Unit Title:	**Protect own and others' health and safety when working in a retail environment**
OCR unit number:	44
Sector unit number:	E.06
Level:	2
Credit value:	5
Guided learning hours:	28
Unit reference number:	Y/503/5727

Unit purpose and aim

This unit assesses occupational competence in relation to taking responsibility for own and colleagues' health and safety, within set limits, when working in a retail environment.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Understand how to promote health and safety in own workplace	1.1 explain how setting a good example to others can contribute to health and safety in the workplace 1.2 explain how communicating and behaving in a calm way can help to promote safety during emergency situations
2 Understand own role in protecting own and others' health and safety	2.1 explain how reporting accidents and emergencies promptly can help promote health and safety 2.2 explain the importance of not exceeding the limits of own responsibility and authority when dealing with health and safety risks 2.3 explain the importance of using equipment and materials in line with the manufacturer's instructions
3 Be able to deal with accidents and emergencies in a retail environment	3.1 respond to accidents and emergencies: • in line with organisational procedures • in line with legal requirements • in a calm manner 3.2 seek immediate help from an appropriate source in the event of accidents and emergencies 3.3 follow organisational procedures for evacuation when an alarm is raised

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Learning Outcomes	Assessment Criteria
4 Be able to protect own and others' health and safety during day-to-day work activities	4.1 follow organisational health and safety requirements when carrying out own work duties 4.2 deal with health and safety risks within the limits of own authority 4.3 report immediately to the designated person any health and safety risks that are beyond the limits of own authority to deal with 4.4 use equipment and materials needed for own work in line with the organisation's and/or manufacturer's instructions

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.

It is expected that simulation will be used to gather evidence for the demonstration of procedures for accidents and emergencies. Evidence of competence in following evacuation procedures will take account of specific training in these procedures.

This unit can be assessed independently of other units. However, it may be possible to generate some of the evidence for this unit holistically when gathering evidence for other units in the same qualification.

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

OCR provides the following as guidance when assessing the unit:

For the unit the candidate should have an understanding of manufacturers` instructions relating to the equipment used in their retail environment, as well as the requirements of primary legislation including:

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- Health and Safety at Work Act
- Manual Handling Operations Regulations
- Control of Substances Hazardous to Health (COSHH) Regulations

LO3: Accidents and emergencies in retail environments could include:

- slips, trips and falls due to loose flooring, slipping on wet floors, running down stairs, tripping over boxes / equipment left in aisles
- lifting and moving goods/materials including not using equipment correctly
- hit by falling stock due to over stacking shelves, overfilling cages
- falls from climbing on equipment/shelves, incorrect use of ladders/footstools
- spillage of hazardous material including petrol
- cuts when using knives and slicers, or on broken glass (bottles or shelving)
- burns when baking off goods, using hot cabinets
- trapping in balers, conveyor belts
- violent behaviour and criminal activity such as angry customers, fights, robbery, theft
- fires in the building or outside areas
- explosion due to gas leak, fireworks incorrectly stored
- bomb threats/hoaxes

Where additional guidance has been provided, it is not intended to be exhaustive. Candidates may also use other relevant or appropriate examples.

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.E206, SSR.E207

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

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 .

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