Unit Title:	**Work effectively in a retail team**
OCR unit number:	1
Sector unit number:	E.19
Level:	2
Credit value:	8
Guided learning hours:	37
Unit reference number:	T/503/5735

Unit purpose and aim

This unit assesses the occupational competence of individuals working in a retail environment, who are expected to work as part of a team. This includes being able to seek feedback about their own work performance.

For the purposes of this unit, the 'team' could be just the candidate and their manager.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand how to recognise discrimination, bullying and harassment in own workplace	**The Learner can:** 1.1 explain how legislation and own employer define discrimination, bullying and harassment 1.2 explain own employer's procedures for dealing with discrimination, bullying and harassment
2 Be able to work effectively in a retail team	2.1 ask for help and information from colleagues when needed 2.2 respond to colleagues' requests for help and information: • when own workload allows • within the limits of own responsibility • in ways that attempt to maintain working relationships 2.3 offer help to colleagues when own workload allows and within the limits of own responsibility 2.4 explain how to resolve difficulties with colleagues in a polite and constructive way 2.5 identify the people who can provide advice if problems in working with colleagues cannot be resolved without help 2.6 follow organisational procedures for safeguarding own and others' health and safety while at work

© OCR 2011

Learning Outcomes	Assessment Criteria
3 Be able to improve own work performance in a retail team	3.1 explain the importance of being an effective learner at work 3.2 identify training needs to improve own work performance 3.3 agree own training programme, including action points and deadlines 3.4 explain the importance of asking for feedback on own work performance 3.5 request feedback on own work performance, including what is going well and what needs improving 3.6 evaluate own work performance against agreed training programme

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.

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 2.4: 'Polite' 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.

AC 2.4: 'Constructive' means objective (i.e. not personal), designed to help, and conveyed in a respectful manner.

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.

© OCR 2011

Guidance on assessment and evidence requirements

OCR provides the following as guidance when assessing the unit:

For the unit the candidate should have an understanding of the definitions of discrimination, bullying and harassment as set out in the Equality Act.

AC 2.4: Difficulties with colleagues could include those resulting from personal conflict, behaviour, workloads or targets.

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.E208, SSR.E209

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 .