



**National Qualifications
Internal Assessment Report 2012**

Skills for Work — Retailing

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

National Courses

Skills for Work — Retailing

General comments

One centre was selected for verification this session. A number of new centres have been approved over the course of the year. The centre visited had a clear understanding of the award.

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

The centre visited is using the SQA NAB materials and stated that they found the content useful and helpful. Assessors find the information easy to follow, checklists easy to complete and guidance helpful.

Evidence Requirements

The use of SQA NAB materials provides centres with clear guidance on Evidence Requirements. It was reported that NAB materials had been completed in full, with all sections completed.

Administration of assessments

NAB materials had been completed accurately and completely. Observation checklists were completed with detail, and assessment decisions recorded with remedial action where appropriate.

Areas of good practice

The following good practice was noted:

- ◆ PowerPoint presentations being used to record and present students' research into retail operations
- ◆ internal verification included a review of assessment methods and practice
- ◆ portfolios were well laid out and evidence easy to locate

Specific areas for improvement

The following areas for improvement were identified:

- ◆ observation checklists should include more detailed comments, in particular where centres rely on partner store staff for evidence
- ◆ where centres are using partner store staff for confirmation of retail practice by the student, the centre should hold details of staff experience and include these staff in standardisation activities
- ◆ CPD records for centre staff involved in assessment should contain some retail activity