Unit Title:	**Provide National Lottery products to customers**
OCR unit number:	32
Sector unit number:	C.37
Level:	2
Credit value:	4
Guided learning hours:	25
Unit reference number:	L/503/5708

Unit purpose and aim

This unit assesses the occupational competence of individuals who sell National Lottery products.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand how the National Lottery operates	**The Learner can:** 1.1 explain the role of the operator in promoting the National Lottery 1.2 explain the role of the National Lottery Commission in monitoring how the National Lottery works 1.3 explain the potential risks of vulnerable players buying National Lottery products 1.4 describe relevant legal requirements relating to the National Lottery
2 Be able to use the service terminal	2.1 describe the purpose of the service terminal 2.2 use the service terminal in line with the National Lottery operator's policies and procedures 2.3 identify the designated person to ask for help when the service terminal is not working properly
3 Be able to communicate with customers concerning National Lottery products	3.1 explain to customers, when necessary: • the rules of National Lottery products • how to play National Lottery games 3.2 explain to customers, when necessary, the differences between National Lottery products in terms of: • price • method of play • odds of winning 3.3 explain to underage and vulnerable players why you cannot sell National Lottery products to them

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Learning Outcomes	Assessment Criteria
4 Be able to process National Lottery prize payouts	4.1 process prize payouts in line with the National Lottery operator's requirements

Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

The unit is competence-based. This means that it is linked to the candidate's ability to competently perform a range of tasks associated with their work.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The unit needs to be assessed in line with the relevant Sector Skills Council's (SSC's) Assessment Strategy or Principles. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website (www.skillsmartretail.com).

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

Guidance on assessment and evidence requirements

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.C260

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

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Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✔	Representing		Use ICT systems	✔
Reading	✔	Analysing		Find and select information	✔
Writing	✔	Interpreting		Develop, present and communicate information	✔

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .