



Scottish Vocational Qualifications Internal Assessment Report 2013 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

It was clear from the evidence verified over the session that centres have a good understanding of the awards and what is required in terms of assessment and recording. Centres have ensured that the quantity and quality of evidence meets the requirements for the awards.

All centres were familiar with the qualifications and have complied with the requirements of the assessment strategy which underpins the National Occupational Standards. This includes ensuring that assessors and Internal Verifiers have occupational expertise, knowledge of the standards and a clear understanding of assessment practice.

Unit specifications, instruments of assessment and exemplification materials

It was clear that assessors and Internal Verifiers interviewed had a detailed knowledge of the award specifications, methods of assessment and processes that apply. All centres met the requirements of SQA and the assessment strategy.

Candidate evidence was well presented and accurately assessed. Assessment decisions sampled were valid and reliable. Assessors at all centres carried out assessment in a robust and systematic way, enabling candidates to have fair access to assessment.

Portfolio evidence was well referenced and tracked against performance criteria and knowledge. All centres showed a clear audit trail across assessment and internal verification.

Evidence Requirements

This award has been around for long enough for centres to have gained a clear understanding of the Evidence Requirements. This was clear from External Verifiers' reports.

Administration of assessments

All centres demonstrated good administration systems to support the assessment and internal verification procedures.

General feedback

All candidates work in retail environments, with assessment being carried out in the workplace.

At level 2, assessment is mostly by observation and product evidence, with good use being made of voice recording. An increasing number of centres use e-portfolios to record assessment.

At level 3, a more diverse range of assessment methods is being used. This clearly shows the level of candidate work. Product evidence, witness testimony, candidate statements, professional discussion and observation are being used at this level.

Areas of good practice

The External Verifiers observed the following examples of good practice:

- ◆ CPD records of assessors and Internal Verifiers are documented in staff files and updated regularly.
- ◆ Centres are holding regular standardisation meetings and encouraging all assessors and Internal Verifiers to contribute to the agenda.
- ◆ Centres were preparing well for external verification visits. They provided information on request, as requested in the visit plans.
- ◆ In many centres, candidates are very positive about the support they are given from all assessors.
- ◆ All staff CPD content is monitored closely as part of the internal verification process.
- ◆ Apart from pre-arranged meetings, staff are encouraged to obtain some CPD by research and by interaction with each other and customers on a regular basis.

Specific areas for improvement

The awards are well embedded in the centres and many visit reports did not give development points. The areas for improvement were as follows:

- ◆ Increase the range of assessment methods at level 3.
- ◆ Ensure candidates sign all documents where required.
- ◆ Encourage the opportunity to use the messaging service on e-portfolios to give timely, appropriate and comprehensive feedback to candidates and assessors.
- ◆ With technological advances and more data being held electronically, it is recommended that an annual password change for accessing systems be implemented.