

Ref: LM/NovemberUpdate

November 2011

To: SQA Co-ordinator



**For the attention of all staff responsible
for the delivery of SVQs in Retail**

Action by Recipient
✓ Note and pass on

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Dear Colleague

Retail SVQs Frameworks

I refer to my previous communications regarding the suite of Retail SVQs and am pleased to inform that the accreditation process is now complete.

The current SVQs will enter their lapsing period on 1 December 2011 and candidates will have 2 years in which to complete the SVQs at levels 1 and 2 and 4 years to complete the SVQs at level 3. The group award codes for these SVQs are:

SVQ Level 1 Retail Skills (G8AP 21)

SVQ Level 2 Retail Skills (G8AK 22)

SVQ Level 3 Retail (Sales Professional) (G8AM 23)

SVQ Level 3 Retail (Management) (G8AL 23)

SVQ Level 3 Retail (Visual Merchandising) (G8AN 23)

As the titles of the revised SVQs have changed to include the SCQF level, new group award codes will be allocated to the qualifications. You will be informed of these once SQA's referencing procedures have been completed. The titles from 1 December 2011 will be:

SVQ 1 Retail Skills SCQF level 4

SVQ 2 Retail Skills SCQF level 5

SVQ 3 Retail (Sales Professional) SCQF level 6

SVQ 3 Retail (Management) SCQF level 6

SVQ 3 Retail (Visual Merchandising) SCQF level 6

In summary the amendments to the SVQs are:

- ◆ titles amended in line with current SCQF requirements
- ◆ SCQF credit ratings and levels incorporated
- ◆ most up-to-date version of imported units from Improve, People 1st and Council for Administration included
- ◆ revised units added

New Unit	Predecessor Unit
Hand-process Fish in a Retail Environment (FY7C 04)	Process Fish and Shellfish for Sale in a Retail Environment (FOA3 04)
Contribute to the Control and Efficiency of Dough Production in a Retail Environment (FY7D 04)	Contribute to Dough Production Control and Efficiency (DC22 04)
Select, Weigh and Measure Bakery Ingredients (F2NF 04)	Select, Weigh and Measure Dough Ingredients (DC3H 04)
Help Customers Choose Specialist Products in a Retail Environment (FY7E 04)	Provide Specialist Support in Helping Customers to Make Purchases in a Retail Environment (FOAD 04)
Demonstrate Specialist Products to Customers in a Retail Environment (FY7F 04)	
Provide a Counter/Takeaway Service (F9DD 04)	Provide a Counter/Take-Away Service (F866 04)
Customer Service Units (<i>Imported Units now owned by Council for Administration</i>)	
Give Customers a Positive Impression of Yourself and Your Organisation (FY7G 04)	Give Customers a Positive Impression of Yourself and Your Organisation (F049 04)
Support Customer Service Improvements (FM5W 04)	Support Customer Service Improvements (F05S 04)
Resolve Customer Service Problems (FM5T 04)	Resolve Customer Service Problems (F05P 04)
Organise the Delivery of Reliable Customer Service (FY7H 04)	Organise the Delivery of Reliable Customer Service (F04N 04)
Improve the Customer Relationship (FY7J 04)	Improve the Customer Relationship (F04D 04)
Work with Others to Improve Customer Service (FM5X 04)	Work with Others to Improve Customer Service (F05Y 04)
Monitor and Solve Customer Service Problems (FM5V 04)	Monitor and Solve Customer Service Problems (F04M 04)
Promote Continuous Improvement (FY7K 04)	Promote Continuous Improvement in Customer Service (F05D 04)
Management and Leadership Units (<i>Imported Units now owned by Council for Administration</i>)	
Recruit, Select and Keep Colleagues (FM4Y 04)	Recruit, Select and Keep Colleagues (DR7K 04)
Provide Learning Opportunities for Colleagues (FM53 04)	Provide Learning Opportunities for Colleagues (DR7C 04)
Develop Productive Working Relationships with Colleagues (FD3H 04)	Develop Productive Working Relationships with Colleagues (DR4A 04)
Allocate and Check Work in Your Team (FM52 04)	Allocate and Check Work in Your Team (DR3W 04)

The amended structures, changes log and Assessment Strategy have been uploaded to the SVQ Retail subject page on SQA's website under *Related Information*. Please note that these are under the sub-heading of 'for use from 1 December 2011'.

Automatic transfer of approval on a 'like for like' basis, for these SVQs, will be given to centres. A separate communication will be forthcoming from SQA's Operations (HN and SVQ) regarding approval.

Do not hesitate to contact Christine or myself should you have any questions.

Yours faithfully

Linda K Meikle

Qualifications Officer
Humanities, Art and Business