



Evidence Booklet

OCR Level 2 Award/Certificate in Retail Knowledge

10360/10361

Unit 2: Understanding how a retail business maintains health and safety on its premises

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 2 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 2: Understanding how a retail business maintains health and safety on its premises– A/502/5823

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Unit 2: Understanding how a retail business maintains health and safety on its premises

CANDIDATE EVIDENCE BOOKLET

CENTRE NUMBER:	CANDIDATE NAME:
Learning Outcome 1. Know the main provisions of health and safety legislation in relation to a retail business	
1a) Describe two responsibilities of employees and two responsibilities of employers under the Health and Safety at Work Act 1974. (AC1.1)	
Employee responsibility 1 is:	Employee responsibility 2 is:
Employer responsibility 1 is:	Employer responsibility 2 is:

1b) Describe two responsibilities of employees and two responsibilities of employers under COSHH regulations (Control of Substances Hazardous to Health). (AC1.2)	
Employee responsibility 1 is:	Employee responsibility 2 is:
Employer responsibility 1 is:	Employer responsibility 2 is:

Learning Outcome 2. Know what actions to take in an emergency	
2a) Select from the words/phrases in the next row to correctly complete the following sentences. (AC2.1)	
a fire in the store	activating the nearest call point
the person who first notices the fire	a shoplifter in the store
the supervisors and senior management	the company procedures
1. An emergency alarm should be raised when there is	
2. When raising the alarm a sales person should follow	
3. The way to raise an emergency alarm is by	
4. It is the responsibility of _____ to raise the emergency alarm.	

2b) Give **three** actions to take in **each** of the following situations. (AC2.2)

A colleague has an accident on the premises.

1.

2.

3.

A sales assistant notices a suspicious parcel, possibly a bomb.

1.

2.

3.

A fire breaks out in a storage area.

1.

2.

3.

<p>2c) In the box below are main stages in an emergency evacuation procedure.</p> <p>Place them in the correct order by using numbers 1 to 5 with 1 being the first stage and 5 being the last. (AC2.3)</p>	
The stages are:	The correct order is:
Direct customers/visitors to the nearest safe exit.	
Stop what you are doing.	
Meet at the assembly point for a roll call.	
Re-enter the building only when told it is safe to do so.	
Follow the instructions of fire wardens.	

Learning Outcome 3. Understand the employees' responsibilities in reporting hazards and accidents that typically occur on the premises of a retail business		
3a) Describe one hazard and one associated risk to an individual when completing each of the work activities outlined in the table below. (AC3.1)		
Activity	The hazard is:	The associated risk is:
1. A stockroom assistant is unloading and moving a delivery of stock.		
2. A sales assistant is replenishing bottles of wines and spirits.		
3. A cleaner is working in a supermarket during opening hours.		

3b) Give **one** reason why it is important to **notice** hazards and **one** reason why it is important to **report** hazards. (AC3.2)

It is important to **notice** hazards because:

It is important to **report** hazards because:

3c) State **when** and **to whom each** of the following personal accidents should be reported.
(AC3.3)

Accident 1. A sales assistant working in the bake-off area of a supermarket has burnt their hand on the oven

When should this accident be reported?

To which person should it be reported?

Accident 2. A stockroom assistant falls and is off work for 10 working days.

When should this accident be reported?

To which organisation should it be reported?

Learning Outcome 4. Understand safe handling, storage and disposal
4a) Describe the safe methods for lifting and carrying when moving stock in the following situations. (AC4.1)
Without using equipment
When using equipment
With a colleague

4b) Give **one** example of waste and **one** example of rubbish found in retail businesses. For **each** example describe the following:

- **one** method of safe handling
- **one** method of removing from the area
- **one** method of disposal (AC4.2)

The example of waste is:	A method of safe handling	A method of removing from the area	A method of disposal
The example of rubbish is:	A method of safe handling	A method of removing from the area	A method of disposal

4c) Select **three** dangerous substances and items from the list below:

- toxic substances or chemicals
- knives and sharp objects
- heavy loads
- flammable items.

For **each** selection describe **where and how** it should be stored. (AC4.3)

Write in the dangerous substance or item you are selecting	Describe where to store it	Describe how to store it
1.		
2.		
3.		

4d) Give **two** reasons why it is important to safely handle, store and dispose of substances hazardous to health. (AC4.4)

Reason 1:

Reason 2:

Learning Outcome 5. Understand safe working practices
5a) Describe three routine working practices retail employees need to follow to minimise health and safety risks at work. (AC5.1)
Routine working practice 1 :
Routine working practice 2 :
Routine working practice 3 :

5b) Explain three reasons why equipment and materials should be used in line with employer's and manufacturer's instructions. (AC5.2)
Reason 1:
Reason 2:
Reason 3:

END OF EVIDENCE BOOKLET