Unit Title:	**Contribute to monitoring and maintaining ease of shopping in a retail sales area**
OCR unit number:	61
Sector unit number:	C.51
Level:	1
Credit value:	2
Guided learning hours:	8
Unit reference number:	K/503/5716

Unit purpose and aim

This unit assesses the occupational competence of individuals who are responsible for keeping an area of the sales floor fit for customers to shop in, while the store is open.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Know how the layout and appearance of the sales floor influences sales	1.1 state how the layout and appearance of the sales floor influence sales
2 Be able to maintain own area of the sales floor during trading hours	2.1 keep own work area clean, tidy and free from obstructions 2.2 ensure that merchandise meets organisational standards for positioning and presentation 2.3 remove unsaleable merchandise from the sales floor 2.4 ensure that information concerning prices, products and promotions is visible to customers 2.5 ensure that own activities on the sales floor minimise disruption to customers
3 Be able to report problems that could have a negative effect on the customer experience	3.1 report to the designated person problems that could have a negative effect on the customer experience

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.

© OCR 2011

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.C277

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