



Scottish Vocational Qualifications Internal Assessment Report 2016 Retail

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

SVQ awards

External quality assurance visits were carried out in 17 centres this year and the outcome in each case was successful with 'significant strengths' being achieved by all centres.

The current standards for SVQs in Retail have been in use since 2006 with an incremental review carried out in 2010. Centres, therefore, have a sound knowledge of the evidence requirements for the qualifications and this was reflected in the small number of recommendations in qualification verifiers' reports.

Unit specifications, instruments of assessment and exemplification materials

Feedback confirmed that assessors have a clear understanding of unit specifications and that assessments were meeting all unit requirements. Instruments of assessment in all cases were portfolios of evidence presented in either paper or electronic formats.

There are no exemplification materials provided for these qualifications. However, centres do have access to an assessment guide for assessors which contains information for assessors and centres on guidance relating to assessment methods and sources of candidate evidence. In all reports there was confirmation that standardisation and internal verification activities in centres were helping to ensure consistency of assessment decisions.

Evidence requirements

The SVQs have clear guidance on evidence requirements for candidate performance and knowledge. Qualification verifiers' reports confirmed that centres, assessors and internal verifiers have a clear understanding of unit evidence requirements.

All qualification verifiers' reports confirmed that internal verification was effective and that standardisation activities were helping to ensure that all evidence requirements were being met.

Administration of assessments

Centres that were visited this year were delivering SVQs in Retail at SCQF levels 5 and 6. Assessment guidance for SVQ 2 in Retail Skills at SCQF level 5 states that evidence will mainly come from observation of candidate performance supported by questioning and examination of product evidence. The feedback in qualification verifiers' reports confirmed that in all cases centres were following this guidance.

Providing evidence for the SCQF level 6 Retail SVQs should be candidate driven and qualification verifiers' reports confirmed that this was happening in centres.

Observation remained a source of evidence at this level but evidence of candidate performance and knowledge came from a combination of candidate statements and annotated product evidence which related to unit evidence requirements.

Qualification verifier reports confirmed that internal verification procedures were being implemented in line with SQA and centre procedures. There were some recommendations for one or two centres for increasing the information provided in internal verification feedback to assessors but, in general, internal verification in centres was recorded as being effective.

General feedback

Every qualification verification report confirmed that candidates are having scheduled contact with their assessors and that reviews of progress are completed following assessment. There was evidence of planning of assessments and a holistic approach to assessment was being used in all centres.

Candidates who were interviewed during visits also confirmed that they received support, advice and guidance from their assessor.

It was noted in one or two reports that internal verification feedback could have contained more constructive feedback to assessors and this will be an area for development for some centres in the future.

Areas of good practice

The following good practice was noted:

- ◆ a holistic approach is being used when assessment planning
- ◆ the use of technology is being used to enhance assessment, eg video records of observation, audio records covering knowledge requirements

Specific areas for improvement

- ◆ CPD records should contain more specific retail activities
- ◆ More product evidence should be used to support candidate statements in particular with the SCQF level 6 Retail SVQs
- ◆ Internal verifier feedback should contain more detailed feedback to assessors
- ◆ Internal verifier feedback should be confirming that assessments are valid, reliable, practicable, equitable and fair