

## **Vocational Qualifications (QCF, NVQ, NQF)**

### **Retail Skills**

Level 1 Award Retail Skills – **10284** (from 2012)

Level 1 Certificate Retail Skills – **10285** (from 2012)

Level 1 Diploma Retail Skills – **10286** (from 2012)

Level 2 Award Retail Skills – **10287** (from 2012)

Level 2 Certificate Retail Skills – **10288** (from 2012)

Level 2 Diploma Retail Skills – **10289** (from 2012)

Level 3 Certificate Retail Skills (Management) – **10290** (from 2012)

Level 3 Certificate Retail Skills (Sales Professional) – **10291** (from 2012)

Level 3 Certificate Retail Skills (Visual Merchandising) – **10292** (from 2012)

Level 3 Diploma Retail Skills (Management) – **10293** (from 2012)

Level 3 Diploma Retail Skills (Sales Professional) – **10294** (from 2012)

Level 3 Diploma Retail Skills (Visual Merchandising) – **10295** (from 2012)

## **OCR Report to Centres 2014-2015**

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support, which keep pace with the changing needs of today's society.

This report on the examination provides information on the performance of candidates, which it is hoped will be useful to teachers in their preparation of candidates for future examinations. It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the examination.

OCR will not enter into any discussion or correspondence in connection with this report.

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# Retail Skills

## Retail Skills

### 1 The qualifications and standards

#### **Assessment Team:**

The staffing of assessment and IQA teams within centres reported on during this year, was generally found to be sufficient and competent for the number of candidates registered.

#### **Resources:**

As these qualifications are all competence based with assessment required in the workplace the EQA reports have confirmed that good resources are available for the candidates and the assessment team. Safety and risk assessments have been shown as carried out before assessment takes place. There has been an increase in the number of centres using e-portfolios with a mixed response from candidates on their ease of use.

#### **Candidate Support:**

Candidates have been interviewed as well as portfolios verified and their feedback has been very good. They have commented on the development and career opportunities that these qualifications have opened up for them.

Records seen in centres indicate that assessors are meeting candidates regularly to monitor progress, plan assessment and then to carry out assessment and give feedback. In general this is being well-recorded.

#### **Assessment and Internal Verification:**

In general this has been found to be good with adequate sampling carried out and a suitable range of evidence being used. In one instance the IQA procedure was not applied fully and inadequate sampling was taking place. A level 3B sanction had to be imposed. Observations form a major element in these assessments along with the manager's confirmation of competence throughout the assessment process. There is also good use of questioning, professional discussion, and witness testimony.

Assessment teams have completed regular standardisation activities, which have been recorded.

#### **Management Systems and Records:**

Excellent Management systems are in place in the majority of centres with these embedded in the e-portfolio systems where these are in use. The policies and procedures in place in centres seem to be adequate, meeting both OCR and qualification requirements and are operating well.

### **Assessment Summary:**

EQA reports have confirmed that the centres are operating well, with good systems and are carrying out effective assessment with good internal quality checks. Many centres have either qualified for Direct Claims Status or continued to hold this facility during the year.

## **2 Sector Developments**

The current qualifications continue to work well with a large number of QCF units and a rather complex set of rules of combination. The Retail sector is very dependent on the economic climate, which has not been encouraging for training take up. Increasing competition between supermarkets and discounters along with advances in technology with click and collect provision has also adversely affected the sector.

The number of candidates is therefore being limited at present by the economy. Some potential candidates work with charities or are self-employed. All are being badly affected by spending cuts or lack of funds.

**OCR (Oxford Cambridge and RSA Examinations)**  
1 Hills Road  
Cambridge  
CB1 2EU

**OCR Customer Contact Centre**

**Education and Learning**

Telephone: 01223 553998

Facsimile: 01223 552627

Email: [general.qualifications@ocr.org.uk](mailto:general.qualifications@ocr.org.uk)

[www.ocr.org.uk](http://www.ocr.org.uk)

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**OCR (Oxford Cambridge and RSA Examinations)**  
Head office  
Telephone: 01223 552552  
Facsimile: 01223 552553

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