Scottish Vocational Qualifications

Qualification Verification Summary Report 2021

Retail

Verification group number: 72

Introduction

Eleven centres were verified during session 2020–21, which was significantly less verification activity than normal due to COVID-19 restrictions. Despite the reduced number of centres visited, a large number of units were selected for verification.

The following units were verified:

Retail Management level 6

FY7H 04   Organise the Delivery of Reliable Customer Service
J0AB 04   Support Effective Team Working in a Retail Environment
J0AC 04   Contribute to the Planning, Organisation and Evaluation of your Own Learning in a Retail Organisation
J0AF 04   Plan Staffing Levels and Prepare Work Schedules for a Retail Organisation
H5BN 04   Improve the Customer Relationship
J09E 04   Assess, Monitor and Control Risks to Health and Safety and Provide Training in a Retail Organisation
J0BX 04   Plan and Allocate Work to Staff in a Retail Organisation

Retail Sales Professional level 6

J0AK 04   Check the Storage and Care of Stock in a Retail Organisation
J0B1 04   Help Retail Customers to Choose Specialist Products in a Retail Organisation
J0BA 04   Demonstrate Specialist Products to Customers in a Retail Organisation
J0CG 04   Keep Stock Available, Correctly Priced and Maintain Quality of Stock in a Retail Organisation
J0AT 04   Identify the Retail Customer's Credit or Hire-purchase Requirements
FY7H 04   Organise the Delivery of Reliable Customer Service
H5BN 04   Improve the Customer Relationship
J0AG 04   Help Colleagues to Learn in a Retail Organisation
J0C1 04   Assess How Effective Displays are in a Retail Organisation
J0D1 04   Provide a Payment Service at Point of Sale in a Retail Organisation

Retail Skills level 5

H53W 04   Give Customers a Positive Impression of Yourself and Your Organisation
J096 04   Work Out the Price of Customers' Retail Purchases
J0CL 04   Work Effectively as Part of a Team in a Retail Organisation
J0D1 04   Provide a Payment Service at Point of Sale in a Retail Organisation
J0D6 04   Provide Information and Advice to Meet the Requirements of Retail Customers
J0EF 04   Maintain Health and Safety Procedures in a Retail Organisation
J0B2 04   Help Retail Customers Choose Products
J0BD 04   Replenish Goods on Sale in a Retail Organisation
J0CG 04   Keep Stock Available, Correctly Priced and Maintain Quality of Stock in a Retail Organisation
J0DD 04   Put Goods into Storage in a Retail Organisation
J0AC 04   Contribute to the Planning, Organisation and Evaluation of your Own Learning in a Retail Environment
J0D4 04   Follow Procedures for Retail Sales of Age-restricted Items
J09H 04   Monitor and Resolve Customer Complaints within a Retail Organisation

J096 04   Work out the Price of Customers' Retail Purchases
J095 04   Promote Particular Retail Products
J0F9 04   Prepare Newspapers and Magazines for Return to the Merchandiser
J0AB 04   Support Effective Team Working
J09G 04   Develop Effective Working Relationships
J09D 04   Identify and Analyse Opportunities for Solving Problems and Improving Retail
            Operations
J09N 04   Monitor, Identify and Investigate Loss and Wastage 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 verification reports confirmed that assessors and internal verifiers were qualified with a relevant assessor and/or internal verifier qualification. CPD records were up to date and confirm that assessors and internal verifiers are occupationally competent and meet assessment strategy requirements. In one centre it was recommended that assessors record their assessment visits as CPD opportunities, where they have been able to experience retail-specific activities.

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 evidence of regular communication, in the form of meeting minutes, where all aspects of the assessment process had been discussed and reviewed. Evidence of risk assessment and/or completed Site Selection Checklists were provided to confirm the safety of assessment environments and availability of resources for assessors and candidates. Learning and reference materials were provided by most centres, but some centres depended on the learning and reference materials provided by employers. All centres were using assessment records which confirmed achievement of individual unit performance and knowledge requirements. Records were mainly electronic, but some centres preferred using paper assessment documents.

Category 3: Candidate support

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

Centres delivering Modern Apprenticeship programmes provided evidence of initial assessments carried out with candidates to identify any candidate prior experience and/or achievements. All centres provided evidence of candidate induction during which candidates received information relating to their respective qualifications, and when any development needs would be identified.

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

All centres confirmed that due to COVID-19 restrictions, normal contact with candidates was not possible. Most centres had adapted their assessment procedures to include the use of technology for communicating with candidates, and assessment of knowledge was possible

using this medium. Direct observation of candidate performance was not possible due to lockdown restrictions and furlough arrangements. However, where contact between assessor and candidate was possible, there were records of this contact and any agreed actions.

Some verification visits took place once COVID-19 restrictions had been relaxed, in which case assessment plans had been updated as normal.

Category 4: Internal assessment and verification

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

Verification reports for all centres recorded that internal assessment and verification procedures were being implemented in line with the centre's policy arrangements. Internal verification reports confirmed that assessments were valid, authentic, reliable, current and safe, and all centres provided evidence of standardisation activities.

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

In normal times, observation, questions and examination of product are the most commonly used methods of assessment for Retail SVQs. However, COVID-19 resulted in many retail outlets being closed and access to observation of candidates became impossible. Some centres were unable to continue to support candidates during this period but those centres that were able to continue with assessment were advised by SQA to rely on examination of product evidence supported by candidate and witness statements.

Verification activity carried out when lockdown restrictions were eased confirmed that assessment methods returned to the more traditional assessment methods: observation, examination of product evidence, responses to questions, and candidate and witness statements.

Many centres relied on the use of technology when carrying out assessments, and video and audio recordings provided evidence for remote observations. Centres have been advised that the use of technology is acceptable in assessment of SVQ units and should be subject to the same internal verification and standardisation procedures as other methods of assessment.

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

All verification reports confirmed that candidates were signing declarations of authenticity to confirm that evidence submitted by them was their own work. Some centres were using the SQA authenticity declaration document while others developed their own form of authenticity statement. Centres using e-portfolios had incorporated a declaration statement into their systems which candidates agreed with.

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

Verification reports for all centres visited confirmed that assessment decisions sampled were accurate and consistent. Verification reports also confirmed that standardisation activities were taking place and internal verification activity was recorded to provide feedback on assessment decisions.

The use of technology has become more common because of centres having to adapt to COVID-19 restrictions. Where technology had been used, for example, video and/or audio recordings, verification reports confirmed that the same standardisation and internal verification processes were used as for the traditional methods of assessment.

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

All centres confirmed that they were aware of SQA's current evidence retention requirements. Candidate evidence should be retained for six months from the date of resulting or from the date of contact with an SQA qualification verifier.

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

Verification reports confirmed that all centres had procedures in place for the dissemination of feedback from qualification verification reports. Generally, information is shared electronically with everyone involved and discussed at a staff meeting. Centres confirmed that any actions would be implemented immediately, and recommendations considered for their relevance to centre assessment procedures.

Areas of good practice reported by qualification verifiers

The following good practice was reported during session 2020–21:

♦ Additional consideration was given on how to keep candidates fully engaged through online platforms during the COVID-19 pandemic. Extra 'off campus' support was provided to assist candidates with managing their e-portfolios more independently

♦ A centre maximised the One File system to the benefit of candidates when moving to a fully online delivery model during COVID-19. Communication is strong and accessible, and progress is easy to track for all users

♦ A centre provided an online presentation to all learners prior to induction. The online presentation contains information about the centre, the qualification and assessment procedures

♦ Monthly CPD entries support good practice of consolidating industry knowledge and adding to the assessor skill base

♦ Candidates and assessors commenting on written work to show understanding from the candidate and support from the assessor

Specific areas for development

The following areas for development were reported during session 2020–21:

♦ The use of technology should be incorporated into standardisation activities

♦ Video recording should be standardised to ensure consistency of assessment methods and decisions. It is recommended that video and audio recordings should be contextualised by the assessor. Contextualisation should include the date, location of assessment site, and details of unit(s) being assessed, along with the names of all those involved

♦ Assessors should be encouraged to identify and log CPD opportunities from assessment activities, for example, gaining experience and/or knowledge of retail activities from observing candidates