



Candidate Evidence Checklist

OCR Level 2 Award/Certificate in Retail Knowledge

Unit 4: Understanding how individuals and teams contribute to the effectiveness of a retail business

This form should only be used for candidates **not** using the OCR Candidate Evidence Booklet.

Level 2

CANDIDATE	
Candidate's name:	_____
I confirm that this is all my own work.	
Candidate's signature	Date _____

ASSESSOR	
Assessor's name:	_____
I confirm that I have authenticated the candidate's work and am satisfied that to the best of my knowledge the work produced is solely that of the candidate.	
Assessor's signature	Date _____

Assessment criteria	Document/Page number	Attached (insert ✓)
1.1 State the key requirements in a contract of employment in retail business		
1.2 State which organisations are able to help individuals in the cases of violation of employee rights		
1.3 State the key areas covered by 'equality' legislation		
1.4 State the purpose of laws that promote equality within the workplace		
1.5 Define diversity in relation to promoting equality and diversity within the workplace		
2.1 Explain what is meant by 'team work' in retail business		

Assessment criteria	Document/Page number	Attached (insert ✓)
2.2 Describe the benefits that team work can bring to team members and to retail business as a whole		
2.3 Describe the general qualities and abilities required to be an effective member of a team in retail business		
3.1 Describe the relevance and importance of communication skills in clarifying and resolving misunderstandings		
3.2 Describe effective methods of communication used within teams		
3.3 Describe how poor communication skills can affect a team's performance		
4.1 Describe broad functional teams in retail and identify the different job roles and career pathways within these		
4.2 Describe the relationships between different job roles within functional teams and identify the lines of accountability in retail business		
5.1 Explain the benefit to individual employees and the retail business as a whole of a personal development plan		
5.2 Describe the range of methods available to identify own learning needs		
5.3 Explain the main learning styles and state which learning methods and activities suit each style		
5.4 Identify potential learning resources available for improving own performance		
6.1 Explain how work objectives are agreed and state the benefits they can bring to the individual and the retail business		
6.2 Explain how a team's goals impact on the roles and responsibilities of individual team members		

Assessment criteria	Document/Page number	Attached (insert ✓)
6.3 Describe the benefits to the retail business of identifying more effective ways of working		