

Mapping of qualifications

In VQManager, it is possible to set up mapping so that users can see where criteria within or across qualifications correspond with each other. This mapping might come from the relevant awarding body, or be provided by you, the client; and is set up in the system by SkillWise.

It is also possible to set up a custom 'qualification' with a list of tasks or assignments, and link those assignments to criteria in accredited qualifications.

When logging evidence, in the 'criteria met' section, criteria with mapping attached to them show with a double-tick icon:

Criteria met

As a assessor you may choose to [accept all learner ticks.](#)

Navigate to and select the relevant Unit, Element, Assessment criteria, Range or Knowledge and Understanding items against which the evidence is to be logged.

☐ Open all
☐ Open all checked items
☐ Open all linked items
☐ Close all

☒ **BTEC Certificate in Retail Knowledge L3 (QCF) (Edexcel) 500_7312_6**

☒ **Unit 26 Understanding Customer Service in the Retail Sector** ☒

☒ **Learning outcome 1 Understand the effect of customer service on retail business**

☒ **Assessment criteria 1** ☒

☒ **1.1 Explain the importance of customer loyalty to a retail business**

☒ **1.2 Explain the relationship between standards of customer service and customer loyalty**

☒ **Learning outcome 2 Understand how retail businesses ensure customer service standards are met**

☒ **Learning outcome 3 Understand how customer complaints are resolved in a retail business**

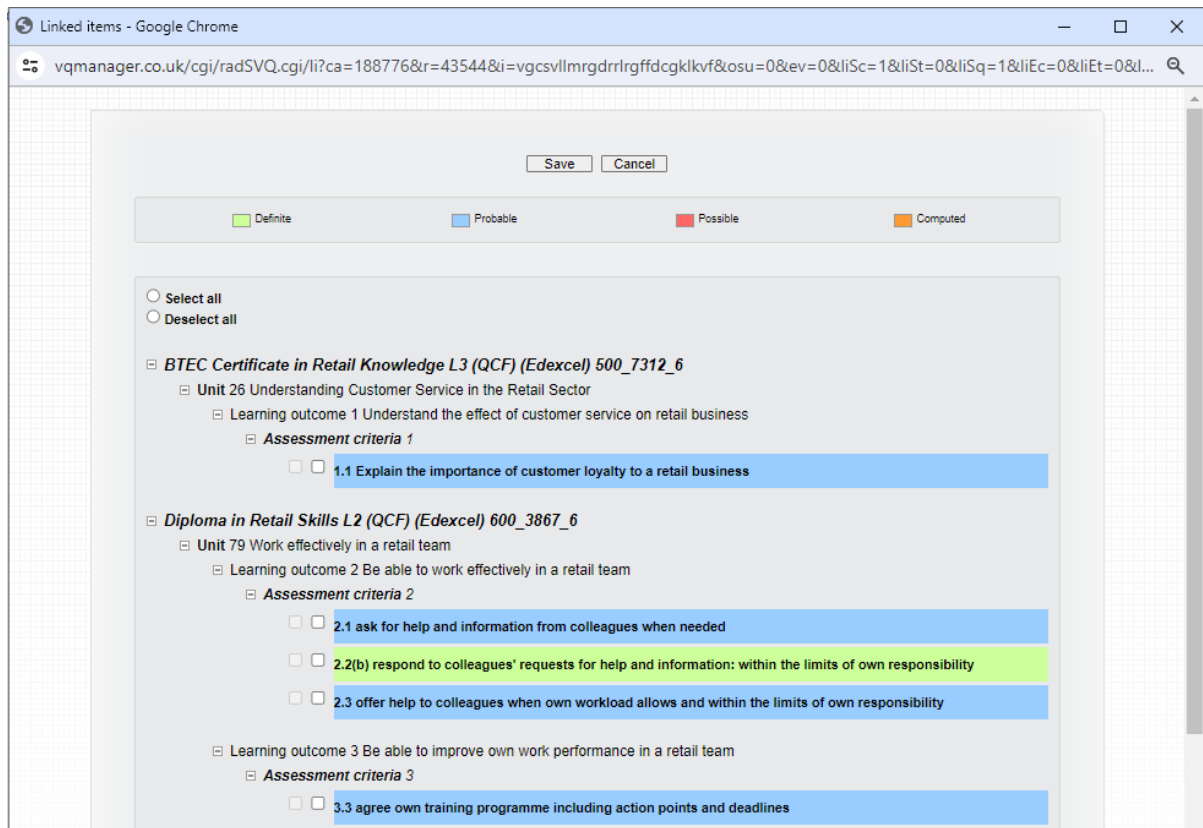
☒ **Learning outcome 4 Understand how customer service is monitored in a retail business**

☒ **Unit 27 Understanding the Management of Risks to Health and Safety on the Premises of a Retail Business** ☒

☒ **Unit 30 Understanding the Retail Selling Process** ☒

Clicking on this icon opens a pop-up box showing the mapping itself. Users can choose to 'select all' or tick off individual mapped criteria.

Criteria can be classed as 'definite', 'probable' or 'possible' in terms of whether covering the header criterion will also cover the mapped criteria. The different classifications show in different colours in the mapping pop-up.



Ticking criteria in the mapping pop-up and clicking 'save' transfers the ticks into the main evidence page.

If you would like to discuss mapping qualifications together in your centre, please do contact us. There is a charge for this work. Prices are available upon enquiry.