



**National Qualifications 2019
Qualification Verification Summary Report
Skills for Work: Retailing**

The purpose of this report is to provide feedback to centres on verification in National Qualifications in this subject.

Skills for Work Courses

C779 75 Skills for Work: Retailing (National 5)

HH8M 75 Retailing: Working in Retailing

HH8J 75 Retailing: Maintaining, Storing and Replenishing Stock

HH8L 75 Satisfying Customer Needs

HH8K 75 Retailing: Planning and Implementing a Retail Event

General comments

Feedback in reports from all centres visited this session indicated that centres have a clear and accurate understanding of requirements for all units of Skills for Work: Retailing. The qualification was reviewed and updated in 2017 and all changes to the units, in particular to Retailing: Maintaining, Storing and Replenishing Stock, have been implemented into the assessment process in the centres verified.

Course arrangements, unit specifications, instruments of assessment and exemplification materials

All centre reports confirmed that assessors are familiar with the course arrangements, unit specifications and instruments of assessment. All centres were using the SQA assessment support packs for the units correctly. Centre visit reports confirmed the accuracy and consistency of assessment decisions.

Evidence requirements

Centre visit reports confirmed that assessors and internal verifiers have a clear understanding of the evidence requirements for all units. The visit reports contained examples of assessment methods used to meet the evidence requirements that included observation, answers to questions, role-play and assignments. All centres were using the SQA assessment support packs for units.

Administration of assessments

All centres were using the SQA assessment support packs and marking guidelines. Visit reports confirmed that assessment decisions were accurate and consistent. Reports also confirmed a general improvement in internal verification processes in all centres. There was evidence in each centre of good internal verification practice including pre-delivery checks, planned standardisation activities, internal verification planning, and completed internal verification reports.

Areas of good practice

A number of areas of good practice were identified during visits and they are listed below:

- ◆ Continuous improvement to internal verification procedures in all centres visited, for example: pre-delivery checks, internal verification planning, updated decision logs.
- ◆ Completion of retail activities as part of assessor continuing professional development.
- ◆ Candidates being encouraged to work in their community when planning and implementing a retail event.
- ◆ Candidates being encouraged to work outside their comfort zones.
- ◆ Development of learning and reference materials to further support all units.
- ◆ Involvement of retail professionals as speakers and/or an additional resource for candidates.

Specific areas for improvement

There is room for improvement in the following areas:

- ◆ Continued development of internal verification procedures.
- ◆ Introduction of decision logs to record agreed actions from standardisation activities.
- ◆ Planning of internal verification procedures.
- ◆ Accurate documenting and recording of evidence.