Unit Title:	**Deputise for the leader of a retail team**
OCR unit number:	11
Sector unit number:	E.09
Level:	3
Credit value:	11
Guided learning hours:	55
Unit reference number:	Y/503/5730

Unit purpose and aim

This unit assesses the occupational competence of individuals who deputise for a team leader within a retail environment. The competent individual is expected to be able to manage and motivate peer colleagues to carry out their day-to-day duties.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand the standards of performance required of own retail team when deputising for a team leader	**The Learner can:** 1.1 explain team leader responsibilities in relation to: • health and safety • equality, diversity and inclusion • security • staffing levels • absence reporting • timekeeping • personal appearance • handling customer complaints 1.2 explain relevant legislation and regulations relating to the products the team sells 1.3 explain the importance of setting an example to team members by following organisational procedures and policies at all times
2 Understand how to gain the co-operation of own retail team when deputising for team leader	2.1 explain the challenges involved in temporarily managing peer colleagues 2.2 explain how clear communication helps teams to work effectively 2.3 explain why it is important for a team leader to be approachable and trustworthy, including the importance of maintaining confidentiality 2.4 explain the importance of treating all team members fairly

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Learning Outcomes	Assessment Criteria
3 Be able to maintain the standards of performance of own retail team when deputising for a team leader	3.1 communicate accurate information and instructions to the team 3.2 set an example for own team by following organisational procedures and policies when deputising for a team leader 3.3 perform checks to ensure that team members follow organisational procedures and policies
4 Be able to manage the morale of own retail team when deputising for a team leader	4.1 allocate work tasks to team members in ways that attempt to maintain the morale of the team 4.2 use methods to motivate own team that are suited to individual team members' existing levels of motivation and expertise 4.3 praise good performance both to the individuals concerned and to management 4.4 provide support to team members who are having difficulty coping with their work, in ways suited to the individual and the situation 4.5 communicate potentially sensitive information only to those who have a right to receive it
5 Be able to manage own performance when deputising for a team leader	5.1 manage own time to carry out other work duties when deputising for a team leader 5.2 follow organisational procedures when problems arise when deputising for a team leader

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.

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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.E338

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 .