



Higher National Qualifications

And

Scottish Vocational Qualifications

Senior Verifier Report

2007

Subject: Retailing

Sector Panel or SSC: Skillsmart Retail

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

SVQ AWARDS

TITLES/LEVELS OF SVQ AWARDS VERIFIED

Retail Skills Level 2 – G8AK 22
Retail Operations Level 2 – G6PP 22
Retail Operations Level 3 – G6PL 23
Retail (Management) Level 3 – G8AL 23
Bingo Operations Level 2 – G6PC 22

FEEDBACK TO CENTRES

General comments:

This session saw the introduction of new standards and assessment strategy for Retail levels 2 and 3. Whilst the activity covered both old and new standards it should be noted that the bulk of the work reviewed was for the old standards.

The new standards were well received by the centres with the majority of them having made preparations for their introduction. Assessment paperwork was in place and there have been no obvious problems to date. The centre's who have started using the new standards have found them to be a first class qualification with the pathways at level 3 regarded as being particularly useful. The centres are also satisfied with the support they have been receiving from SQA and with the two networking events that have taken place 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.

Advice on good practice and areas for further development:

Good practice:

The good practice seen extends across most of the centres visited and includes:

- A readiness to use the new standards with good preparation in most cases.
- An increasing interest in electronic recording and portfolios.
- Visits are generally well organised with everything needed being available for the EV.
- Most centres now have a better idea of the requirements of CPD.
- Centre's providing specialist units have been enthusiastic about the use of "the expert witness."
- Line managers are involved in the assessment process.

Further development:

The standard of assessment has generally been excellent. As a result much of the development concerns house keeping. This is in line with previous years and includes the following:

- Portfolios on occasion still contain unnecessary company documentation.
- Where necessary, it is important that documents contain dates and signatures.
- Referencing systems should be easily understood and consistent.
- On a few visits full CPD was not available and was presented as a list of events attended. Assessors and Internal Verifiers should reveal the learning that has occurred and how this will help them develop in their role.

In this session 15 visits were carried out and the standard of work presented remained high. It is hoped that the new standards, with their increased flexibility used in conjunction with the three pathways, will bring a renewed interest in the award.