Unit Title:	**Load orders for despatch from a retail store to customers**
OCR unit number:	59
Sector unit number:	B.29
Level:	1
Credit value:	3
Guided learning hours:	15
Unit reference number:	Y/503/5677

Unit purpose and aim

This unit assesses the occupational competence of individuals who are responsible for loading orders for despatch from a retail store to customers.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Know why it is important to work safely in the loading area	1.1 state the importance of keeping the loading area free of obstacles, litter and spillages 1.2 state how regular equipment checks help to ensure safety in the loading area
2 Know how own working practices contribute to an efficient delivery service	2.1 state the importance of checking the information on order labels 2.2 state how the positioning of orders in the vehicle helps the delivery process to run smoothly and efficiently
3 Be able to keep loading facilities and equipment in a usable condition	3.1 perform checks on the loading area for obstacles, litter and spillages 3.2 remove any obstacles, litter and spillages from the loading area 3.3 perform checks to ensure that loading equipment is fit for use 3.4 clean loading equipment in line with organisational procedures 3.5 repair loading equipment in line with organisational procedures and when authorised to do so
4 Be able to ensure that orders are ready for loading	4.1 perform checks to ensure that orders are labelled with all the required information 4.2 perform checks to ensure that orders are placed in the designated areas ready for loading

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Learning Outcomes	Assessment Criteria
5 Be able to load orders into delivery vehicles	5.1 lift and move packed orders in ways that attempt to prevent: • injury to self and other • damage to goods and property 5.2 position orders in a vehicle according to: • instructions for the required order of delivery • organisational procedures for keeping goods secure and protected from damage during transit

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

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.B246

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

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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 .