



Scottish Vocational Qualifications

Qualification Verification Summary Report 2018

SVQ Retail

Introduction

During session 2017–2018, 21 centres were allocated for qualification verification. There were no new centres this session. Qualification verifiers did not identify any required actions, although they did make several recommendations, mainly concerning assessors' and internal verifiers' occupational competence in relation to the use of technology in assessment. Overall, centres performed well, and visiting verifiers identified some areas of good practice.

The following units were verified during visits this session:

SVQ Retail 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
F09B 04	Keep the Retail Environment Clean and Hygienic (non-food)

SVQ Retail 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
F0AA 04	Promote Loyalty Schemes to Customers in a Retail Environment

SVQ 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 (CfA Business Skills @ Work)

SVQ Retail: (Management) at SCQF level 6

F0AL 04	Work Effectively in Your Retail Organisation
FM4Y 04	Recruit, Select and Keep Colleagues (CfA Business Skills @ Work)
FM5V 04	Monitor and Solve Customer Service Problems (CfA Business Skills @ Work)
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.

(This criterion should be completed for regulated qualifications only.)

In all centres visited, verifiers were provided with evidence, in the form of copies of qualifications certificates and CVs, of assessors' and internal verifiers' competence to carry out their functions. Almost all centres provided copies of continuous professional development (CPD) records to show how up to date their assessors' and internal verifiers' occupational competence was. Where evidence of occupational competence was not up to date, visiting verifiers recommended that staff include retail activities in CPD log entries. This information could be taken from visits to retail organisations where assessments are taking place.

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

All centres visited provided evidence of staff meetings where assessment practice had been discussed and reviewed. All centres assessed candidates in the candidates' workplace, and site selection checklists (or equivalents) were used in each case. Most candidates had access to their employers' learning resources and this was supplemented in some cases by the centre's own training materials. Most centres were using SQA assessment recording materials, while others were recording assessments on e-portfolios in line with SQA requirements.

Category 3: Candidate support

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

All centres carried out induction processes with their candidates during which all aspects of the assessment process were covered. Most Retail SVQ candidates were on Modern Apprenticeship programmes and initial skill scans had been carried out to identify any development needs and prior learning.

Units had been selected according to candidates' job roles and development needs.

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

All centres provided evidence of assessor and candidate contact in the form of assessment plans and progress reviews. Those centres that were using e-portfolios provided electronic evidence of all assessor and candidate activity covering induction, planning of assessments, assessment decisions and feedback.

Category 4: Internal assessment and verification

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

All centres were reported as having implemented their assessment and internal verification policies. Completed assessment and internal verification records provided evidence of compliance with this criterion along with records of standardisation meetings. There were recommendations for two centres to hold separate standardisation events for Retail SVQs rather than incorporating in to general standardisation activity which covered several awards.

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

A candidate portfolio, whether paper-based and/or electronic, was the assessment instrument in all centres. Assessment methods included observation reports, answers to written and oral questions, examination of product evidence, candidate statements, discussions with candidates, and simulation. These methods of assessment were in line with assessment guidance and, when used in combination, met the evidence requirements for the SVQ Retail units.

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

All centres required candidates to complete a disclaimer document that confirmed that evidence submitted by the candidate was their own work. Most centres were using the SQA Candidate Declaration document.

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

Visiting verifiers reported that most centres using paper-based portfolios were using SQA recording documents, which had been completed accurately. Paper-based records covered assessment planning, assessment decisions and feedback to candidates. Centres using e-portfolios logged assessment decisions against online assessment records on them, along with evidence of planning assessments, and feedback.

In all centres, visiting verifiers saw evidence of internal verification activity, which confirmed the accuracy of assessment decisions. Standardisation activities in most centres had been carried out, and the outcomes of these meetings recorded and shared with all staff involved. Some recommendations were made which highlighted the need for specific standardisation exercises relating to Retail SVQs.

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

All centres reported that they were aware of SQA evidence retention requirements, and visiting verifiers saw evidence of this either as a copy of the SQA policy and/or a centre policy which confirmed the procedure for evidence retention was in line with SQA requirements.

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

All centres provided evidence of how they disseminate information to centre staff following qualification verification activities. Evidence consisted of minutes from meetings where qualification verification feedback had been discussed and where recommendations had been considered and implemented into assessment practice. In some cases, the evidence provided was in the form of a centre procedure, in which case visiting verifiers would seek confirmation of this in discussions with centre staff.

Areas of good practice reported by qualification verifiers

The following examples of good practice were reported during session 2017–18:

- ◆ Centre staff completing a 'back to the floor' activity twice a year to update and maintain their retail competence.
- ◆ A candidate-focused discussion conducted at the beginning of a qualification to identify any learning needs and/or prior learning.
- ◆ A preparation for assessment document completed with candidates to confirm their readiness to be assessed.
- ◆ Candidates' completion of an exit survey, and information from this being used to improve future programmes.
- ◆ Open discussion being encouraged with centre staff to help identify and address any issues and/or concerns that might exist within the centre.

Specific areas for development

The following areas for development were reported during session 2017–18:

- ◆ Annotation of product evidence to fully explain the relevance to the evidence being claimed.
- ◆ CPD records must include retail activities relating to developing assessors' and internal verifiers' retail competence.
- ◆ Standardisation activities must be recorded to show any agreed actions relating to the retail qualifications.
- ◆ Electronic evidence, eg video and audio evidence, must be contextualised, ie linked to units being assessed and performance and/or knowledge being claimed.