QCF

**Oxford Cambridge and RSA**

| Retail Knowledge |
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| Centre Handbook |
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| OCR Level 2 Award in Retail Knowledge<br>Entry code 01766 (e-assessment)<br>Entry code 10360 (Postal Moderation) |
| OCR Level 2 Certificate in Retail Knowledge<br>Entry code 01767 (e-assessment)<br>Entry code 10361 (Postal Moderation) |
| OCR Level 3 Award in Retail Knowledge<br>Entry code 01768 (e-assessment) |
| OCR Level 3 Certificate in Retail Knowledge<br>Entry code 01769 (e-assessment) |

# Contents

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# 1    Introduction to Retail Knowledge

The information provided in this handbook is correct at the time of production. Occasionally we may update this information. Please refer to the qualification webpages for the most up-to-date information.

Staff involved in the delivery of these qualifications must have access to and understand the requirements in this handbook.

You should read this document in conjunction with the *Admin guide: Vocational Qualifications*.

## 1.1    Qualifications covered by this handbook

This is the handbook for the following qualifications.

| Title | Qualification Number (QN) |
| --- | --- |
| OCR Level 2 Award in Retail Knowledge | 500/6718/7 |
| OCR Level 2 Certificate in Retail Knowledge | 500/6736/9 |
| OCR Level 3 Award in Retail Knowledge | 500/6704/7 |
| OCR Level 3 Certificate in Retail Knowledge | 500/6737/0 |

These qualification titles and numbers will appear on candidates' certificates.

You should ensure candidates are informed of the title and level of the qualification they have been entered for and that Oxford Cambridge and RSA Examinations (OCR) is the awarding body for their chosen qualification.

## 1.2    Why choose Retail Knowledge?

The aims of these qualifications are to expand a candidate's general knowledge and understanding of the retail sector and develop their skills and competencies in retail.  This will give candidates the opportunity to:

•    achieve a nationally recognised qualification

•    progress to employment

•    prepare for employment in a specific occupational sector

•    continue their professional development.

These qualifications:

- consist of units based on the national occupational standards developed by Skillsmart Retail, the former Sector Skills Council for retail which is now part of People 1st, the sector body for hospitality, passenger transport, travel and tourism.

- are regulated in the Qualifications and Credit Framework (QCF) and may be eligible for funding

- appear on the Register of Regulated Qualifications http://register.ofqual.gov.uk/

## 1.3 How are these qualifications assessed?

For **Level 2** there are two assessment methods available.

e-assessment  Candidates can take on-screen multiple-choice tests which are set and marked by OCR.

Postal moderation  Candidates can generate evidence of achievement against unit requirements which are internally assessed and externally moderated.

You should select the most appropriate assessment route for the candidate.

Candidates can mix and match units from both assessment methods to achieve a full award.

For **Level 3** there is one assessment method. Candidates can take on-screen multiple-choice tests which are set and marked by OCR.

## 1.4 Entry requirements

All staff involved in the assessment or delivery of these qualifications should understand the requirements of the qualifications and match them to the needs and capabilities of individual candidates before entering them for one of these qualifications.

There are no formal entry requirements for these qualifications.

There is no requirement for any specific prior learning. We recommend that an initial assessment should take place to ensure the candidate is capable of reaching the required standards.

## 1.5    Funding

These qualifications may be eligible for funding.

For further details regarding approval and funding eligibility you should refer to the following websites:

- Department for Education (DfE) under Section 96 of the Learning and Skills Act2000

- Skills Funding Agency for public funding in England

- DAQW – Database of Approved Qualifications for public funding in Wales

- Department for Employment and Learning for public funding in Northern Ireland

- Education Funding Agency http://www.education.gov.uk/efa for public funding information for 16-19 candidates in England

You should use the Ofqual Qualification Number (QN) when looking for public funding for candidates. Each unit within a qualification will also have a QCF unit code.

If you have any queries regarding funding for this qualification contact us by email at funding@ocr.org.uk.

## 1.6    Guided learning hours (GLH)

Guided learning hours indicate the approximate time (in hours) the tutor will spend supervising or directing study time and assessment.

Each qualification requires the following guided learning hours:

- Level 2 Award in Retail Knowledge – minimum 56 glh.

- Level 2 Certificate in Retail Knowledge – minimum 93 glh.

- Level 3 Award in Retail Knowledge – minimum 30 glh.

- Level 3 Certificate in Retail Knowledge – minimum 106 glh.

## 1.7    Mode of delivery

You are free to deliver these qualifications using any mode of delivery that meets the needs of your candidates. Whatever mode of delivery is used, you must ensure that candidates have appropriate access to the resources identified in this handbook and in the units.

You should consider the candidates' complete learning experience when designing learning programmes. This is particularly important where candidates are studying part time alongside work commitments where candidates may bring with them a wealth of experience that should be utilised to maximum effect by your staff.

We recommend that teaching and development of subject content and associated skills be referenced to real life situations, using appropriate work-based contact, vocationally experienced delivery personnel, and real life case studies.

We do not specify the mode of study or a time limit for the achievement of these qualifications other than the last entry/last certification dates. We will notify you at least six months before the

qualification closes for entries and this information will be available on Ofqual's register of regulated qualifications and our *last entry/certification notification*.

## 1.8   Resource requirements for centres

Your centre should ensure that appropriate physical resources are made available to candidates.

Candidates taking the on-screen multiple-choice tests will need individual access to a computer for the duration of the tests.  For further information please refer to the Surpass System Requirements on the e-assessment area of our website.

Your centre must provide appropriate assessment facilities for candidates that comply with our regulations stated in the *Admin guide: Vocational Qualifications* and the *JCQ Instructions for Conducting Examinations*.

## 1.9   Subject knowledge requirements for centre staff

Tutors should have the relevant subject expertise /level of subject knowledge and skills/industry experience to deliver these qualifications.

Tutors must make sure that the supporting knowledge, understanding and skills requirements for each learning outcome are fully addressed, so that candidates can effectively progress towards meeting the requirements of each assessment criterion.

## 1.10   Performance tables

Information on performance tables is available on the DfE website. Detailed information relating to Key Stage 4 performance tables is available at RAISEonline.

# 2    Structure and content

## 2.1    Qualification structure and rule of combination

Each qualification in the Qualifications and Credit Framework (QCF) has a Rule of Combination (RoC).

The RoC specifies how units can be combined and the overall number of credits to be achieved for the qualification to be awarded.

Candidates do not have to achieve units in any particular order and learning programmes should be tailored to meet individual needs. It is recommended that, wherever possible, you deliver these qualifications holistically by identifying opportunities to link the units and levels.

If a candidate is not able to complete the full qualification, we will issue unit certificates listing the unit(s) and credit achieved.

When combining units for the chosen qualification, it is your responsibility to ensure the RoC is followed.

The units are available to download from our qualification webpage:

http://www.ocr.org.uk/qualifications/by-type/vocational-qcf/retail/

## 2.2 Rule of Combination for Level 2 Award

Candidates must achieve a minimum of 9 credits.

At least 2 of the credits must be achieved from Group A. The remaining 7 credits can be achieved from any of the remaining units in Group A and Group B.

### 2.2.1 Table of units

| OCR Unit No | Unit Title | Unit reference Number (URN) | Level | Credit | GLH |
|---|---|---|---|---|---|
| **Group A** | | | | | |
| 1 | Understanding customer service in the retail sector | M/502/5821 | 2 | 3 | 22 |
| 2 | Understanding how a retail business maintains health and safety on its premises | A/502/5823 | 2 | 2 | 15 |
| 3 | Understanding the retail selling process | A/502/5806 | 2 | 2 | 15 |
| 4 | Understanding how individuals and teams contribute to the effectiveness of a retail business | J/502/5789 | 2 | 3 | 22 |
| **Group B** | | | | | |
| 5 | Understanding retail consumer law | D/502/5801 | 2 | 2 | 11 |
| 6 | Understanding the handling of customer payments in a retail business | H/502/5797 | 2 | 2 | 8 |
| 7 | Understanding security and loss prevention in a retail business | K/502/5817 | 2 | 2 | 15 |
| 8 | Understanding the control, receipt and storage of stock in a retail business | F/502/5810 | 2 | 2 | 17 |

## 2.3 Rule of Combination for Level 2 Certificate

Candidates must achieve a minimum of 14 credits.

They must achieve all 10 credits from Group A. In addition, a minimum of 4 credits must be achieved from Group B.

### 2.3.1 Table of units

| OCR Unit No | Unit Title | Unit reference Number (URN) | Level | Credit | GLH |
|---|---|---|---|---|---|
| **Group A** | | | | | |
| 1 | Understanding customer service in the retail sector | M/502/5821 | 2 | 3 | 22 |
| 2 | Understanding how a retail business maintains health and safety on its premises | A/502/5823 | 2 | 2 | 15 |
| 3 | Understanding the retail selling process | A/502/5806 | 2 | 2 | 15 |
| 4 | Understanding how individuals and teams contribute to the effectiveness of a retail business | J/502/5789 | 2 | 3 | 22 |
| **Group B** | | | | | |
| 5 | Understanding retail consumer law | D/502/5801 | 2 | 2 | 11 |
| 6 | Understanding the handling of customer payments in a retail business | H/502/5797 | 2 | 2 | 8 |
| 7 | Understanding security and loss prevention in a retail business | K/502/5817 | 2 | 2 | 15 |
| 8 | Understanding the control, receipt and storage of stock in a retail business | F/502/5810 | 2 | 2 | 17 |

## 2.4 Rule of Combination for Level 3 Award

Candidates must achieve a minimum of 5 credits from any of the units in Group A and Group B.

### 2.4.1 Table of units

| OCR Unit No | Unit Title | Unit reference Number (URN) | Level | Credit | GLH |
|---|---|---|---|---|---|
| **Group A** | | | | | |
| 1 | Understanding customer service in the retail sector | K/502/5803 | 3 | 2 | 17 |
| 2 | Understanding the management of risks to health and safety on the premises of a retail business | F/502/5824 | 3 | 2 | 17 |
| 3 | Understanding the retail selling process | F/502/5807 | 3 | 2 | 26 |
| 4 | Understanding the development of personal and team effectiveness in a retail business | A/502/5787 | 3 | 4 | 15 |
| **Group B** | | | | | |
| 5 | Understanding how the smooth operation of a payment point is maintained | M/502/5799 | 3 | 3 | 15 |
| 6 | Understanding security and loss prevention in a retail business | M/502/5818 | 3 | 3 | 26 |
| 7 | Understanding the management of stock in a retail business | L/502/5826 | 3 | 3 | 16 |

## 2.5    Rule of Combination for Level 3 Certificate

Candidates must achieve a minimum of 16 credits.

They must achieve all 10 credits from Group A. In addition, a minimum of 6 credits must be achieved from Group B.

### 2.5.1  Table of units

| OCR Unit No | Unit Title | Unit reference Number (URN) | Level | Credit | GLH |
|---|---|---|---|---|---|
| **Group A** | | | | | |
| 1 | Understanding customer service in the retail sector | K/502/5803 | 3 | 2 | 17 |
| 2 | Understanding the management of risks to health and safety on the premises of a retail business | F/502/5824 | 3 | 2 | 17 |
| 3 | Understanding the retail selling process | F/502/5807 | 3 | 2 | 26 |
| 4 | Understanding the development of personal and team effectiveness in a retail business | A/502/5787 | 3 | 4 | 15 |
| **Group B** | | | | | |
| 5 | Understanding how the smooth operation of a payment point is maintained | M/502/5799 | 3 | 3 | 15 |
| 6 | Understanding security and loss prevention in a retail business | M/502/5818 | 3 | 3 | 26 |
| 7 | Understanding the management of stock in a retail business | L/502/5826 | 3 | 3 | 16 |

## 2.6    Barred combinations, equivalencies and exemptions

### 2.6.1    Barred combinations

Barred combinations are units that cannot be counted together as part of the rule of combination for these qualifications.

There are no barred combinations for these qualifications.

### 2.6.2    Equivalencies

Equivalencies specify when a candidate can count credits from units achieved in other QCF qualifications in place of units identified in the qualification's rule of combination.

There are no equivalencies for these qualifications.

### 2.6.3    Exemptions

Exemptions are based on certificated achievement outside the QCF which is judged to be of equal value to a QCF unit or units.

There are no exemptions for these qualifications.

# 3 Apprenticeship information

The Level 2 Certificate in Retail Knowledge and the Level 3 Certificate in Retail Knowledge are endorsed as the technical element in the Level 2 and Level 3 Retail Apprenticeship Frameworks (Issued: 07 February 2014) by the Skillsmart Retail, the former Sector Skills Council for retail which is now part of People 1st, the sector body for hospitality, passenger transport, travel and tourism.

For further information see www.people1st.co.uk/apprenticeships/retail-apprenticeships

# 4 Centre assessor and internal standardisation requirements for the moderated qualifications (10360, 10361)

## 4.1 Centre assessor responsibilities

For the moderated qualifications (the Level 2 Award and Certificate), the centre assessor is normally the course tutor and is responsible for assessing candidates' evidence.

If you have more than one centre assessor we expect you to make sure that the quality and standard of assessment is consistent (see section 5.2).

Your centre is responsible for identifying staff that are able to act as assessors. We require assessors to have the relevant level of subject knowledge and skills experience to assess candidates' work in accordance with the unit specifications and any assessment requirements. Where centre assessment fails to meet national requirements, as determined by the learning outcome and assessment criteria of the unit(s), the unit or claim may be withdrawn.

Assessors must:

- judge candidates' work against the assessment criteria identified in the units and the evidence requirements identified in the OCR Candidate Evidence Booklets

- identify valid and sufficient evidence (by annotating the evidence)

- ensure candidates' work is authentic (see section 5.5)

- identify gaps in evidence and ensure gaps are filled before the unit is sent to the moderator

- give feedback to candidates

- liaise with other assessors in the centre to ensure assessment decisions are to the required standard

- confirm candidate achievement by completing and signing the required OCR documentation (e.g. the witness statement area of the OCR Candidate Evidence Booklets, the OCR Evidence Checklists, Submission Cover Sheets)

- ensure copies of candidates' work are saved before submission in case work is lost in the post.  Please note we do not return work

- maintain records of candidates' achievements which would be needed in the event of any submission or results enquiries

- confirm the use of a scribe where relevant.

Centre assessed work is posted to the moderator for moderation so that we can sample it, in order to ensure that standards are met.

## 4.2    Centre standardisation for multiple assessors

If your centre has a number of assessors for these qualifications we recommend best practice is to carry out internal quality assurance and standardisation to ensure all work is assessed to the required standard.

If you are the only assessor in your centre for the OCR L2 Retail Knowledge qualifications, then best practice is to ensure that your assessment decisions are standardised. An example would be to ask another assessor in your centre to review a sample of your assessment decisions.

In order to maintain a consistent approach to internal standardisation, a centre co-ordinator **could** be nominated. The centre co-ordinator would then be responsible for:

- ensuring that all assessors are assessing to the required standard

- arranging regular standardisation meetings

- ensuring cross-moderation of work between assessors

- maintaining records of the outcome of cross-moderation activities

- advising centre assessors of any discrepancies in assessment

- suggesting ways in which assessment may be brought into line to meet the required standard

- confirming where internal standardisation has happened by signing either the OCR Evidence Checklist or the OCR Candidate Evidence Booklet. There is more information about how to use these documents in Section 5.

# 5 Assessment using postal moderation (10360, 10361)

## 5.1 Initial assessment of candidates

It is important that your centre carries out an initial assessment to identify candidates' level of competence, knowledge and understanding and any potential gaps that need to be addressed. This will help you and candidates to identify optional units which they might find most appropriate.

## 5.1 Suitable to the needs of the candidate

We have designed these qualifications so that achievement is accessible to all candidates, in the context of the units.

For candidates who have access requirements see 'Access arrangements including special consideration' (see Section 10.8).

If you think that any aspect of these qualifications unfairly restricts access and progression, please contact our Customer Contact Centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.

## 5.2 How these qualifications are assessed

All units are centre assessed and externally moderated by our moderator. Assessment and moderation can take place at any time.

Please note we use the term moderator throughout this handbook. On Interchange you will see the term examiner-moderator.

Achievement at unit level is pass or fail.

## 5.3 Evidence

Tutors must assess a candidate's evidence and check that each assessment criterion has been successfully met by the candidate before work is signed and sent for external moderation.

Where permitted by the unit specification, the work of individual candidates may be informed by working with others, for example, in undertaking research, but candidates must provide an individual response as part of any task outcome.

## 5.3.1  How can candidates evidence their work?

There are three ways in which candidates can evidence their work.

**1      OCR Candidate Evidence Booklet**

We have created evidence booklets for each unit and they are available to download from the qualification page of our website at www.ocr.org.uk.

If centres use the OCR Candidate Evidence Booklets they must be completed by the candidate under supervised conditions.

The candidate's responses and evidence in the booklet must be internally assessed by centre assessor(s) before being submitted to OCR for external moderation.

The OCR Evidence Checklist must be signed by the centre assessor as confirmation that the candidate has met all the requirements of the unit and the assessment process has been completed as required by OCR.

**2      Centre-devised Candidate Evidence Booklet (with an OCR Evidence Checklist)**

Centres are permitted to devise their own evidence booklets. If they choose to devise their own evidence booklets they must also use the OCR Evidence Checklists (see Section 5.3.2).

If centres devise their own evidence booklets must enable the candidate to evidence that they have met all assessment criteria and any evidence requirements contained in the unit(s).

The evidence booklets must be completed by the candidate under supervised conditions.

The evidence in the centre devised evidence booklets must be internally assessed by centre assessor(s) before being submitted to OCR for external moderation.

**3      Portfolio/e-portfolio of evidence (with an OCR Evidence Checklist)**

Candidates can use portfolios/e-portfolios to collate and organise their work.  If they choose to create a portfolio of evidence they must also use the OCR Evidence Checklists (see Section 5.3.2).

Each portfolio/e-portfolio must contain evidence that the candidate has met the assessment criteria and any evidence requirements contained in the unit(s).

The evidence in the portfolio/e-portfolio must be internally assessed by centre assessor(s) before being submitted to OCR for external moderation.

## 5.3.2  OCR Evidence Checklists

We have created evidence checklists for each unit and they are available to download from the qualification page of our website at http://www.ocr.org.uk/qualifications/by-type/vocational-qualifications/retail/. **They must be used if you do not use the OCR Candidate Evidence Booklet.**

The OCR Evidence Checklist must be signed by the centre assessor as confirmation that the candidate has met all the requirements of the unit and the assessment process has been completed as required by OCR.

You must use the OCR Evidence Checklists to clearly reference the evidence that shows how the requirements have been met.

The OCR Candidate Evidence Checklist must be sent with the candidates' evidence for moderation.

## 5.3.3  Amount of evidence needed

It is difficult to give detailed guidance regarding the amount of evidence needed, as it depends on the requirements of the unit, the type of evidence collected and the judgement of the tutor.

The quality and breadth of evidence presented should enable the tutor to confirm the candidate has the required knowledge, understanding, skills and satisfies all the assessment criteria and evidence requirements.

It is anticipated that your centre will create programmes of learning for candidates to enable the completion of these units. This might generate evidence of knowledge and skills that exceed the requirements of the unit. Only include the evidence necessary to meet the requirements of the unit when submitting it for moderation. If you cannot separate evidence in this way you must use the OCR Evidence Checklists to clearly reference the evidence that shows how the requirements have been met.

# 5.4  Witness statements

A witness statement is used to **support** work or to **support** evidence sourced from confidential or sensitive material e.g. personal information, information on individuals. It should not be used to evidence achievement of a whole unit.

Witness statements can be made verbally to the centre assessor, transcribed or recorded and submitted as evidence.

The witness must not be an individual related to the candidate and must be in a position to make valid comments about their performance, e.g. tutors, assessors or workplace supervisors.

It is not acceptable for the candidate to produce written witness statements for witnesses to sign.

It is not appropriate for a witness statement to contain a list of the skills to which it relates. Witnesses must direct the information in the statements to describing what the candidate did. The centre assessor will then judge whether the candidate's activities demonstrate they meet the standards.

Witness statements must include the following:

- the candidate's name

- the date, time and venue of the activity

- a description of the activities performed by the candidate

- the date the statement was written

- a description of their relationship to the candidate

- the witness' signature and job title

- the witness' contact details (such as telephone number).

## 5.5    Authentication

Tutors must be confident that the work they mark is the candidate's own. This does not mean that a candidate must be supervised throughout the completion of all work but the tutor must exercise sufficient supervision, or introduce sufficient checks, to be in a position to judge the authenticity of the candidate's work.

Wherever possible, the tutor should discuss work in progress with candidates. This will not only ensure that work is underway in a planned and timely manner but will also provide opportunities for tutors to check authenticity of the work and provide general feedback.

Candidates must not plagiarise. Plagiarism is the submission of another's work as one's own and/or failure to acknowledge a source correctly. Plagiarism is considered to be malpractice and could lead to the candidate being disqualified. Plagiarism sometimes occurs innocently when candidates are unaware of the need to reference or acknowledge their sources. It is therefore important that you ensure candidates understand:

- the work they submit must be their own

- the meaning of plagiarism and what penalties may be applied.

Candidates may refer to research, quotations or evidence but they must list their sources.

If the qualification allows for candidates to work in groups or with others, for example, in undertaking research, individual responses must be provided as part of any task outcomes.

**Please note:** You must confirm to us that the evidence produced by candidates is authentic. This is either by signing the OCR Candidate Evidence Booklet, OCR Evidence Checklist or the Centre Authentication Form which includes a declaration for assessors to sign and is available from our website and Interchange.

## 5.6    Submitting claims

There are no specific deadlines for making certification claims; however, it is important only to make claims when you are confident that the requirements for the unit have been met.

Claims should not be made unless, in the opinion of your centre, the evidence meets the requirements for certification.

### 5.6.1   Postal submissions

When sending the work by post you **must** include:

- a printout of the full claim from Interchange

- a submission cover sheet for each candidate which can be downloaded from our [qualification page](#)

- OCR Candidate Evidence Booklet **or** OCR Evidence Checklist(s) and all relevant evidence

Your centre should:

- clarify any assessment queries with OCR before submitting claims for centre-assessed work

- make sure that work for each claim is packaged separately.

You **must** send the work to the moderator within 24 hours of submitting the claim via Interchange.

Please do **not** submit:

- centre assessed units to the moderator unless your assessor is satisfied that all the necessary criteria for an award of the unit have been met by the candidate

- evidence in folders or plastic pockets but staple together evidence sheets in an appropriate order

- work for more than one claim in the same package.

**The moderation process must not be used as a means of obtaining a second opinion on assessment decisions.**

We recommend that you use a secure form of delivery to send the candidates' portfolios to your allocated moderator.

After submitting your candidates' work, the moderator will sample the centre's assessment decisions. If the decisions are correct we will normally issue certificates 21 working days after your submission.

Please note we:

- **cannot take responsibility for any work lost in transit**

- **are unable to return candidate work to your centre, so we strongly recommend that you take a copy before submitting evidence**

- **will not return originals or copies of portfolios and they will be destroyed after six months.**

### 5.6.2   Electronic submissions (email)

When sending the work electronically you **must** include:

- a copy of the full claim from Interchange

- a submission cover sheet for each candidate which can be downloaded from our [qualification page](#)

- all relevant evidence.

You should clarify any assessment queries with OCR before making claims for centre assessed work.

Centre assessed units should not be submitted to the moderator unless your centre assessor is satisfied that all the necessary criteria for an award of the unit have been met by the candidate.

**The moderation process must not be used as a means of obtaining a second opinion on assessment decisions.**

You **must** make the work electronically accessible to the moderator within 24 hours of submitting the claim via Interchange.

After submitting your candidates work, the moderator will sample the centre's assessment decisions. If the decisions are correct we will normally issue certificates 21 working days after your submission.

## 5.6.3   Electronic submissions (email) - step-by-step guide

**To submit work electronically to your moderator you need the 4 digit OCR mailbox address e.g. ocremxxxx@ocr.org.uk.**

**When you make entries for the qualification, see section 8.4, we will send a letter to your named contact (usually your exams officer) with the name, postal address and OCR mailbox address of your assessor.  If you are unable to locate this information please contact our customer contact centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.**

Candidate evidence can be emailed direct to this address, as soon as the unit(s) are claimed on Interchange.

The subject heading should include the **centre number, scheme/entry code and claim number** as indicated on Interchange. Each email should only contain the evidence of one claim number (see point 10 below/overleaf about size limitations).

Follow these guidelines:

1.      You need to include a copy of the whole claim from Interchange.

2.      Create one folder for each candidate and include:

- the Submission Cover Sheet

- OCR Candidate Evidence Booklet **or** OCR Evidence Checklist(s) and all relevant files

3.      If you are submitting more than one unit, create a sub-folder for each unit and include the Submission Cover Sheet in the main folder. The OCR Evidence Checklist where required should also be included in the sub-folder for each unit.

4.      Ensure all files show evidence of the assessor's marking. If there are no errors on a print, tick or mark as 'no errors'.

5.      Evidence can be scanned to show marking or a spreadsheet can be used.

6.      If evidence is scanned, scan all pages the correct way (it is difficult to view pages on screen if they are scanned upside down). Also, scan prints in the correct sequence.

7.      Hyperlinks can be incorporated into the OCR Evidence Checklist(s) in order to make it easier for the moderator to find which part of the evidence maps to the assessment criteria. Ensure that the links are relative, not absolute.

8.      We cannot accept accounts software files.

9.      We accept any pdf, rar, zip, MS Office files (any version).

10. Size should be restricted to 10mb per email. If it is any larger, it should be split between emails and clearly labelled e.g. **email 1 of 2**, **email 2 of 2**, etc.

11. Not all software packages are available to moderators, therefore, screen shoot candidate evidence into a word document. In a graphics unit, save images as a .jpg.

### 5.6.4  Submissions using e-portfolios

**To submit work electronically to the moderator you need the 4 digit OCR mailbox address e.g. ocremxxxx@ocr.org.uk. This information is available on Interchange by hovering over 'Centre information' and then clicking on 'View examiner-moderators' in the left-hand menu. Then just enter the qualification information into the relevant boxes and a list of the moderators for these qualifications will be produced.**

If your centre is using an e-portfolio to organise the candidate's work, you can email your-moderator's OCR mailbox, giving them login details and instructions on how to navigate around the site. It is important to send the moderator this information each time you make a claim. The login details will also be required to make access available to other individuals, as advised by us, for quality assurance purposes. You **must** ensure that the work in the portfolio is accessible for a minimum of six months for quality assurance and in the event of a results enquiry. After this time the portfolios can be removed.

Follow these guidelines:

• Ensure that the Submission Cover Sheet and the OCR Evidence Checklist(s) are included in the portfolio.

• You may use your own documentation for candidate feedback; however, this cannot replace the OCR Evidence Checklist(s). Feedback/marking of candidate work can be submitted on a separate document.

• Ensure that final candidate evidence is easy to find by using the OCR Evidence Checklist(s). Moderators will not have time to read through practice tasks in order to identify the final version.

• Ensure that all candidate evidence for each unit is contained within the same folder.

• Size should be restricted to 10mb per file as otherwise it takes too long for the moderator to download.

Please follow points 4-11 in the section on Electronic Submissions.

**N.B. The moderator's OCR mailbox can only be used to send candidate evidence or to advise about e-portfolio login and navigation. It must not be used to ask questions, or enter into any other dialogue. Supplementary information or explanations to the moderator must not be provided in the email.**

For enquiries relating to these qualifications, contact our Customer Contact Centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk .

## 5.7    External moderation – how it works

Candidate work is submitted to the allocated moderator who will moderate your centre assessment decisions in order to ensure that standards are being met. This is achieved through systematic sampling and the assessment decisions of each centre assessor submitting work will be sampled.

The moderation works on a process of sampling. If we identify any errors in your assessment decisions we then check that decision against all of your candidates. This system is well established as a highly accurate method of moderation. If, however, substantial errors are found in your assessment, the accuracy of the sampling procedure may become questionable, in which case we extend the sample and will potentially moderate all evidence within the claim.

A sanction will be applied where the work submitted does not meet the required standards. Any units which have not met the standards will be withdrawn.

The moderator will complete a centre feedback report for the claim; this will be available to view on Interchange, unless the whole claim is withdrawn. If your centre assessment is satisfactory, arrangements will be made for certification.

If a moderator is unable to process a unit because work is missing, or it has not been claimed on Interchange, or the documentation is incorrect, a Centre Request Letter is forwarded to your centre by OCR Operations. You should provide the information on receipt of this letter so that moderation can take place. If you do not respond promptly it may result in withdrawal of all or part of the claim. A delayed response may also result in certificates not being received within the published timescales.

If the unit is withdrawn a new claim will need to be made when the evidence is re-submitted. **Please note we will not return originals or copies of portfolios. They will be retained for six months for quality assurance purposes or for reference in the event of a results enquiry. After this time the portfolios will be destroyed.**

Moderators are not permitted to enter into direct contact with your centre. In no circumstances must your centre attempt to contact your moderator in any way other than through posting or emailing candidate work to the address provided to them by OCR. Any queries concerning the units or assessment must be directed to vocational.qualifications@ocr.org.uk or contact us by phone on 024 76 851509.

## 5.8    Centre feedback reports

Once moderation is complete, the moderator will produce a centre feedback report for each claim. This form is a multi-purpose document which is used to:

- record any adjustments to your centre's assessment or administration

- provide feedback to your centre on possible issues with your centre's assessment or administration.

The content of this report is intended to be a constructive and essential part of the process designed to ensure consistent assessment nationally. This report will detail any changes to the results awarded by your centre, giving reasons and providing examples where appropriate. If your centre assessment is satisfactory, arrangements will be made for certification.

Where several claims have been submitted for the same scheme code, on the same day, a single report may cover all claims.

**To view the report, log in to Interchange. Hover over 'Centre information' and then click on 'examiner-moderator reports'.**

## 5.9    Centre malpractice guidance

It is the responsibility of the Head of Centre[1] to report (in writing) all cases of suspected malpractice involving centre staff or candidates. A JCQ Report of Suspected Malpractice form (JCQ/M1), which is available to download from the JCQ website, should be completed and emailed to malpractice@ocr.org.uk.

When asked to do so by OCR, a Head of Centre is required to investigate instances of malpractice promptly and report the outcomes to OCR.

Further information is contained in the publication: *OCR Malpractice Procedures - A Guide for Centres* and the JCQ publication: *General and Vocational Qualifications – Suspected Malpractice in Examinations and Assessments* which is available from www.jcq.org.uk.

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[1] The Head of Centre is defined as the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, e.g. the Principal of a College, the Head Teacher of a school, the Managing Director of a Private Training Provider or the Group Training Manager of a major company.

# 6    Assessment using e-assessment (01766, 01767, 01768, 01769)

## 6.1    e-assessment process

If you chose to use e-assessment, there is no need to pre-register candidates for these qualifications. As soon as your centre is approved to deliver the qualifications, you will be set up on OCR's e-test system and can register candidates in minutes via the administration website (see section 8.3 Centre approval).

For full information about administering the e-tests, submitting candidate tests and general examination arrangements, please refer to the e-assessment area of our website http://www.ocr.org.uk/i-want-to/do/e-assessment/.

## 6.2    e-assessment method

Each unit is assessed via an on-screen test, set and marked by OCR.

Each test will consist of multiple-choice questions which will test candidates' knowledge and understanding across the learning outcomes and associated assessment criteria. Candidates will be required to have knowledge and understanding of all assessment criteria within the unit, as all assessment criteria will be covered within any one test.

The tests will consist of the following numbers of questions, and be timed as detailed below:

| Unit Size | Number of Questions | Test Length |
|---|---|---|
| 2 credits | 20 | 30 minutes |
| 3 credits | 25 | 40 minutes |
| 4 credits | 30 | 45 minutes |

The tests will be graded pass or fail.

A number of multiple-choice question types may be used. Some questions may contain a short scenario to put them into context.

At Level 2, question types could include: closed questions; statements for completion; multiple-response questions; true/false questions or ordering questions (including a maximum of 4 steps).

At Level 3, these may be: closed questions; statements for completion; multiple-response questions; assertion/reason questions; ordering questions (including a maximum of 5 steps) or graph/diagram questions.

The 'descriptor' provided in the assessment criteria may influence the type of question used. For example, if the assessment criteria asks for an evaluation of information, a more detailed question type is likely.

The table below provides further information regarding each question type.

| Question Type | Description of Question Type |
|---|---|
| Closed question | The stem is written in the form of a question. There are four options that could be the answer to the question. Candidates are required to select the one correct answer from the given list of options (identified as A B C or D). |
| Statement for completion | The stem is written in the form of a concise incomplete statement. There are four options for completing the statement. Candidates are required to select the correct answer to complete the statement (identified as A B C or D). |
| Multiple-response question | Candidates are required to identify a *combination* of correct responses. The question stem presents a number of options/statements (identified as 1 2 3 and 4). A second selection of options (identified as A B C or D) asks candidates to select the option with the correct combination of answers. This may be a 2-way correct response (e.g. 1 and 2 only), a 3-way correct response (e.g. 1, 2 and 3 only) or *all of the above*. Only one combination of options will be correct. |
| True/false questions | Candidates will be provided with a statement, and asked to identify whether the statement is true or false. |
| Ordering questions | Candidates will be provided with a stem statement, followed by a number of stages (identified as 1 2 3 and 4). The options (identified as A B C or D) will ask the candidate to identify the correct order for stages given (e.g. 3, 1, 2, 4). |
| Assertion/reason questions | These provide two statements with a reason between them. The information has to be correlated according to whether statement 1 is true or false, and leads onto statement 2 which may also be true or false. (Candidates will also need to identify whether the reason is true or false). |
| Graph/diagram questions | These will provide candidates with a graph or diagram to evaluate. The candidates will then be asked a question regarding the graph/diagram and asked to identify the correct response from a number of options (identified as A B C or D). |

# 6.3   Running the tests

For further information about running the e-tests, please refer to the e-assessment area of our website.

# 7    Support

## 7.1    Free resources

The following materials are available on our website:

- This centre handbook

- The units

- The datasheet

- Assignment materials:

  - OCR Candidate Evidence Booklets

  - OCR Evidence Checklists

- e-assessment support documents:

  - Notice to candidates

  - SecureClient Install Guide

  - Surpass System Requirements

## 7.2    Interchange

Interchange has been designed to help you to carry out day-to-day administration functions online, quickly and easily. The site allows you to buy candidate entries, make claims, see the progress of your claims and read centre feedback. In addition, you will have immediate and free access to candidate information. Sign up at www.ocr.org.uk/ocr-for/exams-officers/interchange/.

## 7.3    Professional Development Programme

We are constantly looking for ways in which we can improve the support we offer to tutors and to make our professional development programme more accessible and convenient to all.

To find out more about our Professional Development Programme, please visit our website at www.ocr.org.uk.

# 7.4    Documents referred to in this handbook

Our publications

*Admin guide: Vocational Qualifications*

*Making entries for vocational qualifications via Interchange*

*Making online claims for vocational qualifications*

*e-testing guide*

*fees list*

JCQ publications at www.jcq.org.uk

Access Arrangements, Reasonable Adjustments and Special Consideration

Instructions for Conducting Examinations

Suspected Malpractice in Examinations and Assessments

Ofqual Regulatory documents at *ofqual.gov.uk/how-we-regulate/regulatory-documents/*

# 8    Administration

The flow charts provide a brief summary of the administration processes for these qualifications.

For detailed information refer to our *Admin guide: Vocational Qualifications*.

## 8.1    Administration flowchart for e-assessment qualifications (01766, 01767, 01768, 01769)

**Apply for centre approval**
Complete the approval form

↓

**Set up in Surpass**
OCR sets up a centre in Surpass
and sends log-in details

↓

**Schedule the e-test for your candidates**
Using Surpass

↓

**Candidates' sit tests**
Using Surpass

↓

**Candidates' responses are sent to OCR**
Using Surpass

↓

**Candidates' results are available in Surpass**

↓

**OCR issues results and certificates**
OCR publishes electronic results via Surpass and
sends the appropriate unit and full award
certificates

↓

**Issue certificates to candidates**
You issue all certificates to candidates

## 8.2 Administration flowchart for moderated qualifications (10360 & 10361)

```
┌─────────────────────────────────────┐
│         Apply for centre approval    │
│        Complete the approval form    │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│              Make entries            │
│            Using Interchange         │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│   Submit certification claim on Interchange │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│    Submit candidates' work to the examiner-moderator │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│  Examiner-moderator moderates candidates' work │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│  Examiner-moderator authorises certification or withdraws claims │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│          OCR issues certificates     │
│  OCR publishes electronic results and sends the │
│  appropriate unit and full award certificates │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│      Issue certificates to candidates │
│   You issue all certificates to candidates │
└─────────────────────────────────────┘
```

## 8.3    How to apply for centre approval

Your centre can either complete and submit the electronic Centre Approval Form available on our website or download the form and return the paper version to OCR Operations.

If you have any queries about centre approval contact our Customer Contact Centre on 024 7685 1509.

## 8.4    Making entries

The following are the entry codes for the qualifications.

| OCR entry code | Assessment model | Title | Qualification Number |
|---|---|---|---|
| 01766 | e-assessment | OCR Level 2 Award in Retail Knowledge | 500/6718/7 |
| 10360 | Postal Moderation | OCR Level 2 Award in Retail Knowledge | 500/6718/7 |
| 01767 | e-assessment | OCR Level 2 Certificate in Retail Knowledge | 500/6736/9 |
| 10361 | Postal Moderation | OCR Level 2 Certificate in Retail Knowledge | 500/6736/9 |
| 01768 | e-assessment | OCR Level 3 Award in Retail Knowledge | 500/6704/7 |
| 01769 | e-assessment | OCR Level 3 Certificate in Retail Knowledge | 500/6737/0 |

The units and any supporting documentation for these qualifications can be found on our website.

### 8.4.1  Making entries for moderation

Centres must have been approved to offer these qualifications in order to make entries. We recommend your centre applies to become an approved centre well in advance of making their first entries.

Entries must be made via Interchange - OCR's secure extranet facility. For full details of the process see *Making entries for vocational qualifications via Interchange*.

Candidates should be entered individual units.

**Candidate entry:**

- Unit entry – Candidates can build their qualification unit by unit. This entry route may be useful if your centre is unsure whether a candidate is intending to complete the full qualification.

**Route for making entries:**

- Named entry - You provide specific candidate information (e.g. name and date of birth) for each unit. The advantage of named entry is that any materials we supply are personalised, requiring less manual work later.

- Unnamed entry - This allows you to order a number of units in bulk, without specifying who will be taking them. Although this increases the flexibility of the administration, it may increase the administrative burden later in the process, as you still have to provide the specific candidate information.

Centres must have made an entry for a unit in order for us to provide your OCR moderator's details.

## 8.4.2  Making entries for e-assessment

Centres must have been approved to offer these qualifications in order to make entries. We recommend your centre applies to become an approved centre well in advance of making entries.

**Candidate entry:**

- Unit entry – Candidates build their qualification unit by unit. Each unit is assessed via an on-screen test, set and marked by OCR.

If you chose to use e-assessment, there is no need to pre-register candidates for these units. As soon as your centre is approved to deliver the qualifications, you will be set up on OCR's e-test system and can register candidates in minutes via the administration website.

You will receive instructions on how to access the SecureAssess system and your login details.

As soon as your centre is approved and setup on the SecureAssess system you can register candidates, via the SecureAssess website.

For full information about administering the e-tests, submitting candidate tests and general examination arrangements, please refer to the e-assessment area of our website http://www.ocr.org.uk/i-want-to/do/e-assessment/.

## 8.5    Unique Learner Numbers (ULN) and the Personal Learning Record (PLR)

Ofqual requires Awarding Bodies to capture the Unique Learner Number (ULN) for all candidates who have claimed certification for any of these qualifications. It is also a condition of funding that all candidates that claim certification for publically funded qualifications must have a valid ULN.

The Personal Learning Record (PLR) is a permanent, online record of a candidate's qualifications and achievements and supports Credit Accumulation and Transfer (CAT). Each unit and qualification in the Qualifications and Credit Framework (QCF) has a credit value. The PLR enables candidates to accumulate a record of their achievements within one place and supports the transfer of credit for these units between learning providers and awarding bodies, therefore supporting candidates to gain full qualifications.

Candidates over the age of 14 in UK education or training can access the PLR using their ULN. Candidates keep the same ULN to access their PLR throughout their lives and whatever their level of learning.

Where a candidate has a ULN, you must enter their ten digit number in the ULN field when making entries via Interchange. For candidates who do not have a ULN, a claim will still be accepted if you leave this field blank, but OCR will not be able to send these achievements to the PLR.

When making entries via Interchange, for candidates with a ULN, you should enter the ten digit number in the ULN field.

Further information about this can be found in the *Admin guide: Vocational Qualifications* and at the Learner Records Service.

## 8.6    How to make certificate claims

All claims should be carried out via OCR Interchange. For full details of the process see *Making online claims for vocational qualifications.*

**Please note that for postally moderated qualifications the work must be sent to the moderator within 24 hours of the claim being made on Interchange.**

We will issue certificates 21 working days after you submit your candidates' evidence to the moderator for candidates who have successfully completed the units required for their qualification.

In order to ensure that these are automatically issued, you must ensure that the OCR candidate number is **always** used where a candidate has already achieved one or more units.

## 8.7    Enquiries about results

Please refer to the *Admin guide: Vocational Qualifications*.

# 9 Certification

Candidates who achieve the full qualification will receive:

- a unit certificate listing the unit or units achieved, with their related credit value and the unit reference number(s), and

- a certificate stating the full qualification title and the qualification number.

Candidates who achieve one or more units but who do not meet the credit requirements for a full qualification will receive a certificate listing the units they have achieved along with their credit value.

Certificates will be issued directly to your centre for successful candidates.

## 9.1 Multiple certificates recognising candidate achievement

Your centre may receive certificates for qualifications that are part of this suite that the candidate has not been entered for. As your centre claims units for one of these qualifications, our system will, for each candidate, validate the combination of units matching the rule of combination for this qualification. For example, a candidate entered for and achieving a Certificate qualification, will also receive the Award as they will have met the rule of combination for the Award.

## 9.2 Replacement certificates

For details on replacement certificates see the *Admin guide: Vocational Qualifications*.

# 10 Other information

## 10.1 National Occupational Standards (NOS)

These qualifications provide a key progression route between education and employment or further study/training leading to employment. They are directly relevant to the needs of employers and relate to Retail National Occupational Standards (NOS) developed by Skillsmart Retail, the former Sector Skills Council for retail which is now part of People 1st, the sector body for hospitality, passenger transport, travel and tourism.

## 10.2 Avoidance of bias

We have taken great care in the preparation of these qualifications to avoid bias of any kind. Special focus is given to the nine strands of the Equality Act with the aim of ensuring both direct and indirect discrimination is avoided.

## 10.3 Regulatory requirements

These qualifications comply with Ofqual's *General Conditions of Recognition* and Ofqual's *Regulatory Arrangements for the Qualifications and Credit Framework (Ofqual, August 2008).*

## 10.4 Language

These qualifications and any associated assessment materials are in English only. Only answers provided in English will be assessed.

## 10.5 Centre resources and requirements

Your centre must provide appropriate assessment facilities for candidates that comply with our regulations stated in the *Admin guide: Vocational Qualifications* and the *JCQ Instructions for Conducting Examinations*.

## 10.6 Delivery in Wales and Northern Ireland

These qualifications comply with Ofqual's *General Conditions of Recognition and Ofqual's Regulatory Arrangements for the Qualifications and Credit Framework (Ofqual, August 2008).*

These qualifications are regulated by Ofqual for delivery in England and Northern Ireland during the life of the qualifications and approved by the Welsh Government for use by centres in Wales.

Ofqual regulates qualifications, examinations and assessments in England and vocational qualifications in Northern Ireland. It does not regulate degrees.

CCEA regulates non-vocational qualifications in Northern Ireland.

The Welsh Government regulates qualifications, examinations and assessments in Wales. It does not regulate degrees.

Candidates in Wales or Northern Ireland should not be disadvantaged by terms, legislation or aspects of government that are different from those in England. Where such situations might occur neutral terms have been used so that candidates may apply whatever is appropriate to their own situation.

We will provide handbooks, assessments and supporting documentation in English.

Further information about the provision of assessment materials in Welsh and Irish may be obtained from our Customer Contact Centre: 024 76 851509.

## 10.7   Recognition of Prior Learning (RPL)

Within the QCF, recognition of prior learning (RPL) is defined as 'A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.' (Regulatory arrangements for the Qualifications and Credit Framework Ofqual/08/3726) We encourage the use of RPL and you should advise your learners that they can bring forward any relevant learning (gained either informally or formally) so that it can be assessed against the assessment criteria specified in the unit, or units, the learner aims to complete. It is important that you make it clear to your learners that the RPL process is concerned with how the learner has acquired the knowledge, understanding or skills; it does not mean the learner is exempt from the assessment.

The currency of knowledge and ability is often important when recognising skills and competences. Where assessment is devolved to centres through assignments or portfolio-building, centre staff must judge the relevance of prior learning in all its aspects (including currency) to the qualification being assessed, before we will quality assure and authorise certification.

## 10.8   Access arrangements and special consideration

Adjustments to standard assessment arrangements are made on the basis of the individual needs of candidates.

It is important, therefore, that your centre identifies as early as possible whether candidates have disabilities or particular difficulties that will put them at a disadvantage in the assessment situation and select an appropriate qualification or adjustment that will allow them to demonstrate attainment.

The responsibility for providing adjustments to assessment is one which is shared between OCR and your centre. Centre staff should consult the Joint Council of Qualifications' (JCQ) booklet *Access Arrangements, Reasonable Adjustments and Special Consideration* www.jcq.org.uk.

You should also refer to this document for candidates who require a post-examination adjustment (special consideration) to reflect temporary illness, indisposition or injury at the time the assessment was taken.

For further guidance on access arrangements and special consideration refer to the *Admin guide: Vocational Qualifications*.

# 10.9    Wider issues

These qualifications provide opportunities for you to develop candidates' understanding of wider issues: spiritual, moral, ethical, social, legislative, economic and cultural issues as well as an awareness of sustainable development, health and safety considerations and European developments consistent with international agreements.

## 10.9.1    Spiritual, moral, ethical, social, legislative, economic and cultural issues

Tutors delivering a programme of learning leading towards these qualifications will have opportunities to develop candidates' understanding of wider issues, for example through:

- the rights of an individual to be informed of and to access data held about them by an organisation (Data Protection Act)

- Freedom of Information

- the copyrights of individuals and organisations over published electronic data

- confidentiality of information (employer and clients); the need to ensure data security

- computer misuse

- responsibility of honesty and accuracy in recording, manipulating and presenting data.

## 10.9.2    Sustainable development, health and safety considerations and European developments, consistent with international agreements

Tutors delivering a programme of learning leading towards these qualifications will have opportunities to develop candidates' understanding of wider issues, for example through:

- correct procedures for working with IT equipment

- print consumables

# 11  Contacting us

## 11.1  Customer feedback and enquiries

If you have any comments or enquiries about the qualifications in this handbook you can contact one of our customer contact advisers. You can:

| | |
|---|---|
| **write to:** | Customer Contact Centre<br>OCR<br>Progress House<br>Westwood Way<br>Coventry<br>CV4 8JQ |
| **email:** | vocational.qualifications@ocr.org.uk |
| **telephone:** | 024 76 851509 |
| **fax:** | 024 76 421944. |

You could also visit our website at www.ocr.org.uk for further information about our qualifications.

## 11.2  Complaints

All complaints will be handled sensitively and speedily and used to inform how we can improve our service to customers.

If you are not satisfied with a product or service we have provided please follow the process set out in our complaints policy.

You can:

| | |
|---|---|
| **write to:** | Director of Assessment Standards<br>OCR<br>1 Hills Road<br>Cambridge<br>CB1 2EU |
| **email:** | complaints@ocr.org.uk |

Contact our Customer Contact Centre on:

| | |
|---|---|
| **telephone:** | 024 76 851509 |
| **fax:** | 024 76 421944 |

# Appendix A - Qualification summary

## Level 2 Award in Retail Knowledge

| | |
|---|---|
| **Qualification Number (QN)** | 500/6718/7 |
| **Approved age group** | Pre-16 and above<br><br>On the register you will see it displayed as:<br><table><tr><td>Pre-16</td><td>16-18</td><td>18+</td><td>19+</td></tr><tr><td>Yes</td><td>Yes</td><td>No</td><td>Yes</td></tr></table> |
| **This qualification is suitable for** | • For candidates studying in preparation for employment in the retail sector.<br>• For candidates studying for career development and who are already in employment.<br>• For candidates taking a Retail apprenticeship. |
| **Entry requirements** | There are no formal entry requirements for this qualification. |
| **Credit requirement** | You need 9 credits to achieve the full qualification (See Section 2.2 for details on how you make up the 9 credits). |
| **Grading** | This qualification is Pass/Fail. |
| **Last date to enter candidates** | We will always provide you with advance notice when setting a last entry date and a last certification date. |

There are **two** assessment routes available to candidates and centres can use both routes within the Level 2 qualification.

| e-assessment | |
|---|---|
| **Assessment model** | Candidates can take on-screen multiple-choice tests, which are externally assessed by OCR. |
| **Entry code** | **01766** |

| Postally moderated | |
|---|---|
| **Assessment model** | Candidates can provide evidence of their knowledge and skills, collated in an evidence booklet or a portfolio. The evidence is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR. |
| **Entry code** | **10360** |

# Level 2 Certificate in Retail Knowledge

| | |
|---|---|
| **Qualification Number (QN)** | 500/6736/9 |
| **Approved age group** | Pre-16 and above<br><br>On the register you will see it displayed as:<br><br>

| Pre-16 | 16-18 | 18+ | 19+ |
|---|---|---|---|
| Yes | Yes | No | Yes |
 |
| **This qualification is suitable for** | • For candidates studying in preparation for employment in the retail sector.<br>• For candidates studying for career development and who are already in employment.<br>• For candidates taking a Retail apprenticeship. |
| **Entry requirements** | There are no formal entry requirements for this qualification. |
| **Credit requirement** | You need 14 credits to achieve the full qualification (See Section 2.3 for details on how you make up the 14 credits). |
| **Grading** | This qualification is Pass/Fail. |
| **Last date to enter candidates** | We will always provide you with advance notice when setting a last entry date and a last certification date. |

There are **two** assessment routes available to candidates and centres can use both routes within the Level 2 qualification.

| **e-assessment** | |
|---|---|
| **Assessment model** | Candidates can take on-screen multiple-choice tests, which are externally assessed by OCR. |
| **Entry code** | **01767** |
| **Postally moderated** | |
| **Assessment model** | Candidates can provide evidence of their knowledge and skills, collated in an evidence booklet or a portfolio. The evidence is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR. |
| **Entry code** | **10361** |

# Level 3 Award in Retail Knowledge

| | |
|---|---|
| **Qualification Number (QN)** | 500/6704/7 |
| **Approved age group** | Pre-16 and above<br><br>On the register you will see it displayed as:<br><br><table><tr><td>Pre-16</td><td>16-18</td><td>18+</td><td>19+</td></tr><tr><td>Yes</td><td>Yes</td><td>No</td><td>Yes</td></tr></table> |
| **This qualification is suitable for** | • For candidates studying in preparation for employment in the retail sector.<br>• For candidates studying for career development and who are already in employment.<br>• For candidates taking a Retail apprenticeship. |
| **Entry requirements** | There are no formal entry requirements for this qualification. |
| **Credit requirement** | You need 5 credits to achieve the full qualification (See Section 2.4 for details on how you make up the 5 credits). |
| **Grading** | This qualification is Pass/Fail. |
| **Last date to enter candidates** | We will always provide you with advance notice when setting a last entry date and a last certification date. |
| **Assessment model** | Assessment of this qualification is only available via on-screen multiple-choice tests, which are externally assessed by OCR. |
| **Entry code** | **01768** |

# Level 3 Certificate in Retail Knowledge

| Qualification Number (QN) | 500/6737/0 | | | |
|---|---|---|---|---|
| **Approved age group** | Pre-16 and above<br><br>On the register you will see it displayed as: | | | |
| | Pre-16 | 16-18 | 18+ | 19+ |
| | Yes | Yes | No | Yes |
| **This qualification is suitable for** | • For candidates studying in preparation for employment in the retail sector.<br>• For candidates studying for career development and who are already in employment.<br>• For candidates taking a Retail apprenticeship. | | | |
| **Entry requirements** | There are no formal entry requirements for this qualification. | | | |
| **Credit requirement** | You need 16 credits to achieve the full qualification (See Section 2.5 for details on how you make up the 16 credits). | | | |
| **Grading** | This qualification is Pass/Fail. | | | |
| **Last date to enter candidates** | We will always provide you with advance notice when setting a last entry date and a last certification date. | | | |
| **Assessment model** | Assessment of this qualification is only available via on-screen multiple-choice tests, which are externally assessed by OCR. | | | |
| **Entry code** | **01769** | | | |