

Unit Title:	Keep the non-food retail environment clean and tidy
OCR unit number:	11
Sector unit number:	E.04
Level:	1
Credit value:	3
Guided learning hours:	16
Unit reference number:	R/503/5726

Unit purpose and aim

This unit assesses the occupational competence of individuals who carry out basic cleaning of work surfaces in a non-food retail environment. The unit is suitable only for contexts where food is not stored or prepared, even if the food is wrapped.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Know about health and safety aspects of cleaning and tidying work surfaces in a non-food retail environment	The Learner can: 1.1 identify potential health and safety risks posed by: <ul style="list-style-type: none"> • cleaning equipment and materials, both in use and in storage • spillages • litter and waste 1.2 outline the health and safety legislation relating to routine cleaning of a non-food retail environment, including dealing with spillages and disposing of waste and litter
2 Know the importance of cleaning with consideration for others in a non-food retail environment	2.1 state the importance of minimising disturbance to other people when cleaning a non-food retail environment
3 Know the importance of personal hygiene and tidiness in a non-food retail environment	3.1 state the importance of maintaining personal hygiene in a non-food retail environment 3.2 state how a clean and tidy appearance can help to give customers a positive impression of self and the organisation
4 Be able to clean and tidy work surfaces in a non-food retail environment	4.1 use equipment and materials to clean and tidy work surfaces in a non-food retail environment in line with organisational procedures 4.2 follow organisational procedures for safe working practices while cleaning and tidying work surfaces in a non-food retail environment including: <ul style="list-style-type: none"> • positioning items so that they do not constitute a hazard • keeping the risk of spillages to a minimum • cleaning up any spillages • disposing of rubbish and waste safely

Learning Outcomes	Assessment Criteria
	4.3 clean work surfaces in ways that attempt to minimise disturbance to other people 4.4 perform checks to ensure that work surfaces are thoroughly clean 4.5 store cleaning equipment and materials in line with organisational procedures when cleaning is finished 4.6 dispose of used cleaning products in line with organisational procedures
5 Be able to maintain own personal hygiene in a non-food retail environment	5.1 use protective clothing for performing own duties in line with organisational procedures 5.2 keep own hair, skin and nails clean for performing own duties

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.

Simulation is allowed for the performance evidence within this unit only if no opportunities exist to gather workplace evidence.

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.E107, SSR.E108, E109

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 .