



Scottish Vocational Qualifications

Qualification Verification Summary Report 2019

Retail

Verification group: 72

Introduction

Twenty centres had external verification visits for SVQs in Retail during session 2018–19. All centres had a high confidence rating. The National Occupational Standards (NOS) for Retail were reviewed and updated in 2018, and most centres are working with the revised standards. No major issues were recorded as a result of the introduction of the revised standards, and centres reported that they were becoming familiar with the new structures.

Candidates were assessed in a variety of retail organisations including: national department stores, retail food outlets, pharmaceutical organisations and small retail stores. The range of units assessed covered all aspects of retailing, and candidates were entered for the following group awards:

GD8W 23	SVQ Retail (Management) at SCQF level 6
GD8T 23	SVQ Retail (Sales Professional) at SCQF level 6
GD8G 23	SVQ Retail (Visual Merchandising) at SCQF level 6
GD8X 22	SVQ Retail Skills at SCQF level 5
GP1A 23	SVQ Retail (Management) at SCQF at level 6
GP1C 23	SVQ Retail (Sales Professional) at SCQF level 6
GP1E 22	SVQ Retail Skills at SCQF level 5

The following units were verified during visits:

F092 04	Help to Keep the Retail Unit Secure
F0AP 04	Wrap and Pack Goods for Customers in a Retail Environment
F0AN 04	Work Effectively in Your Retail Team
F861 04	Cash Up in a Retail Store
F09M 04	Monitor and Maintain Health and Safety in a Retail Environment
FY7H 04	Organise the Delivery of Reliable Customer Service
FA0B 04	Provide a Personalised Sales and Aftersales Service to Your Retail Clients
FY7F 04	Demonstrate Specialist Products to Customers in a Retail Environment
F0A5 04	Process Part Exchange Sales Transactions in a Retail Environment
F0AL 04	Work Effectively in Your Retail Organisation
FY7E 04	Help Retail Customers to Choose Specialist Products in a Retail Environment
F868 04	Monitor and Support Secure Till Use During Trading Hours
F08E 04	Audit Stock Levels and Stock Inventories in a Retail Environment
F08K 04	Contribute to the Continuous Improvement of Retail Operations
FY7H 04	Organise the Delivery of Reliable Customer Service
F098 04	Help to Monitor and Maintain the Security of the Retail Unit
F0A7 04	Provide Service to Customers in the Dressing Room of a Retail Store
F093 04	Help to Keep the Retail Unit Secure
H5BN 04	Improve the Customer Relationship
J09G 04	Develop Effective Relationships with Customers within a Retail Organisation
J0A9 04	Provide an Aftersales Service to Retail Clients as a Result of Retail Client Consultations

J0AC 04	Contribute to the Planning, Organisation and Evaluation of your Own Learning in a Retail Organisation
J0AB 04	Support Effective Team Working in a Retail Organisation
J0AV 04	Process Credit Applications for Customers
J0AT 04	Identify Customer Credit Requirements
J095 04	Advise Customers on Borrowing Facilities
J0B1 04	Help Customers to Choose Specialist Products in a Retail Environment
H53W 04	Give Customers a Positive Impression of Yourself and Your Organisation
J0D1 04	Provide a Payment Service at Till
J095 04	Promote Particular Retail Products
J096 04	Work Out the Price of Customers' Retail Purchases
J0CW 04	Help Maintain Security in a Retail Organisation
J0D9 04	Check the Customers' Preferences and Buying Decisions when Making Retail Sales
J0CL 04	Work Effectively as Part of a Team in a Retail Organisation
J0EF 04	Maintain Health and Safety Procedures in a Retail Organisation
J0CG 04	Keep Stock Available, Correctly Priced and Maintain Quality of Stock in a Retail Organisation
J0CH 04	Cash Up One or More Payment Registers
J0AG 04	Help Colleagues to Learn in a Retail Organisation
J0AK 04	Check the Storage and Care of Stock in a Retail Organisation
J0C1 04	Assess How Effective Displays are in a Retail Organisation
J0AA 04	Lead a Team to Improve Customer Service
J0B3 04	Identify Opportunities to Increase Sales of Particular Products
J0AF 04	Plan Staffing Levels and Prepare work schedules for a Retail Organisation
J0AG 04	Help Colleagues to learn in a Retail Organisation
J0D6 04	Provide information and advice to meet the Requirements of a Customer in a Retail Organisation
J0D1 04	Provide a Payment Service at Point of Sale in a Retail Organisation
J09B 04	Contribute to Monitoring and Maintaining ease of Shopping in a Retail Sales Area
J0D4 04	Follow Procedures for Retail Sales of Age Restricted Items
J09H 04	Monitor and Resolve Customer Complaints within a Retail Organisation
J09V 04	Monitor Procedures and Practices at the Payment Point in a Retail Organisation
F85M 04	Prepare Newspapers and Magazines for Return to the Merchandiser
J0BX 04	Plan and Allocate Staff to Work in a Retail Area
J0DX 04	Maintain Food Safety While Working with Food in a Retail Organisation

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 centres provided copies of assessor and internal verifier qualifications, CVs and CPD records. In some cases, assessors and internal verifiers had updated their qualifications to the current assessor and internal verifier units and this was noted as good practice.

CPD records were updated by all staff to include retail activities. Two centres required assessors to undertake retail experience in the retail environments in which they were working, and this was noted as good practice. Several centres received recommendations for assessors to use their visits to retail environments as opportunities for CPD.

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

All centres provided completed site selection checklists, or similar risk assessment documentation, to confirm the safety of assessment environments and the availability of required resources.

Centres working with the revised NOS were using SQA assessment materials or had developed their own assessment records. Centres using e-portfolios had loaded the new standards, and assessment decisions were recorded here.

The reference and learning materials used ranged from employer's own training materials to workbooks developed by centres themselves. Some centres accessed learning materials, in particular for customer service, from SQA Ushare portal.

Category 3: Candidate support

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

In almost every case, candidates entered for the Retail SVQs were part of the Modern Apprenticeship programme, and completed an initial skill scan before assessment took place. The assessor identified and addressed any initial development needs at this stage. Units were selected that most closely matched the candidates' job roles and responsibilities.

All candidates had undergone an induction that provided them with the required information for their qualification. In most cases, the induction record was included in the candidate's portfolio. Where this was not the case, induction records were held by the centre.

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

Completed assessment plans and updated progress reviews provided evidence for this criterion. Centres that use paper portfolios provided copies of planning, feedback and progress review records in candidate portfolios, which, in most cases, had been signed and dated by the candidate and assessor. Centres using e-portfolios were able to confirm scheduled contact between assessor and candidate through logged activity between the assessor and their candidate. Assessment planning, feedback and internal verification activity was also logged here.

There were some recommendations to include holistic assessment in assessment planning and to record feedback on progress towards all units that had been assessed.

Category 4: Internal assessment and verification

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

All verification visit reports confirmed that centres have assessment and internal verification procedures in place. Implementation of these procedures was identified through evidence of:

- ◆ standardisation activities
- ◆ accurately completed assessment and internal verification records
- ◆ recording of all aspects of the assessment cycle — (preparation and planning of assessments, carrying out assessments and recording decisions and providing feedback)

There were some recommendations from qualification verifiers that internal verification feedback should contain more detail when confirming the accuracy of assessment decisions, for example providing assessors with some additional information on further development of their practice. Several verification reports also included a recommendation that standardisation activities should be sector-specific and not incorporated into general staff and/or standardisation meetings where several awards were reviewed.

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

Centres used the following assessment methods: observation reports, examination of product evidence, answers to questions, candidate statements, discussions with candidates, and witness testimonies. These methods enabled performance and knowledge evidence requirements to be met in full and are in line with unit assessment guidance.

The validity, fairness and equitability of assessments for candidates was ensured by assessment planning. The consistency of assessment decisions was ensured by standardisation activities.

Many centres are using technology to plan assessments. There were some centre recommendations that initial assessment planning should be uploaded where e-portfolios are being used.

Digital recorders are being used in several centres to record observations and candidate answers to questions and discussions. Recommendations were made in relation to the mapping of recordings to the NOS. A few centres were advised to develop their referencing of digital evidence to the qualification standards. Guidance was also offered on some occasions on how to improve the use of technology in assessment practice, for example including an introduction to explain who the assessor and candidate are, the date, location and timing of the assessment and the units being assessed.

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

All centres met this criterion using either the SQA Candidate Disclaimer or an equivalent document. Centres using e-portfolios met this criterion through a candidate disclaimer statement that was included in the e-portfolio system.

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

All verification reports confirmed that candidate evidence was being accurately and consistently judged by assessors. Assessment records, whether paper-based or online, had been completed accurately to show how performance and knowledge requirements had been met. Assessment records were signed and dated by the assessor and candidate in most cases, and e-portfolio assessments were logged and recorded as they were completed.

There were a few recommendations for centres to include signatures and dates on assessment records to confirm candidate achievement and assessment decisions.

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

All centres were aware of SQA's evidence retention requirements. This was confirmed by centres either by having a copy of the SQA procedure or through discussion with centre staff.

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

All verification reports confirmed that centres shared qualification verification reports electronically with all staff involved. Evidence of this practice appeared in minutes from staff/standardisation meetings, where the report was discussed in detail and recommendations were considered. Centres provided copies of assessment and internal verification procedures that documented the requirement for dissemination of information following qualification verification activity.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2018–19:

- ◆ CPD activities had been planned to include real work experience in the retail industry.
- ◆ Assessors and internal verifiers updated their skills to be in line with the current assessor and internal verifier standards.
- ◆ Digital evidence was accurately referenced to the NOS.
- ◆ Units were selected to match candidates' job roles.

Specific areas for development

The following areas for development were reported during session 2018–19:

- ◆ CPD records should include specific retail activities, for example assessor/internal verifier experience gained from a retail environment, or shadowing a retail professional. Assessors should record their activity experience during assessment.
- ◆ Assessment and internal verification records should be signed and dated by both assessor and candidate.
- ◆ Where appropriate, assessment planning should cover holistic assessment to ensure that the candidate is aware that several units will be assessed.
- ◆ Feedback on a holistic assessment decision should cover all units that have been assessed.
- ◆ Digital recordings should include an introduction to clarify assessor and candidate details, date and location of assessment, and the units being assessed.
- ◆ Assessors and internal verifiers who do not hold current assessor and internal verifier qualifications should carry out CPD activities to ensure that their practice is in line with the current assessor and internal verification standards. For example, by accessing the SQA CPD toolkit available from SQA's secure website, Learning and Development pages.