Unit Title:	**Receive goods and materials into storage in a retail environment**
OCR unit number:	2
Sector unit number:	B.03
Level:	2
Credit value:	4
Guided learning hours:	22
Unit reference number:	R/503/5659

Unit purpose and aim

This unit assesses the occupational competence of individuals who are responsible for receiving deliveries of goods and materials in a retail environment.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand the importance of preparing for expected deliveries	**The Learner can:** 1.1 explain why it is necessary to prepare thoroughly to receive deliveries 1.2 explain why any shortage of storage space needs to be reported promptly 1.3 explain why accurate, complete and up-to-date records are needed for deliveries 1.4 explain how adequate preparation helps to ensure that the health and safety requirements relating to deliveries are met
2 Understand own responsibility for handling goods and materials	2.1 explain the importance of handling goods and materials safely, hygienically and in ways that protect them from damage
3 Be able to prepare to receive deliveries in a retail environment	3.1 identify: • the quantity of the items expected • the nature of the items expected • the storage space needed 3.2 perform checks to ensure that enough storage space is available for expected deliveries 3.3 identify the person to report any shortage of storage space to 3.4 perform checks to ensure that the receiving area is clean, tidy and free from obstructions and hazards 3.5 perform checks to ensure that the necessary handling equipment is available and is in good working order

© OCR 2011

Learning Outcomes	Assessment Criteria
	3.6 perform checks to ensure that the relevant records are complete, accurate and up to date
4 Be able to receive deliveries into storage in a retail environment	4.1 perform checks to ensure that the type, quantity and quality of items delivered are acceptable 4.2 describe how to refuse faulty deliveries, including how to record these and who needs to know about them 4.3 use methods that are safe, hygienic and protect the items from damage to check deliveries 4.4 allow deliveries to be off-loaded only into the designated areas 4.5 update stock control systems in line with organisational procedures 4.6 follow legal and organisational requirements for maintaining security and safety while receiving deliveries

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.

Guidance on assessment and evidence requirements

OCR provides the following as guidance when assessing the unit:

AC 1.4: The candidate should explain how adequate preparation for deliveries ensures health and safety. This may include:

- Communicating well with deliverer regarding delivery times, site plan and delivery procedure

© OCR 2011

- Designating and marking out specific delivery areas to separate vehicle and pedestrian routes
- Supervising vehicle movements and unloading
- Carrying out a visual inspection of delivery areas
- Ensuring the area is clean and tidy, and there is space for the delivery to be checked and unpacked safely
- Monitoring the delivery process and recording any problems
- Asking the driver for feedback about the ease and safety of the deliveries they make
- Produce separate risk assessments for regular and one-off deliveries

Further information can be found at www.hse.gov.uk Preparing for deliveries.

Where additional guidance has been provided, it is not intended to be exhaustive. Candidates may also use other relevant or appropriate examples.

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.B201, SSR.B202

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 .