



**National Qualifications 2018  
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.

# **National Courses**

National Courses verified: Skills for Work: Retailing National 5

## **General comments**

During the session 2017–18, external verification of the revised Skills for Work: Retailing course focused on ensuring that centres were aware of the changes, and that they had no issues or concerns with them. All centres visited reported that they were happy with the changes that had been introduced, and that these revisions were proving popular with candidates and assessors.

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

From their interviews with assessors during their visits, external verifiers were able to confirm that assessors were familiar with course arrangements, unit specifications, instruments of assessment and exemplification materials. All centres visited were using SQA assessment support packs and no issues or concerns were reported, with the exception of a suggestion of repetition of a knowledge point in unit HH8J 75 Maintaining, Monitoring and Replenishing Stock.

## **Evidence requirements**

Staff in all centres reported that they understood the evidence requirements for each unit, and that instructions in the assessment support packs were clear and easy to understand.

## **Administration of assessments**

All centres visited were using the assessment support packs that have been developed for each unit. All centres, without exception, commented on the usefulness of the packs, which ensure that assessments are meeting all evidence requirements. All were referring to the suggested solutions for making an assessment decision.

## **Areas of good practice**

Several centres were using and/or developing technology to support learners and record assessments. Learning and assessment materials had been loaded on to software packages including Moodle Classroom and Google Classroom. Some centres use technology to store assessment and internal verification records and all centres provide access to the internet to all candidates for research and learning opportunities.

Other areas of good practice identified included detailed feedback from assessor to candidate, and from internal verifier to assessor.

### **Specific areas for improvement**

Planning and implementation of internal verification procedures, including standardisation activities, continues to be an area for development and improvement for many centres. All centres had documented assessment and internal verification procedures but, in some cases, implementation had not been documented to show internal verification before, during and after assessments. Where this has been the case, centres should document all assessment and internal verification activity, including standardisation meetings and decisions.