



# Evidence Booklet

## OCR Level 2 Award/Certificate in Retail Knowledge

10360/10361

Unit 8: Understanding the control, receipt and storage of stock 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 8 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](http://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](http://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](http://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 8: Understanding the control, receipt and storage of stock in a retail business – F/502/5810

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# Unit 8: Understanding the control, receipt and storage of stock in a retail business

## CANDIDATE EVIDENCE BOOKLET

CENTRE NUMBER:	CANDIDATE NAME:
<b>Learning Outcome 1. Understand the importance of having the right stock levels</b>	
1a) Give <b>three</b> reasons why a retail business uses stock control. (AC1.1)	
Reason 1:	
Reason 2:	
Reason 3:	
1b) Read the following scenario. Describe <b>three</b> consequences of failing to accurately complete the delivery paperwork. (AC1.2)	
SCENARIO – A stockroom assistant receives a delivery with a carton missing but records the quantity received as correct.	
Consequence 1:	
Consequence 2:	
Consequence 3:	

1c) (i) Describe <b>two</b> methods used by retail business to maintain stock levels. (AC1.3)		
Method 1:	How is this method used?	
Method 2:	How is this method used?	
1c) (ii) Give <b>two</b> consequences to a retail business of not maintaining the right stock levels. (AC1.3)		
Consequence 1:		
Consequence 2:		
<b>Learning Outcome 2. Understand how goods are received on the premises of a retail business</b>		
2a) For <b>each</b> delivery situation give <b>one</b> reason why is it important to know <b>what</b> goods are expected and <b>one</b> reason why it is important to know <b>when</b> the goods are expected. (AC2.1)		
Delivery situation	The importance of knowing <b>what</b> goods are expected	The importance of knowing <b>when</b> the goods are expected
A department store.  A delivery of customers' special orders is expected next Thursday between 10.00 and 12.00.		
A small local gift shop.  A delivery of 20 boxes of fragile goods (glass and china) is expected next Friday between 13.00 and 14.00.		

2b) Give <b>four</b> examples of how to prepare the receiving area for a goods delivery. (AC2.2)	
1	3
2	4

2c) For **each** of the following delivery situations give **two** items of Personal Protective Equipment (PPE) that should be used. (AC2.5)

The delivery situation	The PPE that should be used	
1. Placing a delivery of chilled goods into storage.	Item 1:	Item 2:
2. Unloading a delivery of palletted goods	Item 1:	Item 2:

2d) (i) Explain **one** reason why it is important to check the **quantity** of goods received. Describe the procedures for reporting and recording variations. (AC2.3, 2.4)

A reason to check the **quantity** of goods received is:

.....

.....

.....

.....

The procedure for reporting and recording variations is:

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.....

2d) (ii) Explain **one** reason why it is important to check the **quality** of goods received. Describe the procedures for reporting and recording defects. (AC2.3, 2.4)

A reason to check the **quality** of goods received is:

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The procedure for reporting and recording defects is:

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**Learning Outcome 3. Understand how stock should be stored to prevent damage or loss**

3a) For each of the following stock items describe **one** method of storage and **one** handling technique that could prevent damage. (AC3.1, 3.2)

Item of stock	A method of storage	A stock handling technique
Frozen and chilled food		
Cases of alcohol		
Chemicals or hazardous substances		
Fashion clothing		

3b) Give <b>two</b> reasons why the quality of stock should be checked regularly. Give <b>two</b> examples of the cause of stock deterioration while in storage. (AC3.3)	
Reason <b>1</b> for regular checks of quality:	Reason <b>2</b> for regular checks of quality:
Cause of deterioration <b>1</b> :	Cause of deterioration <b>2</b> :
3c) Explain <b>two</b> reasons for storing stock in order of receipt. Describe <b>two</b> ways of doing this. (AC3.4)	
Reason <b>1</b> for storing in order of receipt: ..... ..... ..... .....	
Reason <b>2</b> for storing in order of receipt: ..... ..... ..... .....	
The <b>first</b> way of storing in order of receipt: ..... .....	
The <b>second</b> way of storing in order of receipt: ..... .....	

**END OF EVIDENCE BOOKLET**