



Evidence Booklet

OCR Level 2 Award/Certificate in Retail Knowledge

10360/10361

Unit 5: Understanding retail consumer law

Level 2

Candidate’s name (Block capitals).....

Instructions to candidates

Read the instructions carefully and complete all tasks in this booklet.

I confirm that

- the work in this booklet is my own work.
- I have not copied from anyone or any other sources.
- I have not allowed anyone to copy my work.

Candidate’s signature..... Completion date.....

When your evidence booklet is complete, sign and date the following declaration.

Centre assessor’s name (Block capitals).....

I confirm that I have read the *Introduction for Tutors* overleaf.

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.

I confirm that

- all tasks have been completed
- I have marked the work following the assessment guidance
- the work meets the assessment criteria.

Centre assessor’s signature..... Completion date.....

(If applicable)

Internal quality assurer’s (IQA) name (Block capitals)

I confirm that I have checked this booklet and agree with the assessment decision.

IQA’s signature..... Date of quality assurance.....

(If applicable)

Scribe’s name (Block capitals).....

I confirm that I have transcribed the candidate responses using their own words.

Scribe’s signature..... Date.....

Introduction for tutors

The purpose of this evidence booklet is to provide a simple and manageable solution for gathering evidence for Unit 5 of this qualification.

ASSESSMENT AND QUALITY ASSURANCE

All evidence **must** be marked before submission. This should be indicated through a tick and/or feedback comment on each answer. Tutors should check that there are no gaps in the evidence. Incomplete evidence must not be submitted. The relevant Assessment Criterion (AC) is listed against the title of each Task.

Scribed work **must** be annotated with the scribe's initials. If candidates require a scribe, further guidance can be found in the JCQ document: *Access Arrangements, Reasonable Adjustments and Special Consideration 2012-2013*. The application form for reasonable adjustments is available to download from the JCQ website: <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms/form-vq-ia>

Centres should have an internal standardisation process in place to ensure consistency of assessment across assessors. For further guidance refer to the centre handbook which is available to download from the OCR website: www.ocr.org.uk

SUBMITTING EVIDENCE

Answers should be individual to the candidate and his/her own work. Staple together the tasks in numerical order. Do not submit evidence booklets in folders or plastic pockets. Do not submit group coursework, handouts or downloads.

All evidence submitted must be legible. If evidence is scanned for electronic submission, please ensure that the scanned copy is clearly legible and that pages are in the correct sequence and orientation.

A Candidate Submission Sheet must be completed in line with OCR Administration Guide. The sheets are available to download from the qualification pages on the OCR website: www.ocr.org.uk

Please note that OCR is unable to return candidate work to centres, so centres may wish to take a copy before submitting evidence.

FEEDBACK TO CENTRES

Examiner-moderators will complete an electronic Centre Feedback Report Form (e-NQF6) for each batch submitted. Reports are accessed through OCR Interchange.

KEEPING UP-TO-DATE

Occasionally OCR may up-date these booklets. Please refer to the relevant qualification page on our website: www.ocr.org.uk for the most up-to-date version.

QUALIFICATION DETAILS

OCR Level 2 Award in Retail Knowledge – 500/6718/7

OCR Level 2 Certificate in Retail Knowledge – 500/6736/9

The QCA Accreditation Number for this unit is:

Unit 5: Understanding retail consumer law – D/502/5801

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Unit 5: Understanding retail consumer law

CANDIDATE EVIDENCE BOOKLET

CENTRE NUMBER:	CANDIDATE NAME:
Learning Outcome 1. Understand how consumer legislation protects the rights of customers	
1a) Give the purpose of consumer legislation in relation to retail. (AC1.1)	
1b) Describe what each of the following means in relation to consumer legislation. (AC1.2)	
Match the description:	
Be of satisfactory quality:	
Be fit for purpose:	

Learning Outcome 2. Know the main provisions for the protection of consumers from unfair trading practices
2a) <i>Consumer Protection from Unfair Trading Regulations</i> is one provision in place to protect consumers from unfair trading practices. Describe four unfair commercial trading practices that affect retail consumers. (AC2.1)
Unfair commercial trading practice
1
2
3
4
2b) Describe three responsibilities of a retail employee to ensure compliance with <i>Consumer Protection from Unfair Trading Regulations</i> . (AC2.2)
1
2
3

Learning Outcome 3. Know the main provisions of consumer credit legislation in relation to retail	
3) Give six examples of information a customer must be given when taking out a credit agreement with a retail business. (AC3.1)	
1	4
2	5
3	6

Learning Outcome 4. Know the main provisions of data protection legislation in relation to retail	
4a) For each of the following situations give two different responsibilities, under data protection legislation, of the business and its employees when handling customer information. There should be a total of four different responsibilities. (AC4.1)	
Situation	Responsibility
1. A customer telephones to place and pay for an order	1
	2
2. A customer visits the store to return a faulty item and has to give their personal details	3
	4

Learning Outcome 5. Know the main provisions of the law relating to the sale of licensed and age-restricted products

5a) Give **two** examples of licensed products. For **each** example give **one** legal responsibility of the business and **one** legal responsibility of the employees. A total of **four different** responsibilities. (AC5.1)

Licensed Product	Responsibility of the business	Responsibility of the employee
1		
2		

5b) Give **two** examples of age-restricted products. For **each** example give **one** legal responsibility of the business and **one** legal responsibility of the employees. A total of **four different** responsibilities. (AC5.2)

NOTE: The examples must be **different** to those chosen in 5a.

Age-Restricted Products	Responsibility of the business	Responsibility of the employee
1		
2		

Learning Outcome 6. Understand the consequences for businesses and employees of contravening retail law	
6a) Describe one legal and one commercial consequence for a retail business of contravening retail law. (AC6.1, 6.2)	
1 Legal consequence:	2 Commercial consequence:
6b) Describe one legal and one personal consequence for a retail employee of contravening retail law. (AC6.1, 6.2)	
1 Legal consequence:	2 Personal consequence:

END OF EVIDENCE BOOKLET