2014 Course Report



Retail Services Examination

State Distribution

The typical examination performance in this band:

Consistently, accurately and appropriately communicates using precise industry terminology. Demonstrates thorough understanding of the work performance required in a retail services industries context. Applies in-depth knowledge and understanding relevant to customer service; safety; sales and security; and working in the industry. Demonstrates extensive understanding of retail general selling or food selling or community pharmacy. Demonstrates comprehensive understanding of practices and procedures relating to selling, point-of-sale, theft prevention and stock loss and their importance in the retail services work environment. Demonstrates critical judgement and sound reasoning to select, organise, synthesise and evaluate relevant information from a variety of sources.

Communicates using specific industry terminology, in a manner appropriate to the audience and situation. Demonstrates detailed understanding of the work performance required in a retail services industries context. Demonstrates detailed knowledge and understanding relevant to customer service; safety; sales and security; and working in the industry. Demonstrates understanding of retail general selling or food selling or community pharmacy. Demonstrates thorough understanding of practices and procedures relating to selling, point-of-sale, theft prevention and stock loss and their importance in the retail services work environment. Demonstrates accomplished judgement and reasoning to select, organise and evaluate relevant information from a variety of

Communicates, using industry terminology, in a manner appropriate to the workplace. Demonstrates sound understanding of the work performance required in a retail services industries context. Demonstrates sound knowledge and understanding relevant to customer service; safety; sales and security; and working in the industry. Demonstrates basic understanding of retail general selling or food selling or community pharmacy. Demonstrates general understanding of practices and procedures relating to selling, point-of-sale, theft prevention and stock loss and their importance in the retail services work environment. Frames written responses in a descriptive manner.

Communicates using basic industry terminology. Demonstrates some understanding of the work performance required in a retail services industries context. Demonstrates basic knowledge and understanding relevant to customer service; safety; sales and security; and working in the industry. Demonstrates limited understanding of retail general selling or food selling or community pharmacy. Demonstrates limited understanding of practices and procedures relating to selling, point-of-sale, theft prevention and stock loss and their importance in the retail services work environment. Frames written responses using generalisations.

Communicates using non-industry specific terms. Demonstrates minimal understanding of the work performance required in a retail services industries context. Demonstrates limited knowledge and understanding relevant to customer service; safety; sales and security; and working in the industry. Displays elementary understanding of retail general selling or food selling or community pharmacy. Demonstrates some understanding of practices and procedures relating to selling, point-of-sale, theft prevention and stock loss and their importance in the retail services work environment. Frames written responses using unsupported generalisations.

A mark in this band indicates that the student has achieved below the minimum standard expected.

The candidature of this course was 1,025.

Band 2



Band 1

0