Unit Title:	**Pick products in a retail environment to fulfil customer orders**
OCR unit number:	12
Sector unit number:	B.28
Level:	2
Credit value:	4
Guided learning hours:	19
Unit reference number:	R/503/5676

Unit purpose and aim

This unit assesses the occupational competence of individuals who are responsible for picking products in a retail environment to fulfil customer orders. The context could be a conventional store or a 'dot.com' store but not a warehouse.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Be able to organise own work to pick orders within a retail environment	**The Learner can:** 1.1 plan own route around the retail environment, ensuring this will enable orders to be picked in line with organisational procedures 1.2 identify the person who can give advice if picking instructions are unclear
2 Be able to pick products in a retail environment to meet customer requirements	2.1 minimise the inconvenience caused to other people in the retail environment when picking products 2.2 perform checks to ensure that the products being picked are of saleable quality 2.3 protect products from damage and deterioration throughout the picking process 2.4 follow organisational procedures for recording picked products and unavailable products 2.5 choose alternatives as allowed when products requested by customers are not in stock 2.6 use methods for separating products for different orders when picking for more than one customer

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Learning Outcomes	Assessment Criteria
3 Be able to prepare picked orders for collection or despatch from a retail environment	3.1 pack orders in ways that: • keep products in saleable condition during transit • avoid using excessive amounts of packaging 3.2 place packed orders in the designated places ready for collection or despatch from the retail environment

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.

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.B245

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 .