Unit Title:	**Monitor and maintain health and safety in a retail environment**
OCR unit number:	12
Sector unit number:	E.18
Level:	3
Credit value:	13
Guided learning hours:	60
Unit reference number:	M/503/5734

Unit purpose and aim

This unit assesses occupational competence in relation to monitoring the workplace for health and safety risks and taking action to reduce those risks, including carrying out formal risk assessments.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand own role in controlling risks to health and safety in a retail environment	**The Learner can:** 1.1 explain own rights and responsibilities under current legislation relating to: • health and safety at work • managing health and safety at work • reporting injuries, diseases and dangerous occurrences • substances that can endanger health • first aid • fire precautions 1.2 describe sources of information and advice about health and safety legislation, policy and procedures 1.3 explain how to control health and safety hazards in relation to own role 1.4 describe methods of containing threatening and/or violent behaviour 1.5 explain how to control threatening and/or violent behaviour
2 Understand own responsibility for implementing accident and emergency procedures in a retail environment	2.1 explain how people can react in the event of accidents and emergencies 2.2 explain the importance of staying calm in the event of an accident or emergency 2.3 describe organisational procedures for raising alarms 2.4 explain own responsibilities in relation to evacuating the workplace in the event of an accident or emergency

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Learning Outcomes	Assessment Criteria
	2.5 describe some escape routes from own work place including how to reach and use them safely
3 Be able to control risks to health and safety in a retail environment	3.1 monitor own working area to ensure that: • it is free from risks to health and safety • colleagues are using any personal protective equipment in line with organisational procedures 3.2 seek advice immediately from the designated person when having difficulty controlling a risk to health and safety 3.3 provide training to colleagues on safe working practices 3.4 implement health and safety checks in line with organisational procedures
4 Be able to conduct risk assessments in a retail environment	4.1 explain why risk assessments are necessary in a retail environment 4.2 conduct risk assessments in such a way as to detect any significant risks to health and safety 4.3 prioritise risks in the order they should be dealt with 4.4 record risk assessments in line with organisational procedures 4.5 make risk assessment records available to those who need them 4.6 review risk assessment procedures to take account of changes in factors affecting health and safety 4.7 update risk assessment procedures as needed
5 Be able to implement accident and emergency procedures in a retail environment	5.1 take action in line with organisational procedures to prevent injury when emergencies occur in the workplace 5.2 take action in line with organisational procedures to prevent damage to property when emergencies occur in the workplace 5.3 take action in line with organisational procedures to contain potentially unsafe situations in the work area 5.4 seek immediate help from an appropriate source in the event of accidents and emergencies 5.5 use safety equipment in the event of an accident or emergency in line with the organisation's and/or manufacturer's guidelines 5.6 ensure when the building is being evacuated that: • colleagues and customers leave the building immediately • colleagues and customers use designated escape routes to leave the building • officials responding to requests for help are given access

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Learning Outcomes	Assessment Criteria
	5.7 act immediately to isolate anyone acting violently or making threats 5.8 take action to protect colleagues and customers from anyone acting violently or making threats

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.

It is expected that simulation will be used to gather evidence for the implementation of accident and emergency procedures. Evidence of competence in implementing evacuation procedures will take account of specific training in these procedures.

This unit can be assessed independently of other units. However, it may be possible to generate some of the evidence for this unit holistically when gathering evidence for other units in the same qualification.

AC 1.2: If the organisation does not have a written policy, learners need 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

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.E306, SSR.E307

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 .

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