



Scottish Vocation Qualifications

Qualification Verification Summary Report 2017

Retailing

Introduction

The following units were verified:

SVQ in Retail Skills at SCQF level 4

- ◆ F0AM 04 Work Effectively in Your Retail Team
- ◆ F0AP 04 Wrap and Pack Goods for Customers in a Retail Environment
- ◆ F099 04 Keep Stock at Required Levels in a Retail Environment
- ◆ F094 04 Help to Maintain Health and Safety in a Retail Environment
- ◆ F0AP 04 Wrap and Pack Goods for Customers in a Retail Environment
- ◆ F09B 04 Keep the Retail Environment Clean and Hygienic (non-food)
- ◆ F0AA 04 Promote Loyalty Schemes to Customers in a Retail Environment

SVQ in Retail Skills at SCQF level 5

- ◆ F0AN 04 Work Effectively in Your Retail Team
- ◆ F090 04 Help Customers Choose Products in a Retail Environment
- ◆ F0AF 04 Put Goods and Materials into Storage in a Retail Environment
- ◆ F0AC 04 Provide Information and Advice to Customers in a Retail Environment
- ◆ F0A7 04 Process Payments for Purchases in a Retail Environment
- ◆ F0A9 04 Promote Beauty Products to Retail Customers
- ◆ F095 04 Help to Maintain Health and Safety in a Retail Environment
- ◆ F093 04 Help to Keep the Retail Unit Secure
- ◆ F90C 04 Maintain Food Safety while Working with Food in a Retail Environment
- ◆ F09W 04 Prepare Products for Sale to Customers in a Retail Environment
- ◆ F09A 04 Keep Stock on Sale at Required Levels in a Retail Environment

SVQ in Retail (Sales Professional) at SCQF level 6

- ◆ F0AL 04 Work Effectively in Your Retail Organisation
- ◆ F0AB 04 Provide a Personalised Sales and After-sales Service to Your Retail Clients
- ◆ F09H 04 Monitor and Evaluate the Quality of Service Provided by External Suppliers to Your Customers
- ◆ F098 04 Help to Monitor and Maintain the Security of the Retail Unit
- ◆ F868 04 Monitor and Support Secure Till Use During Trading Hours
- ◆ FD3H 04 Develop Productive Working Relationships with Colleagues
- ◆ FY7J 04 Improve the Customer Relationship

SVQ Retail (Management) at SCQF level 6

- ◆ F0AL 04 Work Effectively in Your Retail Organisation
- ◆ FM4Y 04 Recruit, Select and Keep Colleagues
- ◆ FM5V 04 Monitor and Solve Customer Service Problems
- ◆ F09S 04 Organise the Receipt and Storage of Goods in a Retail Environment

Category 2: Resources

Criterion 2.1: Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.

All staff in centres visited were qualified assessors holding units D32, D33, A1 and/or unit L&D9 DI and/or internal verifiers holding unit D34, V1 and/or unit L&D11. In almost all centres, staff had completed continuing professional development (CPD) records which confirmed their occupational competence. At one centre, the external verifier recommended that specific retail activities should be included in future CPD records.

Criterion 2.4: There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials.

External verifiers reported that centres are reviewing their assessment environments, assessment procedures, equipment, learning resources and assessment materials. Evidence of reviews was clear in centres' internal communication records, eg minutes from staff meetings, minutes from standardisation activities and internal verification feedback. At one centre, the external verifier recommended separate reviews for each qualification instead of the generic review that was currently in place.

Category 3: Candidate support

Criterion 3.2: Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.

External verification reports for all centres confirmed that candidates undergo an initial assessment and induction prior to beginning their qualifications. The initial assessment and induction was used in some centres to select relevant units for candidates and to confirm the candidates' suitability for their retail roles. None of the centres verified identified candidates' prior learning.

Criterion 3.3: Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly.

External verification reports for all centres confirmed that candidates had scheduled contact with their assessor(s). Evidence was contained in candidate assessment plans, progress reviews and, where e-portfolios are being used, candidate/assessor contact details were logged online. There was a noticeable increase at all centres in the use of technology for recording candidate

and assessor activity, and external verifiers reported that e-mails and/or e-portfolios were being used to record candidate progress.

Category 4: Internal assessment and verification

Criterion 4.2: Internal assessment and verification procedures must be implemented to ensure standardisation of assessment.

External verification reports for all centres confirmed that they had documented assessment and internal verification procedures and that these were being implemented. Evidence of this was contained in completed assessment and internal verification records and minutes from standardisation meetings.

Criterion 4.3: Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.

External verification reports covered SVQs in Retail at SCQF levels 4 to 6 and all centre reports confirmed that assessment instruments and methods and their selection and use were valid, reliable, practicable, equitable and fair. External verifiers reported the appropriate use of valid assessment methods, eg observation and examination of products to cover performance requirements and questions to cover knowledge. Equitability and fairness was confirmed in all external verification reports by comments noting that assessments were applied fairly to all candidates. Evidence for candidates working towards SVQs in Retail at SCQF level 6 contained candidate statements and external verifier comments to confirm that evidence was appropriate for that level. All centres provided evidence of standardisation activities to ensure the reliability and consistency of their assessment decisions. External verifiers reported that a holistic approach to assessment was used in all centres, in line with SQA's guidance.

Criterion 4.4: Assessment evidence must be the candidate's own work, generated under SQA's required conditions.

All centres were using either the SQA candidate declaration document or their own version of it, which confirmed that the evidence submitted by candidates was their own work. There was no evidence of plagiarism or malpractice identified in any centre.

Criterion 4.6: Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements.

External verification reports confirmed that assessors in all centres were making accurate and consistent judgements about candidates' work in line with SQA's requirements. Evidence of accurate and consistent assessment judgements included assessment planning, progress reviews, feedback containing details of further action required, and assessment records that had been completed accurately and signed and dated by the assessor and candidate. A few external verifiers noted the importance of standardisation and internal verification activities to ensuring the consistency of centres' assessment decisions.

Criterion 4.7: Candidate evidence must be retained in line with SQA requirements.

All external verification reports confirmed that all centres are aware of SQA's evidence retention requirements. All centres have a copy of SQA's evidence retention policy.

Criterion 4.9: Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice.

All centres had a procedure in place for disseminating information following an external verification visit. Most centres reported that disseminating feedback from the external verifier was part of their assessment and internal verification procedure. All centres share the feedback electronically and follow this process up with a staff meeting where the report is discussed in more detail.

Areas of good practice report by qualification verifiers

The following good practice was reported during session 2016–17:

- ◆ Assessors and internal verifiers had updated previous versions of assessor and internal verifier units to the current units, ie units L&D9 D1 and L&D11.
- ◆ Good range of evidence was submitted, including excellent use of photographs to confirm candidate performance.

Specific areas for development

The following areas for development were reported during session 2016–17:

- ◆ CPD entries must relate to retail activities to meet assessment strategy requirements.
- ◆ Centres should ensure reviews take place to fully cover criterion 2.4, eg centres could include a review of assessment environments and equipment, and reference learning and assessment materials in a centre meeting agenda.