



National Qualifications

Qualification Verification Summary Report 2022–23

Skills for Work: Retailing

Verification group number: 414

Skills for Work Courses

Skills for Work: Retailing (National 5) C779 75

The following Skills for Work: Retailing (National 5) Units were verified:

HH8M 75 Working in Retail

HH8J 75 Maintaining, Replenishing and Storing Stock

HH8L75 Satisfying Customer Needs

HH8K 75 Planning and Implementing a Retail Event

General comments

Session 2022–23 saw the reintroduction of visiting verification which was warmly welcomed by all centres involved. Feedback in reports for all centres visited this session confirmed that the centres have a clear and accurate understanding of evidence requirements for all units of Skills for Work: Retailing. All centres were using the assessment support packs available for each unit and, in all cases, the assessment records had been completed accurately.

Verification visit reports confirmed that centres have continued to deliver Skills for Work: Retailing to a high standard in spite of the challenges created by COVID-19 lockdowns.

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

Centre visit reports confirmed that assessors and internal verifiers had the appropriate occupational experience and a good understanding of the unit assessment and evidence requirements. Assessments in all centres visited had been recorded using the SQA assessment support packs which had been completed correctly in each case. Internal verification confirmed the accuracy and consistency of assessment judgements.

Evidence requirements

Visit reports confirmed that all centres visited were fully meeting the evidence requirements for assessment of all units. The centres were using the assessment support packs for each unit. These had been completed accurately, confirming that evidence requirements had been fully covered.

Administration of assessments

Assessment support packs were used by all centres visited and these had been completed fully by candidates and assessed accurately by the assessors. Assessment methods used included observation of role plays, answers to questions,

candidate statements and candidate projects, for example, planning and implementing a retail event. All methods of assessment were compliant with unit assessment guidance. Internal verification activities included pre-delivery checks, internal verification feedback and post-course reviews.

Learning and teaching

Visit reports confirmed that centres were using a range of resources for learning and teaching. Resources included learning materials relevant to each unit. Some centres were making use of partnership arrangements with local retail organisations, for example, talks by retail managers.

Verification

All visit reports confirmed that centres are continuing to develop and implement their internal verification procedures in line with SQA requirements. Centres provided evidence of pre-delivery checks, internal verification during assessment and post course delivery reviews.

Areas of good practice reported in 2022–23

The following good practice was recorded in visit reports:

- Centre engagement with local retail businesses provides sponsorship and support for candidate retail events.
- Candidates are encouraged to identify the retail event they wish to implement and take ownership of all aspects of the event.
- Representatives from local retail businesses are invited to speak to candidates.
- Realistic interviews with candidates are carried out which are followed up with a letter to each candidate confirming the outcome of their interview.
- Centres have created, and use, an extensive range of learning and reference materials.
- Learning and teaching resources are linked directly to each unit.
- Barista training had been introduced as an alternative retail activity.
- A pop-up clothing shop had been introduced which created excellent opportunities for the candidates to gain experience and skills in customer service, stock handling and planning an event.
- A simulated workplace environment had been created which effectively created a realistic workplace setting. This has been hugely beneficial to candidates in assisting them to improve their confidence and employability skills, particularly for units such as Working in Retail where they are required to take part in job interview scenarios.

- Google Classroom is being used as a highly effective and engaging e-portfolio tool. This has given candidates a much higher degree of ownership over their evidence submission and has promoted a consistently high level of engagement and dialogue between the candidate and assessor.

Specific areas for improvement reported during session 2022–23

The following development points were recorded in visit reports:

- It is recommended that centres should include an internal verification plan. The plan will help to ensure that internal verification is carried out at agreed times and that there is a risk-based sampling strategy in place.
- It is recommended that centres use digital tools such as Google Classroom to maintain communication and decision logs. A spreadsheet containing information on all candidates could be used to record internal verification dates for the session. This will assist with course planning as the number of candidates increases.
- Centres should consider using a decision log to record progress in developing the programme.