Unit Title:	**Check the accuracy of records of hours worked by staff in a retail environment**
OCR unit number:	56
Sector unit number:	E.22
Level:	2
Credit value:	4
Guided learning hours:	17
Unit reference number:	J/503/5738

Unit purpose and aim

This unit assesses the occupational competence of individuals who process information concerning the number of hours worked by staff in a retail environment. This unit is not aimed at payroll specialists.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand the importance of maintaining accurate records of the hours worked by staff in a retail environment	**The Learner can:** 1.1 explain the importance of keeping accurate records of the number of hours worked by staff in a retail environment 1.2 explain types of discrepancies that can arise in the records of hours worked by staff 1.3 explain possible consequences of not identifying discrepancies in the records of hours worked by staff 1.4 explain the importance of identifying and reporting recurring inaccuracies in information about the number of hours worked by staff
2 Understand the level of service that needs to be provided to colleagues in relation to records of the number of hours they have worked	2.1 explain what it means to treat colleagues as 'internal customers' 2.2 explain the importance of treating colleagues as internal customers 2.3 explain what is meant by 'personal data' in relation to records of the number of hours worked by staff 2.4 explain the importance of keeping personal data confidential in relation to records of the number of hours worked by staff

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Learning Outcomes	Assessment Criteria
3 Be able to check the accuracy of records of hours worked by staff in a retail environment	3.1 perform checks to ensure that all the information needed to confirm the number of hours worked by staff has been provided 3.2 identify actual and/or potential discrepancies in information about the number of hours worked by staff 3.3 follow organisational procedures to query actual and/or potential discrepancies in information about the number of hours worked by staff 3.4 follow organisational procedures to report recurring inaccuracies in information about the number of hours worked by staff 3.5 calculate accurately the total hours worked by staff 3.6 use data processing equipment and materials in line with organisational procedures
4 Be able to provide information about the number of hours worked by staff in a retail environment	4.1 produce information and reports on the number of hours worked by staff in line with organisational procedures 4.2 provide information and advice in response to queries from colleagues about their own recorded hours of work, doing so: • accurately • politely 4.3 refer queries from colleagues to the designated person, where these are not within own authority to resolve 4.4 disclose personal data about colleagues only to those who have a right to see it

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 4.2: '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.

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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.E212

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 .