Unit Title:	**Follow point-of-sale procedures for age-restricted products in a retail environment**
OCR unit number:	31
Sector unit number:	C.36
Level:	2
Credit value:	2
Guided learning hours:	11
Unit reference number:	J/503/5707

Unit purpose and aim

This unit assesses the occupational competence of individuals who may be asked by customers to accept payment for age-restricted products such as alcohol or tobacco.

Individuals taking this unit must be of an age appropriate to the products being sold.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Know about legislation relating to the retail sale of age-restricted products	1.1 describe own level of authorisation to sell age-restricted products 1.2 state the age restrictions on the products that fall within own responsibility 1.3 describe what can happen if legal age restrictions are not complied with
2 Understand the importance of maintaining customer goodwill when requesting proof of age	2.1 explain the importance of maintaining customer goodwill when requesting proof of age
3 Be able to follow point-of-sale procedures for age-restricted products in a retail environment	3.1 ask customers politely for proof of age when this is required by law or organisational policy 3.2 explain to customers, when necessary, the types of proof of age that can be accepted 3.3 refuse politely and firmly to accept payment for age-restricted products whenever doing so would be in breach of legislation or organisational policy

Assessment

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

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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.

ACs 3.1, 3.3: 'Politely' means demonstrating respect and consideration for other people through the use of appropriate body language, verbal language, tone of voice (or the sign language equivalent) and facial expressions.

ACs 3.1, 3.3: If the organisation does not have a written policy, the candidate needs to ask their manager for broad guidelines and follow these where the unit refers to a policy.

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:

LO1: The candidate will know which products are covered by legislation. A full list can be found on the Trading Standards website http://www.tradingstandards.gov.uk/advice/consumer-advice.cfm. The consequences of failing to comply should include to the individual, to the retailer and changes to customers perception f the business.

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.C252

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 .