



L-Università
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MATSEC
Examinations Board



Marking Scheme

SEC Retail Unit 3

Main Session 2025
1st April 2025

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Marking Scheme (Main Session 2025): SEC Retail Unit 3

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks NOT to be subdivided any further than indicated below	Examples of expected answer Other valid answers are to be accepted unless stated otherwise
C-2		Q1	6		
	MQF 1: Outline the five steps of the 5S housekeeping model.	1a	2	Award 0.4 marks for each outline.	<p>The candidates are expected to outline the given FIVE steps of the 5S housekeeping model: sort; set in order; shine; standardise; sustain.</p> <p>An example of an outline could be: Sort is the first step of this model. Sort involves the grouping of items into what is needed and what is no longer needed at the workplace.</p>
	MQF 2: Describe how to implement the 5S housekeeping model for a given retail situation.	1b	2	Award 0.4 marks for each description.	<p>The candidates are expected to describe how to implement the given FIVE steps of the 5S housekeeping model in the photocopying and printing area within the stationery shop: sort; set in order; shine; standardise; sustain.</p> <p>An example of a description could be sort: To implement the 5S housekeeping model in the photocopying and printing area of the stationery shop, start by sorting out unnecessary items and keeping only essential tools.</p>
	MQF 3: Discuss reasons for sustaining housekeeping practices in a retail outlet.	1c	2	Award 1 mark for each discussion.	<p>The candidates are expected to discuss the given TWO reasons for sustaining housekeeping practices in a retail outlet: improved customer perceptions; higher employee motivation.</p> <p>An example of a discussion could be: Improving customer perception is one of the reasons for sustaining housekeeping practices. Customers will have a better experience at the retail outlet. Once cleaning and organising becomes a habit, the workplace will become tidier and more hygienic. Customers would also realise that the retail outlet is safer as dangerous items are stored properly.</p>

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K-3		Q2	4		
	MQF 1: List causes of retail shrinkage.	2a	1	Award 0.25 marks for each cause listed.	The candidates are expected to list any FOUR causes of retail shrinkage apart from return fraud and inappropriate inventory control such as: internal theft, external theft, vandalism, operational or administrative errors, vendor fraud.
	MQF 2: Outline measures to prevent retail shrinkage.	2b	1	Award 0.25 marks for each outline.	<p>The candidates are expected to outline the given FOUR measures to prevent retail shrinkage: senior management commitment to loss prevention strategy, invest in automated cash management technology, use security systems and ensure their proper maintenance, refer to private security firms' advice.</p> <p>An example of an outline could be: Investing in automated cash management technology: Technology helps to count currency and detect counterfeit, and prevent retail shrinkage by reducing human error and securing cash storage.</p>
	MQF 3: Describe the impact of shrinkage on retail operations.	2c	2	Award 1 mark for each description.	<p>The candidates are expected to describe TWO impacts of shrinkage on retail operations apart from operating issues, such as: less cash for stock purchase, and revenue loss.</p> <p>An example of a description could be: less cash for stock purchase: Shrinkage leads to inventory shortages and fewer products for customers. This can result in missed sales opportunities and decreased customer satisfaction. Over time, the shop's competitiveness and financial health may suffer due to shortages.</p>

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K-7	MQF 1: Name components of a POS structure.	3a	1	Award 0.25 marks for each component named.	The candidates are expected to name any FOUR components of a POS structure such as: cash register, computer, cash drawer, receipt printer, customer display, barcode scanner.
	MQF 2: List the back office functions of a POS system.	3b	1	Award 0.25 marks for each listed function.	The candidates are expected to list any FOUR back-office functions of a Point of Sale (POS) system such as: inventory control, purchasing requests, transfer of products from one location to the other, store sales information, reporting, sales trends.
	MQF 3: Outline benefits of a POS system.	3c	2	Award 0.5 marks for each outline.	The candidates are expected to outline any FOUR benefits of a Point of Sale (POS) system such as: reduces sales administration time; improves stock control; increases retail store profitability; records purchasing patterns; supports marketing plans; offers real-time access to both financial and operational data; provides reports for better decision-making. An example of an outline could be: A POS system reduces sales administration time by automating transactions, instantly updating inventory levels and eliminating manual records.
K-9	MQF 1: State the meaning of 'retail accounting'.	4a	1	Award 0.5 marks for each element mentioned in the statement.	The candidates are expected to state the meaning of 'retail accounting' by including TWO elements such as: inventory; retail price. An example of a statement could be: Retail accounting records inventory/stock at its final retail/selling price.

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	MQF 2: Outline basic retail financial elements.	4b	1	Award 0.5 marks for each outline.	<p>The candidates are expected to outline the following TWO retail financial elements: markup; cost of goods sold.</p> <p>An example of an outline could be: Mark-up helps set retail prices by ensuring that the selling price covers costs and generates a profit. It is expressed as a percentage over the costs.</p>
	MQF 3: Describe key retail accounting terms.	4c	2	Award 0.5 marks for each description.	<p>The candidates are expected to describe FOUR retail accounting terms, such as: accounts receivable, accounts payable, break-even, cash flow, depreciation, budget, assets, liabilities, profit.</p> <p>An example of a description could be: A budget is a financial plan for a defined period that serves as an estimate of future expenditure, revenues or both. Hence retailers can plan on how much they anticipate selling and how much they anticipate spending.</p>