied by dates, for both the original marking and after any remediation.

Evidence Requirements

Both centres verified were using NAB materials and applied these appropriately.

In both reports, reference was made to the detail contained in the assessment material, eg 'questions are answered in full', or 'further information has been requested'; observation checklists clearly indicate how each performance criteria has been met.

The delivery of the qualification was discussed in meetings at both centres. There was evidence of good practice around the delivery of the award.

Administration of assessments

Comments on the consistency of assessment decisions indicate that assessments were fair, safe, valid and reliable. There were also comments on the use of practical activities which provided the learners with an exceptional learning experience. One particular activity involved learners being invited to attend an interview which was conducted by an industry specialist.

Internal verification procedures in both centres were noted as being effective. Internal verification processes had identified further assessment requirements and these were dealt with effectively.

Areas of good practice/areas for improvement

The following good practice was identified:

- ◆ The use of realistic practical activities — this provides an excellent learning experience for candidates.
- ◆ Robust and effective internal verification procedures in place — this ensures that the qualification is being delivered appropriately.
- ◆ Positive and constructive feedback given to candidates — this is essential to maintain motivation.

Specific areas for improvement

The following areas were identified for improvement:

- ◆ Continuing professional development records should include retail-related activities — to ensure that assessors maintain and update their knowledge of the retail industry.
- ◆ Where personal development logs are being used, candidates should include details of examples of progress being made — this will confirm that candidates are making progress in developing their employability skills.
- ◆ Dates and signatures should appear against all assessment decisions — this will confirm achievement and also that remediation has been completed.
- ◆ Photographs of evidence generated for practical units should be included — this will add another dimension to portfolios and confirm that activities, eg displaying stock, have been successfully achieved.