Unit Title:	**Provide a bra fitting service in a retail environment**
OCR unit number:	32
Sector unit number:	C.17
Level:	2
Credit value:	10
Guided learning hours:	44
Unit reference number:	Y/503/5694

Unit purpose and aim

This unit assesses the occupational competence of individuals who are responsible for providing a bra fitting service in a retail environment.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand what a bra fitting session involves	**The Learner can:** 1.1 explain the stages of a bra fitting session and the overall time a session is likely to take 1.2 explain how to build trust with customers before and during a bra fitting session 1.3 explain how to help customers to relax before and during a bra fitting session 1.4 explain how to deal with challenging situations, including: • unusual body shape • body odour • disability • mastectomy • maternity
2 Know the features and benefits of different types of bra	2.1 describe the basic styles, shapes and sizes of bra 2.2 describe the different parts of bras, using the technical names for these 2.3 describe the brands, colours, fabrics, trims and price range of bras available in own sales area 2.4 describe the size range and fit of the bras in stock 2.5 describe the features and benefits of different types of bra 2.6 describe the types of clothing that different types of bra are designed to be worn with

© OCR 2011

Learning Outcomes	Assessment Criteria
	2.7 describe accessories such as enhancers and co-ordinating garments 2.8 describe trends in bra design, technological solutions and fabrics
3 Understand how to prolong the life of a bra	3.1 explain the importance of following manufacturers' guidance on washing and caring for bras 3.2 explain how bras can be adjusted to prolong their life
4 Know the arrangements for obtaining bras both in and out of stock	4.1 describe where different types of bra are to be found within own sales area 4.2 state the scheduled delivery dates for new products for own sales area 4.3 describe the available systems for ordering lines either not in stock or not carried by the organisation
5 Know how to fit customers for bras	5.1 describe how to assess the customer's body size, shape and age 5.2 describe the equipment and layout needed for the bra fitting room 5.3 describe how and where to measure for the customer's band size using a tape measure 5.4 describe how to estimate the cup size needed 5.5 describe how to choose the correct bras for the fitting 5.6 describe how to adjust and fit bras
6 Be able to find potential customers for the bra fitting service	6.1 ask questions to clarify and agree customers' need for the bra fitting service 6.2 describe to customers the process and benefits of the bra fitting service 6.3 book bra fitting appointments taking into account the time needed for the bra fitting service
7 Be able to fit customer for bras	7.1 assess customers' fitting needs in ways that attempt to create a rapport with them 7.2 explain politely to customers that an accurate fit cannot be guaranteed if measurements are taken on top of their clothing 7.3 measure customer chest sizes accurately 7.4 choose a range of products to offer customers that: • are the correct size • meet customer needs 7.5 adjust products to provide customer comfort and prolong the life of products 7.6 advise customers on how to care for and prolong the life of products

© OCR 2011

Learning Outcomes	Assessment Criteria
	7.7 meet customer needs for privacy and help throughout the bra fitting process 7.8 provide opportunities for customers to ask questions about the products and/or bra fitting service 7.9 ask customers questions to establish whether they are satisfied with the product 7.10 explain other possible courses of action to customers if it is not possible to find a bra to fit them

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.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

It is highly unlikely that the assessor will be able to observe all the workplace performance required, owing to the need to meet customer needs for privacy. Where this applies, evidence of competence can come from the training undertaken and from expert witness testimony.

AC 7.2: '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*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.C250, SSR.C251

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 .

© OCR 2011