



**National Qualifications 2014
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

Titles/levels of National Courses verified:

Skills for Work: Retailing National 5

F33G Working in Retailing

F33H Storing and Replenishing and Displaying Stock

F33K Planning and Implementing an Event

F33J Satisfying Customer Needs

General comments

Centres have a clear and accurate understanding of the requirements of Skills for Work: Retailing. All centres had accessed the current SQA materials for this award from SQA's website and had based their approach to teaching and assessment on the content of these materials.

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

All centres visited this year were using the NAB materials for this Course. Centres reported that the materials are easy to use and cover the Evidence Requirements for each Unit in full.

Centres had also referred to, and found helpful, materials from the 2013 Networking Event for Skills for Work: Retailing. These had been made available on the Skills for Work: Retailing subject page on SQA's website.

Evidence Requirements

The NAB material for this award clearly outlines the Evidence Requirements for Skills for Work: Retailing. All centres visited this session were using the NAB instruments of assessment appropriately.

Administration of assessments

In all centres visited this session the NAB materials had been completed appropriately. There was increased evidence of feedback from assessors to candidates and, where required, agreed further actions.

Development of internal verification was agreed with two centres. In both cases, this involved creating an internal verification record that provides feedback from Internal Verifier to assessor, and includes timescales for completing any agreed actions.

Areas of good practice

Good practice was identified in all centres visited this session. In particular, one centre had forged strong links with their local national supermarket and had used this relationship to provide assessment opportunities for candidates and to provide CPD opportunities for assessors. Candidates were given an induction from the retailer which provided a realistic insight to the various activities involved in retailing. They were also provided with information on career opportunities.

Other good practice identified included:

- ◆ sound IV policy being implemented
- ◆ NAB materials completed in full
- ◆ developmental feedback being provided by assessors to candidates

Specific areas for improvement

Internal verification continues to be a specific area for improvement. Generally, centres now understand the need for a robust internal verification procedure to be in place, and there is evidence of improvement across centres where internal verification is now applied and documented in appropriate formats.