



Skills for Work

Qualification Verification Summary Report 2023–24

Retailing

Verification group number: 414

Skills for Work Courses

The following Skills for Work Retailing units were verified:

HH8M 75 Working in Retail

HH8J 75 Maintaining, Replenishing and Storing Stock

HH8L 75 Satisfying Customer Needs

HH8K 75 Planning and Implementing a Retail Event

General comments

Session 2023/2024 saw the full return to visiting verification with some of the centres visited delivering the qualification for the first time. Feedback in reports from all centres reflected high standards of assessment and verification across all of the units in the award with examples of exemplary practice of internal verification and feedback to candidates across all centres.

Centres have built strong relationships with local industry partners which has enhanced candidates' employability skills.

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

Centre visit reports confirmed that all centres were using the SQA assessment support packs along with supporting materials and guidance documents. Assessors and internal verifiers were highly experienced with very good industry knowledge and good up to date knowledge and understanding of the award and evidence requirements. Reports noted robust and effective decision making with consistent assessment judgements and regular internal verification witnessed across all centres.

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, 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 with visit reports noting areas of good practice in the variety of appropriate 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 the centre.

All documentation including candidate reviews, assessment packs and internal verification processes and feedback were all noted in the visit reports to be in line with SQA requirements and unit assessment guidance.

Learning and teaching

Visit reports highlighted the centre's strong partnership work with local retailers particularly in relation to delivering customer service, interview, and employability support to candidates. Centres used a wide range of learning materials and learning environments to broaden candidates experience and understanding of customer service and handling stock.

Overall assessment

Overall assessment methods were consistently judged to a high standard with evidence reported to be met to a high standard across all centres. Reports highlighted that where possible, centres were providing additional learning resources to provide context to learning and to enhance candidate engagement.

Verification

All visit 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 however, it is noted that this should be applied consistently across all units to ensure that this supports the verification process.

Areas of good practice reported on during session 2023–24

Examples of good practice included:

- ◆ A centre had a coffee cart that provided excellent hands-on learning for the candidates. This allowed for some evidence to be contextualised to the café to support the candidates' learning and understanding.
- ◆ Excellent links with a local industry partner which helped candidates with the recruitment process, interview techniques and customer service skills.
- ◆ Evidence for some units included photographic evidence and mind mapping to support different learning techniques.
- ◆ Candidates were given the opportunity to develop CV writing skills, and job interviews were recorded, allowing the candidates to improve their employability skills.
- ◆ The use of justification of evidence tables ensured consistent standards were applied to all candidates.
- ◆ A centre acknowledged overlaps in context with other business-related subjects and used SQA documentation from these to ensure a consistent approach to standards and terminology for candidates.
- ◆ A centre facilitated 1:1 discussions with candidates, providing useful and effective feedback on strengths and areas for development.

Specific areas for improvement reported during session 2023-24

Areas for improvement included:

- ◆ Candidates' evidence could be verified on completion of each unit, rather than towards the end of the academic year. Mid verification ensures all assessment decisions are agreed on a continual basis and supports the verification process.
- ◆ Unit – Retailing: Planning and Implementing a Retail Event: Some centres require more evidence to be generated by candidates during the planning stage for this unit.