



Evidence Booklet

OCR Level 2 Award/Certificate in Retail Knowledge

10360/10361

Unit 7: Understanding security and loss prevention in a retail business

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 7 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 7: Understanding security and loss prevention in a retail business – K/502/5817

ALL OF THIS MATERIAL MAY BE PHOTOCOPIED. Any photocopying will be done under the terms of the Copyright Designs and Patents Act 1988 solely for the purposes of assessment.

Unit 7: Understanding security and loss prevention in a retail business

CANDIDATE EVIDENCE BOOKLET

CENTRE NUMBER:	CANDIDATE NAME:
Learning Outcome 1. Know the range of security risks faced by a retail business	
1a) Describe two examples of internal criminal activity and two examples of external criminal activity which commonly occur in retail businesses (AC1.1)	
Internal criminal activity	
Example 1:	Example 2:
External criminal activity	
Example 1:	Example 2:

1b) For **each** retailer in the table below identify the products at **most risk** of theft and give **one** reason for **each** choice. (AC1.2)

Retailer	Circle your choice of the product at most risk of theft.	The reason it has the most risk of theft is:
A DIY retailer	Laminate flooring	
	Electric hand tools	
	Indoor lighting	
A local convenience store	Toiletries and cosmetics	
	Fresh fruit and vegetables	
	Wine and beer	
An electrical retailer	Ink cartridges	
	Kettle	
	Televisions and stands	

<p>Learning Outcome 2. Understand the effect which retail crime has on a retail business and its staff</p>		
<p>2a) Give three examples of crime that could occur in a retail business. For each, describe how it affects the business' profits and its staff. The descriptions must include:</p> <ul style="list-style-type: none"> • at least two different ways crime could affect the business' profits. (AC2.1) • at least two different ways crime could affect the business' staff. (AC2.2) 		
<p>Example 1 of a crime that could occur is:</p>	<p>The effect of this crime on business' profits could be:</p>	<p>The effect of this crime on staff could be:</p>
<p>Example 2 of a crime that could occur is:</p>	<p>The effect of this crime on business' profits could be:</p>	<p>The effect of this crime on staff could be:</p>
<p>Example 3 of a crime that could occur is:</p>	<p>The effect of this crime on business' profits could be:</p>	<p>The effect of this crime on staff could be:</p>

Learning Outcome 3. Know what actions can be taken to prevent crime in a retail business	
3a) Outline two actions/precautions a retail business could take to secure each area given in the table below. (AC3.1)	
STOCK	Action/precaution 1 is
	Action/precaution 2 is:
PREMISES	Action/precaution 1 is:
	Action/precaution 2 is:
CASH	Action/precaution 1 is:
	Action/precaution 2 is:
PEOPLE	Action/precaution 1 is:
	Action/precaution 2 is:
INFORMATION	Action/precaution 1 is:
	Action/precaution 2 is:

3b) Give **two** examples of actions/precautions a retail business could take to reduce staff theft and the resulting loss of stock. (AC3.2)

Example 1:

Example 2:

Learning Outcome 4. Know how security incidents should be dealt with	
4a) Describe two actions a sales assistant should take in the event of an observed or suspected theft. (AC4.1)	
Action 1:	Action 2:

4b) For each situation in the table below give two steps a retail employee should take to protect their personal security. (AC4.2)	
Situation 1 is dealing with an angry or abusive customer	
Step 1:	Step 2:
Situation 2 is when a colleague asks for help to steal stock	
Step 1:	Step 2:

4c) Give **one** example of a security incident a sales assistant could face. State **when** the incident should be referred to senior staff. (AC4.3)

One example of a security incident is:

When should the incident be referred to senior staff?

END OF EVIDENCE BOOKLET