Unit Title:	**Provide service to customers in a dressing room in a retail environment**
OCR unit number:	36
Sector unit number:	C.48
Level:	2
Credit value:	3
Guided learning hours:	16
Unit reference number:	Y/503/5713

Unit purpose and aim

This unit assesses the occupational competence of individuals who provide a service to customers using a dressing room in a retail environment.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Be able to use the dressing room facilities in a retail environment to create sales opportunities	**The Learner can:** 1.1 explain how to recognise customers on the sales floor who may be interested in trying on clothes 1.2 welcome customers politely when they approach the dressing room 1.3 tell customers how to get further help before leaving them to try on clothes 1.4 monitor the dressing room to ensure that customers are not kept waiting unduly to try on clothes 1.5 suggest to dressing room customers any matching items, accessories or promotional offers that may be of interest to them
2 Be able to take measures to minimise stock loss while serving customers in a dressing room in a retail environment	2.1 perform checks to ensure that the number of items of stock each customer takes into the dressing room does not exceed the organisation's allowance 2.2 control the number of items of stock taken into the dressing room in ways that attempt to maintain goodwill 2.3 perform checks to ensure that customers bring out of the dressing room all the items that were taken in 2.4 follow organisational procedures for reporting suspected or actual loss of stock from the dressing room

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Learning Outcomes	Assessment Criteria
3 Be able to keep dressing room facilities in a retail environment ready for customer use	3.1 perform checks before opening the dressing room for use to ensure that it: • meets organisational requirements • is free from obstructions 3.2 maintain the dressing room in a state that meets organisational requirements when the dressing room is open for use
4 Be able to process unsold merchandise in a dressing room in a retail environment	4.1 place merchandise in the designated area in the dressing room when it cannot be immediately returned to the shop floor 4.2 make adjustments where necessary to ensure merchandise is in the required condition for display before it is returned to the shop floor 4.3 dispose of merchandise that is no longer of saleable quality in line with organisational procedures

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.

AC 1.2: '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.

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*.

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National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.C273, SSR.C274

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 .