



# SVQ Retail Operations Level 2 G6PP

## **Introduction**

A Scrutiny Panel, consisting of two members of SQA's verifying team and an external specialist in the field, judged assessment material and candidate evidence against the standards of units:

- ◆ B4XO Process Payments for Purchases
- ◆ D8CC Contribute to Maintaining a Safe and Healthy Workplace
- ◆ D8CD Contribute to Keeping the Workplace Secure
- ◆ D8CE Work Effectively in Own Organisation
- ◆ D8DF Provide Information and Advice to Customers
- ◆ D8F8 Keep Stock on Sale at Required Levels

Centres were asked to provide evidence for two candidates for each unit.

### **1 Quality of collected material**

The quality of the material varied from satisfactory to good.

### **2 Assessment instruments**

Assessment instruments conform to the requirements of the unit descriptor.

### **3 Evidence of candidate performance**

Evidence of candidate performance was mainly good and showed the candidates' competence under normal working conditions. There was, however, evidence where we felt that candidate competence was implied rather than made explicit.

### **4 Assessment decisions**

The scrutiny panel agreed with the assessment decisions in all cases.

### **5 Comparing standards over time**

Comparison over time was problematic because the SVQ standards have changed in the interim period. However, we did note improvements in the range of assessment methods used, such as use of digital photography, annotations to product evidence, use of discussion and holistic assessment.

### **6 General comments**

The Scrutiny Panel found that in most cases comparison was difficult because of the low numbers of submissions. The members of the Scrutiny Panel were well chosen for the range of their experience and abilities and worked very well together.

### **7 Conclusions**

The Scrutiny Panel considers that the overall standard of assessment seems to be generally consistent. However, we have some concerns about the layout of the recording paperwork which does not allow the assessor to expand on their observations. It is therefore not entirely clear to the Scrutiny Panel in some instances whether the assessor observed the candidate or is making inferences from questioning.

## 8

### **Recommendations**

The members of the Scrutiny Panel agreed that SQA should consider:

- ◆ Ensuring that more evidence is available for monitoring purposes, if possible, the next time this exercise is carried out. We believe this would allow the panel to make a better comparison.
- ◆ Ensuring the recording methods used by centres are fit for purpose in all cases.
- ◆ Repeating this monitoring exercise before the current (2002) standards expire, to enable a like-for-like comparison to be made.

## Appendix: Unit summary

### 1 The Units

Unit	Main Purpose	Candidate Profile	Uptake
B4XO Process payments for purchase	To assess the candidate's ability to take payment for purchases	Retail sales assistants	These are optional units within the SVQ
D8CC Contribute to maintaining a safe and healthy workplace	To assess candidates' ability to protect the health and safety of herself and others		
D8CD Contribute to keeping the workplace secure	To assess the candidates' ability to keep the workplace secure		
D8CE Work effectively in own organisation	To assess the candidates' ability to work as part of a team and fulfil the team's purpose		
D8DF Provide information and advice to customers	To assess the candidates' ability to listen to the customer's needs and provide information to satisfy their requirements and deal with day to day complaints		
D8F8 Keep stock on sale at required levels	To maximise sales opportunities by keeping the right amount of stock on sale		

## 2 Assessment instruments

Unit	Fitness for Purpose/ Integration	Quality of Presentation	Level of Demand	Conditions of Assessment	Guidance on Criteria for pass and validity to PCs and range/Summary
B4XO Process payments for purchase	The standard is relevant to the purpose of the unit	The quality varied between the submissions sampled	The level of demand varied between the submissions sampled	Assessment was all carried out in the workplace under normal working conditions	Candidates had access to the standards, which clearly state the requirements for achievement
D8CC Contribute to maintaining a safe and healthy workplace	The standard is relevant to the purpose of the unit	The quality was generally good	Generally, the level of demand was appropriate		
D8CD Contribute to keeping the workplace secure	The standard is relevant to the purpose of the unit	The quality of presentation was generally good	The level of demand was generally appropriate		
D8CE Work effectively in own organization	The standard is relevant to the purpose of the unit	The quality varied between the submissions sampled. Witness testimony was rarely used and there was no evidence provided from staff appraisals	The level of demand varied between the submissions sampled		
D8DF Provide information and advice to customers	The standard is relevant to the purpose of the unit	The quality varied between the submissions sampled	The level of demand varied between the submissions sampled		
D8F8 Keep stock on sale at required levels	The standard is relevant to the purpose of the unit	The quality was generally good	The level of demand was appropriate		

### 3 Evidence of candidate performance

Unit	Accuracy of Assessment Decisions	Consistency of Application of Standards	Examples of Good Assessment Practice/Summary	Comparison Over Time
B4XO Process payments for purchase	Assessor decisions were accurate and fair	The submissions differed in the way the standards were applied	There was effective use of digital photography and holistic assessment	The same recording and tracking methods were being used, with improvements in the range of assessment methods used. The standards have been re-worded but demand on the candidate is unchanged
D8CC Contribute to maintaining a safe and healthy workplace	The assessor decisions were accurate and fair	Across the sample of submissions the application of standards was mostly consistent	There was effective use of digital photography and holistic assessment. There was also good use of product evidence	
D8CD Contribute to keeping the workplace secure	The assessor decisions were accurate and fair	Most submissions applied the standards in a similar way	There was effective use of digital photography and holistic assessment  Improvements in the range of assessment methods used	
D8CE Work effectively in own organisation	The assessor decisions were accurate and fair	The submissions differed in the way the standards were applied	There was effective use of holistic assessment	
D8DF Provide information and advice to customers	The assessor decisions were accurate and fair	The submissions differed in the way the standards were applied	There was effective use of digital photography and holistic assessment	
D8F8 Keep stock on sale at required levels	The assessor decisions were accurate and fair	Only one submission was available	There was effective use of digital photography and holistic assessment	