



**National Qualifications 2013
Internal Assessment Report
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

Centres have a clear understanding of the requirements of the national standard, and generally find the information which accompanies the qualification helpful and easy to understand, eg the Unit specifications. Support pack also provide good advice on the requirements for each Unit.

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

Generally, assessors are familiar with all aspects of Course delivery. Most centres use SQA NAB materials which contain appropriate instruments of assessment. Some centres customise the assessment instruments with their own badge/logo which gives the materials a more centre-specific feel.

Evidence Requirements

Centres are using SQA NAB materials which provide clear guidance on Evidence Requirements. Some centres have asked for advice on appropriate sources of evidence for the Units *Satisfying Customer Needs* and *Planning and Implementing an Event*. In all cases, centres had identified environments which met Evidence Requirements in full.

Administration of assessments

All centres visited are using SQA NAB materials which contain instruments of assessment which are appropriate to the Evidence Requirements for the qualification. Centres which work in partnership with local retailers have arranged for assessments of appropriate Units to take place in realistic working environments.

It is recommended in all reports this year that centres should be developing internal verification procedures which include: Internal Verifiers' plans, provision for reviews of assessment and support materials, and standardisation activities.

Areas of good practice

The following good practice was identified during centre visits:

- ◆ consistent quality of evidence submitted
- ◆ use of PowerPoint as a method of presenting evidence
- ◆ use of a work experience log to record activities completed during work placements

- ◆ knowledge-and-understanding-question answers contained significant relevant detail
- ◆ weekly placement reports completed for each candidate
- ◆ certificate recognising competent performance by the candidate signed and issued by placement manager
- ◆ detailed internal verification plan in place
- ◆ development of strong partnership links with local retailers

Specific areas for improvement

There continues to be a need for internal verification procedures to be strengthened further.