



National Qualifications

Qualification Verification Summary Report 2024–25

Skills for Work: Retailing

Verification Group Number: 414

Skills for Work: Retailing (National 5) C779 75

The following Skills for Work: Retailing Units were verified:

HH8M 75 Retailing: Working in Retail

HH8J 75 Retailing: Maintaining, Replenishing and Storing Stock

HH8L 75 Retailing: Satisfying Customer Needs

HH8K 75 Retailing: Planning and Implementing a Retail Event

General comments

Session 2024–25 visiting verification included some centres delivering the qualification for the first time. All visits were well planned, and all assessments were available for verification. Feedback in reports from centres demonstrated a high standard of standardisation and verification across all units, with examples of exemplary practice of internal verification. Feedback to candidates was detailed and supportive.

All centres are working with industry partners to enhance candidates' skills, knowledge and employment opportunities.

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

Visit reports confirmed that all centres are using the SQA Unit Specifications and Assessment Support Packs (ASPs) for unit delivery and assessment. Centres are also using supporting materials and guidance documents. All instruments of assessment are valid and current.

One centre added visuals to the ASP, which was very engaging for candidates.

Evidence requirements

Verification reports confirmed that all the centres fully met the evidence requirements for assessment of all units. The centres were using the assessment support packs for each unit, and these had been completed accurately, confirming that evidence requirements had been fully covered.

Administration of assessments

SQA assessment support packs were used by all centres. Verification reports noted areas of good practice in the variety of assessment methods selected for each unit. Assessment methods included professional discussions, product evidence,

recordings, reflective accounts, candidate observations, role plays, project work and observations in realistic working environments such as the barista cafés on site at some centres.

Candidate reviews, assessment packs and internal verification processes and feedback were found to be in line with SQA requirements and unit assessment guidance.

Learning and teaching

Learning and teaching included working with retail partners such as Asda, Tesco and Charity Shops. This helped develop employability skills. Working with stakeholders such as Barclays Bank and Developing the Young Workforce (DYW) teams helped to enhance and develop interview skills.

Centres used a broad range of learning and teaching materials and learning environments. This included hands-on work experience working within some centres' coffee shops and sustainable fashion store.

Learning techniques included individual tasks, group work, research tasks, mind mapping and journals to record practical experiences. Candidates received detailed, encouraging written or verbal feedback (or both).

Overall assessment

Overall assessment methods were consistently judged to a high standard, reliable and acceptable, in line with national standards. Evidence was reported to be a high standard across all centres. Feedback to candidates was reported to be supportive, encouraging and constructive.

Verification

All verification reports confirmed that centres have developed strong internal verification procedures in line with SQA requirements.

Centres provided evidence of pre-delivery checks, internal verification during assessment and post course delivery reviews.

Centres' verification policy documents were available, and the verification process documented professional dialogue between the assessors and verifiers, which demonstrated consistency of standards and standardisation procedures. It is noted that centres should record all meetings and include any actions required.

Areas of good practice reported during session 2024–25

The following good practice was recorded in verification reports:

- ◆ Centres have motivated and enthusiastic teams who have fully engaged with the Skills for Work programme and the industry opportunities it creates for candidates.
- ◆ Robust verification procedures and use of [Internal Verification Toolkit](#). Records include prior verification, internal verification activities during delivery, sampling and a self-assessment evidence log. A variety of approaches to moderation have been used to ensure that marking is standardised across all candidates, including cross-assessment and sampling assessment decisions.
- ◆ Centres have developed excellent links with local retailers, and candidates have been able to visit local businesses and speak with employers directly, adding value to the course. Some candidates have also gained hands-on learning creating displays in stores and using different visual merchandising techniques.
- ◆ Candidates have benefitted, at one centre, from workshops delivered by Asda staff on many topics, including sessions on recruitment (including group interviews) and the application process, the supply chain, stock management, customer service and how to deal with customers.
- ◆ A centre has excellent links with many industry partners, including Barclays. They facilitated customer service and networking skills workshops, assessment centre interviews and 1-2-1 personal development reviews for candidates. A charity store also facilitated a group interview for candidates to develop their interview skills and help them gain employment in the sector.
- ◆ A centre has worked with education partner, Robert Gordon University, who delivered a merchandising workshop to candidates.
- ◆ Candidates at one centre completed a journal after practical experiences, which allowed them time to reflect on experiences and consider their own strengths and areas for development.
- ◆ Learning and teaching activities includes individual tasks, group work and research tasks. Evidence for some units included candidates' PowerPoint presentations, photographs and mind-mapping, demonstrating a variation of learning and teaching techniques.
- ◆ Some centres have barista cafés or coffee shops, which provides excellent hands-on learning for the candidates. Candidates have gained experience with cash handling, how to provide good customer service, stock replenishment, overcoming objections and how to deal with complaints. This allowed some evidence to be contextualised to the café and support the candidates' learning and understanding.
- ◆ Excellent events planned and implemented by candidates including the grand opening of a centre's shop (a fashion shop which promoted sustainability and recycling) and retail events in collaboration with Developing the Young Workforce (DYW).

Specific areas for improvement reported during session 2024–25

The following development points were recorded in verification reports:

- ◆ Unit - Retailing: Planning and Implementing a Retail Event. All candidates should contribute to the implementation of the promotional strategy, and the event plan could include all times and dates of promotional activities leading up to, and on the day of, the event. More photographic evidence could be included for each event which will also provide evidence of the displays.
- ◆ Ensure all internal verification and standardisation meetings are recorded, and that they include all outcomes and actions.
- ◆ Add Pass-Remediation-Fail section to feedback sheets to clearly identify progress of candidates.