



Retail Skills:
Units and Assessment Guidance

Final version for use from January 2012

Retail qualifications in which these units appear:

Level 1 Award in Retail Skills

Level 1 Certificate in Retail Skills

Level 1 Diploma in Retail Skills

Level 2 Award in Retail Skills

Level 2 Certificate in Retail Skills

Level 2 Diploma in Retail Skills

Level 3 Certificate in Retail Skills (Sales Professional)

Level 3 Certificate in Retail Skills (Visual Merchandising)

Level 3 Certificate in Retail Skills (Management)

Level 3 Diploma in Retail Skills (Sales Professional)

Level 3 Diploma in Retail Skills (Visual Merchandising)

Level 3 Diploma in Retail Skills (Management)

Contents

All units are owned by Skillsmart Retail except where indicated.

Move goods and materials manually in a retail environment	9
F/503/5656	
B.01	
Keep stock at required levels in a retail environment	11
J/503/5657	
B.02	
Receive goods and materials into storage in a retail environment.....	13
R/503/5659	
B.03	
Place goods and materials into storage in a retail environment	15
J/503/5660	
B.04	
Keep stock on sale at required levels in a retail environment	17
L/503/5661	
B.05	
Process customer orders for goods in a retail environment	19
R/503/5662	
B.06	
Process returned goods in a retail environment.....	21
Y/503/5663	
B.07	
Sort donated goods for resale or recycling in a retail environment.....	23
D/503/5664	
B.08	
Assemble products for display in a retail environment.....	25
H/503/5665	
B.09	
Hand-process fish in a retail environment.....	27
K/503/5666	
B.11	
Process greengrocery products for sale in a retail environment	31
M/503/5667	
B.12	
Finish meat products by hand in a retail environment	35
T/503/5668	
B.13	
Audit stock levels and stock inventories in a retail environment	39
A/503/5669	
B.15	
Source required goods and services in a retail environment.....	41
T/503/5671	
B.16	
Organise own work to meet a dough production schedule.....	43
A/503/5672	
B.17	
Select, weigh and measure bakery ingredients.....	45
D/601/4551	
B.18	
<i>Improve</i>	
Hand-divide, mould and shape fermented dough.....	47
T/601/4555	
B.19	
<i>Improve</i>	

Maintain food safety while working with food in a retail environment	49
F/503/5673	
B.20	
Maintain food safety while working with food in a retail environment	53
J/503/5674	
B.21	
Monitor and help improve food safety in a retail environment	57
L/503/5675	
B.22	
Pick products in a retail environment to fulfil customer orders	61
R/503/5676	
B.28	
Load orders for despatch from a retail store to customers	63
Y/503/5677	
B.29	
Check stock levels and sort out problems with stock levels in a retail environment	65
D/503/5678	
B.30	
Maintain moisture levels for crops or plants	67
R/502/0854	
B.31	
<i>Lantra SSC</i>	
Provide nutrients to crops or plants	69
L/502/0853	
B.32	
<i>Lantra SSC</i>	
Remove unwanted plant growth to maintain development	71
Y/502/1214	
B.33	
<i>Lantra SSC</i>	
Identify and report the presence of pests, diseases and disorders	75
K/502/1511	
B.34	
<i>Lantra SSC</i>	
Finish bake-off food products in a retail environment	77
H/503/5679	
B.35	
Glaze, coat or decorate bake-off products for sale in a retail environment	79
Y/503/5680	
B.36	
Manage staff to receive goods in a retail environment	81
D/503/5681	
B.37	
Organise and monitor the storage of stock in a retail environment	83
H/503/5682	
B.38	
Wrap and pack goods for customers in a retail environment	87
K/503/5683	
C.01	
Display stock to promote sales to customers in a retail environment	89
M/503/5684	
C.02	
Help customers to choose products in a retail environment	93
T/503/5685	
C.03	

Carry out promotional campaigns in a retail environment.....	95
A/503/5686	
C.04	
Deal with customer queries and complaints in a retail environment	97
F/503/5687	
C.05	
Demonstrate products to customers in a retail environment	101
J/503/5688	
C.06	
Process payments for purchases in a retail environment.....	103
L/503/5689	
C.08	
Process applications for credit agreements offered in a retail environment.....	105
F/503/5690	
C.09	
Promote loyalty schemes to customers in a retail environment	107
J/503/5691	
C.12	
Maintain the availability of goods on display in a retail environment to promote sales.....	109
L/503/5692	
C.13	
Manage the payment transaction process in a retail environment.....	113
R/503/5693	
C.16	
Provide a bra fitting service in a retail environment	115
Y/503/5694	
C.17	
Follow guidelines for planning and preparing visual merchandising displays.....	119
D/503/5695	
C.18	
Dress visual merchandising displays to attract customers.....	121
H/503/5696	
C.19	
Order and position signage and graphics for visual merchandising displays.....	123
K/503/5697	
C.20	
Dismantle and store props and graphics from visual merchandising displays.....	125
M/503/5698	
C.21	
Make props and decorate fixtures and panels for visual merchandising displays	127
T/503/5699	
C.22	
Assemble visual merchandising displays.....	131
D/503/5700	
C.23	
Choose merchandise to feature in visual merchandising displays.....	133
H/503/5701	
C.24	
Manage the use of signage and graphics in visual merchandising displays	135
K/503/5702	
C.25	
Evaluate the effectiveness of visual merchandising displays.....	139
M/503/5703	
C.26	

Manage budgets for visual merchandising projects	141
T/503/5704	
C.27	
Contribute to improving a retail organisation’s visual merchandising policy.....	143
A/503/5705	
C.28	
Design visual merchandising display layouts	145
F/503/5706	
C.29	
Follow point-of-sale procedures for age-restricted products in a retail environment ...	149
J/503/5707	
C.36	
Provide National Lottery products to customers.....	151
L/503/5708	
C.37	
Advise customers on the fixing and care of tiles	153
R/503/5709	
C.42	
Provide a counter and takeaway service.....	157
L/601/5016	
C.44	
People 1 st	
Help customers to choose alcoholic beverages in a retail environment	161
J/503/5710	
C.45	
Cash up in a retail environment	165
L/503/5711	
C.46	
Promote a retail store’s credit card to customers in a retail environment.....	167
R/503/5712	
C.47	
Provide service to customers in a dressing room in a retail environment	169
Y/503/5713	
C.48	
Promote food or drink products by offering samples to customers	171
D/503/5714	
C.49	
Deliver goods from a retail environment to the customer’s delivery address	173
H/503/5715	
C.50	
Contribute to monitoring and maintaining ease of shopping in a retail sales area	175
K/503/5716	
C.51	
Help customers to apply for a retail store’s credit card and associated insurance products	177
M/503/5717	
C.52	
Help customers to choose delicatessen products in a retail environment	181
T/503/5718	
C.54	
Portion delicatessen products to meet customer requirements in a retail environment.....	183
A/503/5719	
C.55	

Merchandise plants and other relevant products.....	185
J/502/0771	
C.56	
<i>Lantra SSC</i>	
Help customers to choose specialist products in a retail environment.....	187
M/503/5720	
C.58	
Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment.....	191
T/503/5721	
C.59	
Operate a customer record card system on a beauty counter in a retail environment.....	195
A/503/5722	
C.60	
Give customers a positive impression of yourself and your organisation	199
L/601/0933	
D.01	
<i>CfA Business Skills @ Work</i>	
Organise the delivery of reliable customer service	201
Y/601/1230	
D.05	
<i>CfA Business Skills @ Work</i>	
Improve the customer relationship	205
H/601/1232	
D.06	
<i>CfA Business Skills @ Work</i>	
Work with others to improve customer service.....	207
D/601/1553	
D.07	
<i>CfA Business Skills @ Work</i>	
Monitor and solve customer service problems	209
J/601/1515	
D.08	
<i>CfA Business Skills @ Work</i>	
Promote continuous improvement	211
H/601/1554	
D.09	
<i>CfA Business Skills @ Work</i>	
Recognise and report security risks in a retail environment	213
F/503/5723	
E.01	
Comply with workplace health and safety requirements in a retail environment	215
J/503/5724	
E.02	
Work effectively in a retail team.....	219
L/503/5725	
E.03	
Keep the non-food retail environment clean and tidy	221
R/503/5726	
E.04	
Protect own and others' health and safety when working in a retail environment.....	223
Y/503/5727	
E.06	
Reduce security risks in a retail environment.....	225
D/503/5728	
E.07	

Work effectively and support others in a retail organisation	227
H/503/5729	
E.08	
Deputise for the leader of a retail team	231
Y/503/5730	
E.09	
Contribute to the continuous improvement of retail operations within own area of responsibility	235
D/503/5731	
E.10	
Manage the prevention of wastage and loss in a retail environment.....	239
H/503/5732	
E.11	
Produce staffing schedules to help a retail team to achieve its targets	241
K/503/5733	
E.12	
Monitor and maintain health and safety in a retail environment.....	243
M/503/5734	
E.18	
Work effectively in a retail team.....	247
T/503/5735	
E.19	
Prepare newspapers and magazines for return to merchandisers.....	249
A/503/5736	
E.20	
Monitor and support secure payment point use during trading hours	251
F/503/5737	
E.21	
Check the accuracy of records of hours worked by staff in a retail environment	253
J/503/5738	
E.22	
Set objectives and provide support for team members.....	257
M/600/9600	
E.23	
<i>CfA Business Skills @ Work</i>	
Plan, allocate and monitor work of a team	259
Y/600/9669	
E.24	
<i>CfA Business Skills @ Work</i>	
Make effective decisions.....	261
F/600/9715	
E.25	
<i>CfA Business Skills @ Work</i>	
Manage conflict in a team.....	263
R/600/9685	
E.26	
<i>CfA Business Skills @ Work</i>	
Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	265
M/600/9628	
E.27	
<i>CfA Business Skills @ Work</i>	

Title	Move goods and materials manually in a retail environment
Reference number	F/503/5656
Skillsmart Retail ref	B.01
Unit level	1
Credit value:	3
Guided learning hours	16
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals working in a retail environment whose duties include working under supervision to move and place goods and materials. The unit does not require the learner to use a lift truck, but the learner does need to be able to use other types of handling equipment safely.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to move goods and materials manually in a retail environment	<p>1.1 perform checks to ensure that equipment needed to move goods and materials is available and in working order</p> <p>1.2 state what can go wrong with the equipment used for moving goods and materials</p> <p>1.3 move and handle goods and materials safely and in line with organisational procedures</p> <p>1.4 place goods and materials:</p> <ul style="list-style-type: none"> • in the specified places • within the time allowed • in such a way that they can be easily identified and reached
2. Know the importance of rotating stock when putting new stock into storage	2.1 state the importance of rotating stock when putting new stock into storage
3. Know what support is available to resolve problems with moving goods and materials manually	<p>3.1 identify the person to whom to report faulty equipment</p> <p>3.2 identify the people who can help to move goods and materials when necessary</p> <p>3.3 identify the person who can be asked for advice about where to place</p>

	goods and materials
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence.</p> <p>Simulation is allowed for the performance evidence within this unit only if no opportunities exist to gather workplace evidence.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Keep stock at required levels in a retail environment	
Reference number	J/503/5657	
Skillsmart Retail ref	B.02	
Unit level	1	
Credit value:	3	
Guided learning hours	16	
Unit purpose and aim(s)	This unit assesses the occupational competence of people who work in a retail environment and who are responsible for checking stock levels and replenishing the levels of stock on the shelves.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Know the importance of checking stock levels	1.1	state the importance of accurate and up-to-date stock checks and records
	1.2	state the importance of following instructions and procedures for checking stock levels
2. Know the importance of rotating stock when putting new stock on display	2.1	outline the importance of rotating stock when putting new stock on display
3. Know the risks involved in handling stock	3.1	outline potential safety risks involved in handling stock
	3.2	outline how stock, premises and equipment can be damaged by poor stock handling
	3.3	state why the work area needs to be cleaned and tidied promptly after replenishing stock levels
4. Be able to check stock levels in a retail environment	4.1	perform checks on existing stock levels in such a way that: <ul style="list-style-type: none"> • an accurate count of stock is achieved • instructions and organisational procedures are followed • unsaleable stock is identified • other people are not disturbed except when necessary
	4.2	identify the person who can provide advice when instructions for checking stock are not clear

	<p>4.3 identify the person who needs to be told about any unsaleable stock identified</p> <p>4.4 update stock records accurately and in line with organisational procedures</p>
5. Be able to position stock in a retail environment	<p>5.1 position stock in the right places according to instructions relating to:</p> <ul style="list-style-type: none"> • stock rotation • display requirements <p>5.2 identify the person who can provide advice when instructions for positioning stock are not clear</p> <p>5.3 handle stock in ways that:</p> <ul style="list-style-type: none"> • protect own and other people's safety • protect stock, equipment and premises from being damaged • do not disturb other people except when necessary <p>5.4 clean and tidy the work area after replenishing stock levels in line with organisational procedures</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is allowed for the performance evidence within this unit only if no opportunities exist to gather workplace evidence.

SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	SkillsSmart Retail
Availability for use	Shared

Title	Receive goods and materials into storage in a retail environment
Reference number	R/503/5659
Skillsmart Retail ref	B.03
Unit level	2
Credit value:	4
Guided learning hours	22
Unit purpose and aim(s)	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
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the importance of preparing for expected deliveries	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: <ul style="list-style-type: none"> • 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

	<p>receiving area is clean, tidy and free from obstructions and hazards</p> <p>3.5 perform checks to ensure that the necessary handling equipment is available and is in good working order</p> <p>3.6 perform checks to ensure that the relevant records are complete, accurate and up to date</p>
4. Be able to receive deliveries into storage in a retail environment	<p>4.1 perform checks to ensure that the type, quantity and quality of items delivered are acceptable</p> <p>4.2 describe how to refuse faulty deliveries, including how to record these and who needs to know about them</p> <p>4.3 use methods that are safe, hygienic and protect the items from damage to check deliveries</p> <p>4.4 allow deliveries to be off-loaded only into the designated areas</p> <p>4.5 update stock control systems in line with organisational procedures</p> <p>4.6 follow legal and organisational requirements for maintaining security and safety while receiving deliveries</p>

Assessment guidance

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Place goods and materials into storage in a retail environment
Reference number	J/503/5660
Skillsmart Retail ref	B.04
Unit level	2
Credit value:	4
Guided learning hours	19
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals working in a retail environment who are responsible for moving goods and materials into storage. This includes checking beforehand that the available storage facilities are suitable, and making efficient use of the available space.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the requirements for storing goods and materials in a retail environment	<p>1.1 explain what might cause the goods and materials to deteriorate in storage</p> <p>1.2 describe the types of storage facilities and storage conditions that are needed for the goods and materials</p> <p>1.3 outline the legal and organisational requirements for storing goods and materials safely and securely</p> <p>1.4 explain why stock needs to be rotated in storage</p>
2. Know procedures for resolving problems with storage facilities and equipment	<p>2.1 describe the procedures for reporting any lack of suitable storage facilities</p> <p>2.2 describe how to fix faulty equipment when this falls within own responsibility</p> <p>2.3 describe the procedures for reporting equipment faults that are not within own responsibility to fix</p>
3. Be able to place goods and materials into storage in a retail environment	<p>3.1 perform checks to ensure that adequate storage facilities are available</p> <p>3.2 perform checks to ensure that handling equipment is in working order</p>

	<p>3.3 place goods and materials:</p> <ul style="list-style-type: none"> • safely and securely • in the designated storage facilities • within the time allowed • in ways that make efficient use of the available storage space • in ways that enable items to be reached easily when needed <p>3.4 complete relevant records in line with organisational procedures</p>
--	--

Assessment guidance

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Keep stock on sale at required levels in a retail environment
Reference number	L/503/5661
Skillsmart Retail ref	B.05
Unit level	2
Credit value:	3
Guided learning hours	16
Unit purpose and aim(s)	This unit assesses the occupational competence of people who work in a retail environment and who are responsible for maintaining stock levels to meet changing demand.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the relationship between stock levels and demand for stock	1.1 explain the importance of having enough stock in the store to meet demand 1.2 describe the factors that can affect demand for stock
2. Understand the relationship between stock levels and the quality of stock on sale	2.1 explain how stock rotation reduces the risk that stock will become unsaleable 2.2 describe the signs that stock is no longer saleable
3. Be able to check the level of stock on sale in a retail environment	3.1 calculate when to check stock levels, taking into account: <ul style="list-style-type: none"> • expected demand for stock • the time needed to order replacement stock 3.2 use the organisation's stock control system to assess: <ul style="list-style-type: none"> • current stock levels • the stock levels needed • any shortfalls in stock 3.3 describe the procedures for informing colleagues that stock needs replacing
4. Be able to replenish stock on sale in a retail environment	4.1 order stock as needed to maintain required levels 4.2 prepare stock for sale within the time allowed

	<p>4.3 arrange for stock to be moved to the sales floor as needed</p> <p>4.4 rotate stock:</p> <ul style="list-style-type: none"> • in accordance with organisational procedures • with the least possible disturbance to other people <p>4.5 dispose of packaging waste in accordance with organisational procedures</p> <p>4.6 update the stock control system in line with organisational procedures to reflect:</p> <ul style="list-style-type: none"> • stock movements • any disposal of unsaleable stock <p>4.7 calculate expected changes in demand and the corresponding changes that need to be made to stock levels</p>
--	--

Assessment guidance

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Process customer orders for goods in a retail environment	
Reference number	R/503/5662	
Skillsmart Retail ref	B.06	
Unit level	2	
Credit value:	3	
Guided learning hours	19	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals responsible for processing customer orders in a retail environment.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the importance of customer service in relation to processing customers' orders	1.1	explain the importance of giving customers clear, accurate and complete information about the terms of supply
	1.2	explain the importance of keeping customers informed of the progress of their orders
2. Understand the correct use of customer information in relation to processing customers' orders	2.1	describe the information that must be obtained from customers when they place orders
	2.2	explain why information is needed from customers when they place orders, including any information that is required by law
	2.3	outline the legal and organisational requirements relating to customer confidentiality
	2.4	explain the consequences of not keeping customer information confidential
3. Be able to find out what customers want to order	3.1	ask questions to clarify customers' requirements
	3.2	use product information to help customers who are unsure which exact products will best meet their requirements
4. Be able to check the availability of the goods customers want to order	4.1	describe the available sources of supply
	4.2	check the availability of goods and

	<p>the terms and conditions of supply</p> <p>4.3 offer alternative options to customers if the required goods are not currently in stock</p>
5. Be able to process orders for customers	<p>5.1 check customer identity and credit status in accordance with legal and organisational procedures</p> <p>5.2 prepare accurate and complete orders using the organisation's required format</p> <p>5.3 communicate orders to those responsible for fulfilling them in line with organisational procedures</p> <p>5.4 maintain the requisite level of confidentiality when storing, using and sharing customer information</p>
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence.</p> <p>Simulation is not allowed for any performance evidence within this unit.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Process returned goods in a retail environment
Reference number	Y/503/5663
Skillsmart Retail ref	B.07
Unit level	2
Credit value:	3
Guided learning hours	18
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who process goods returned by customers. The unit is suitable for learners who work on the shop floor and deal with customers face-to-face, as well as for learners in behind-the-scenes roles, for example dealing with customers by telephone or e-mail.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know about rights and responsibilities in relation to returned goods	1.1 describe reasons customers might have for returning goods 1.2 describe customers' legal rights to replacements and refunds 1.3 describe the organisation's policy concerning replacements and refunds, including proof of purchase and any charges that apply when the organisation is not at fault 1.4 describe the options available to customers who need to return unwanted goods, including any action customers need to take in connection with each option
2. Understand the importance of stock control systems	2.1 explain the importance of updating stock control systems when returns are made
3. Be able to help retail customers who need to return goods	3.1 ask customers politely why they want to return goods, when it is necessary to ascertain the reason 3.2 apologise if the organisation appears to be at fault 3.3 offer customers replacements and refunds in accordance with legal and organisational requirements 3.4 describe politely to customers any action that will be taken concerning

	the goods they have returned, including any charges that apply
4. Be able to process returned goods	<p>4.1 classify returned goods according to their type and condition</p> <p>4.2 separate unsaleable goods from stock that is to be returned to the sales floor</p> <p>4.3 label accurately any goods that are to be returned to the supplier or manufacturer</p> <p>4.4 move returned goods to the correct places ready for despatch, disposal or resale</p> <p>4.5 communicate accurate and complete information to those responsible for raising a credit note or refunding the payment</p> <p>4.6 update the stock control system in line with organisational procedures when goods are returned</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

AC 1.3: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

ACs 3.1, 3.4: '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.

ACs 2.1, 4.6: In stores where the POS system automatically updates the stock control system, references to updating the stock control system in ACs 2.1 and 4.6 should be interpreted as meaning scanning the returned goods at the POS in such a way that the stock control system is updated.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Sort donated goods for resale or recycling in a retail environment	
Reference number	D/503/5664	
Skillsmart Retail ref	B.08	
Unit level	1	
Credit value:	3	
Guided learning hours	6	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who work in charity shops and are responsible for processing donated goods of a straightforward type.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Know how to sort donated goods safely	1.1 outline the organisational safety requirements that apply to sorting donated goods	
2. Be able to sort donated goods for selling or recycling	2.1 clean and tidy the work area before starting to sort goods 2.2 sort donated goods by type and condition 2.3 identify the person who can help with recognising and classifying unusual items 2.4 place goods suitable for recycling in the designated containers 2.5 follow organisational procedures for disposing of items that are not suitable for either selling or recycling 2.6 place containers in the designated location ready for collection 2.7 follow organisational requirements for protecting own health and safety when processing donated goods 2.8 clean and tidy the work area after sorting goods	
Assessment guidance		

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Assemble products for display in a retail environment	
Reference number	H/503/5665	
Skillsmart Retail ref	B.09	
Unit level	2	
Credit value:	2	
Guided learning hours	9	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who assemble products under supervision for display in a retail environment.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Be able to assemble products for display in a retail environment	1.1 perform checks to ensure that all expected items and parts of the product are in the package, before starting to assemble them 1.2 dispose of all waste safely, including unwanted packaging 1.3 select tools that are suited to the task of assembling particular products 1.4 assemble products: <ul style="list-style-type: none"> • in accordance with the manufacturer's instructions • using safe working methods 1.5 assess assembled products to ensure that: <ul style="list-style-type: none"> • they are in a safe condition • they match any illustrations or other specifications provided by the manufacturer 1.6 identify the person who can provide advice if products are proving difficult to assemble	
Assessment guidance		

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Hand-process fish in a retail environment
Reference number	K/503/5666
Skillsmart Retail ref	B.11
Unit level	2
Credit value:	6
Guided learning hours	21
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who hand-process fish in a retail environment.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand safe working practices in relation to hand-processing fish	1.1 explain the importance of hygiene in relation to hand-processing fish 1.2 describe the organisation's hygiene policy relating to hand-processing fish 1.3 describe safe working practices relating to hand-processing fish 1.4 explain the importance of following safe working practices when hand-processing fish 1.5 explain the dangers and disadvantages of using unsafe and blunt tools to hand-process fish 1.6 describe possible types of accident and injury associated with hand-processing fish 1.7 describe organisational procedures for dealing with accidents and injuries that occur when hand-processing fish 1.8 explain the importance of following the organisation's cleaning schedule for the area where fish is hand-processed
2. Understand the relationship between the anatomy of fish and the way fish are hand-processed	2.1 explain how the arrangement of body parts of a flat fish differs from that of a round fish 2.2 explain how the different arrangement of body parts affects the way that flat and round fish are

	hand-processed
3. Be able to hand process fish	<p>3.1 perform checks to ensure that the fish to be prepared is of saleable quality</p> <p>3.2 hand-process fish in ways that attempt to:</p> <ul style="list-style-type: none"> • achieve organisational specifications for yield and quality • minimise waste • keep fish in a saleable condition throughout processing • maintain own and other people's health and safety <p>3.3 place processed products that meet organisational specifications into containers that will keep them in a saleable condition</p>
4. Be able to maintain own work area in a condition fit for hand-processing fish	<p>4.1 organise own work area, equipment and tools to enable fish to be hand-processed safely, hygienically and efficiently</p> <p>4.2 maintain hygienic working conditions when handling fish</p> <p>4.3 dispose of waste from the hand-processing of fish in ways that meet legal and organisational requirements</p> <p>4.4 clean and tidy own work area, tools and equipment after hand-processing fish, in accordance with the organisation's cleaning schedule</p>
Assessment guidance	

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

For the purposes of this unit, 'processing' means:

- skinning, heading, scaling, gutting, boning, portioning and steaking **either** flat **or** round fish
- filleting **both** a flat **and** a round fish.

AC 1.2: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Process greengrocery products for sale in a retail environment
Reference number	M/503/5667
Skillsmart Retail ref	B.12
Unit level	2
Credit value:	7
Guided learning hours	17
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for processing greengrocery products for display in a retail environment.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to prepare greengrocery products for sale	1.1 explain the importance of keeping greengrocery products in a hygienic condition when preparing them for sale 1.2 explain the importance of protecting greengrocery products from damage when preparing them for sale 1.3 handle greengrocery products: <ul style="list-style-type: none"> • hygienically • in ways that protect them from damage 1.4 remove unwanted packaging from greengrocery products 1.5 remove unwanted parts of greengrocery products to make products as attractive as possible to customers 1.6 deal with any greengrocery products that do not meet the organisation's quality standards, in line with organisational procedures 1.7 weigh greengrocery products accurately, when weighing is required 1.8 sort greengrocery products according to type and quality 1.9 package greengrocery products in line with organisational requirements for presentation

	1.10 place unwanted packaging and waste from greengrocery products in the designated places for recycling
2. Be able to replenish displays of greengrocery products	<p>2.1 perform checks to ensure that the designated display areas for greengrocery products are clean before replenishing them with stock</p> <p>2.2 arrange greengrocery products:</p> <ul style="list-style-type: none"> • in the designated display area for each product • in ways that will attempt to attract customers to buy them <p>2.3 perform checks to ensure that the ticketing and coding of greengrocery products contain accurate information about products and prices</p>
3. Be able to maintain the quality of greengrocery products on display	<p>3.1 carry out regular checks of the quality and shelf life of greengrocery products on display</p> <p>3.2 place greengrocery products in the designated places for recycling when they have little or no shelf life or have deteriorated in quality</p> <p>3.3 rotate the stock of greengrocery items according to the shelf life of those items</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

Greengrocery products are to include **all** of the following:

- vegetables
- fruit
- salad.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling

Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Finish meat products by hand in a retail environment
Reference number	T/503/5668
Skillsmart Retail ref	B.13
Unit level	2
Credit value:	9
Guided learning hours	29
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who finish meat products by hand in a retail environment.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to check the suitability of meat products for finishing in a retail environment	1.1 perform checks to ensure that the meat products to be processed meet the organisation's quality specifications 1.2 state reasons for rejecting meat products at the checking stage 1.3 deal with meat products rejected during the checking process: <ul style="list-style-type: none"> • safely • hygienically, including keeping them separate from other meat products 1.4 keep meat products at the specified temperatures during handling, transfer and storage 1.5 explain why meat should be held at the specified temperatures 1.6 keep records of the checking process, in line with organisational procedures
2. Be able to organise own work area and equipment for finishing meat products in a retail environment	2.1 organise own work area to meet organisational requirements for: <ul style="list-style-type: none"> • health and safety • food safety • finishing meat products as instructed 2.2 select hand tools that are suited to specific meat finishing tasks 2.3 state potential dangers associated

	<p>with particular tools and equipment</p> <p>2.4 prepare meat finishing tools and equipment in line with organisational safety and processing requirements</p> <p>2.5 deal with faulty meat finishing tools and equipment in line with organisational procedures</p> <p>2.6 clean meat finishing tools and equipment after use in line with organisational safety and processing requirements</p> <p>2.7 store meat finishing tools and equipment after cleaning in the designated places</p>
3. Be able to achieve meat product yield and finish in a retail environment	<p>3.1 organise own meat finishing work in line with organisational finishing instructions</p> <p>3.2 finish meat products:</p> <ul style="list-style-type: none"> • within the time allowed • achieving the organisational specification for the finished product • achieving the product yield required <p>3.3 deal with meat products rejected from the finishing process in line with organisational procedures</p> <p>3.4 store finished products in line with organisational procedures</p>
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence.</p> <p>Simulation is not allowed for any performance evidence within this unit.</p> <p>If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.</p> <p>Finishing is to include both meat and poultry.</p> <p>SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling

Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Audit stock levels and stock inventories in a retail environment
Reference number	A/503/5669
Skillsmart Retail ref	B.15
Unit level	3
Credit value:	6
Guided learning hours	28
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for organising and implementing stock audits. The audit team may consist of people who do not normally work together, and the learner need not necessarily be a team leader in their day-to-day work.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to implement a stock audit in a retail environment	<p>1.1 explain the importance of auditing levels of stock and stock inventories</p> <p>1.2 plan an audit of stock that:</p> <ul style="list-style-type: none"> • will ensure accurate, complete and timely auditing • will cause as little disruption as possible to normal work • includes plans for dealing with contingencies <p>1.3 negotiate with colleagues to obtain staff who have the necessary skills to help with the audit</p> <p>1.4 allocate specific responsibilities to each member of the audit team</p> <p>1.5 explain to the audit team what they are expected to do</p> <p>1.6 diagnose and resolve problems that arise when implementing the audit</p>
2. Be able to use the findings of an audit to identify and resolve problems with stock levels and stock inventories	<p>2.1 analyse the findings of a stock audit to identify problems that need resolving</p> <p>2.2 prioritise problems according to their importance and urgency</p> <p>2.3 investigate and resolve problems:</p> <ul style="list-style-type: none"> • methodically

	<ul style="list-style-type: none"> as far as possible within the scope of the audit and with the resources available
3. Be able to communicate the results of an audit	3.1 clarify audit findings, including any unresolved problems, in a timely fashion for those who need the information
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Source required goods and services in a retail environment
Reference number	T/503/5671
Skillsmart Retail ref	B.16
Unit level	3
Credit value:	10
Guided learning hours	52
Unit purpose and aim(s)	This unit assesses the occupational competence of someone who orders stock for a retail store and is responsible for choosing the store's suppliers as well as ordering stock directly from suppliers.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the role of suppliers when sourcing goods and services	1.1 explain how suppliers' terms and conditions can affect the profitability of a retail business 1.2 explain the organisation's legal rights as a purchaser of goods and services, including rights relating to returns, replacements and refunds 1.3 explain what constitutes a legally binding contract between retailer and supplier
2. Be able to source required goods and services	2.1 interpret stock records to establish: <ul style="list-style-type: none"> • which stock needs replenishing • the quantity of stock required 2.2 evaluate the service offered by suppliers, taking account of: <ul style="list-style-type: none"> • the availability of the required goods and services • the terms and conditions offered by suppliers
3. Be able to order goods and services	3.1 analyse purchase requisitions to identify items that can be ordered together 3.2 order goods and services: <ul style="list-style-type: none"> • of the required type and quantity • allowing sufficient time for

	<p style="text-align: center;">delivery</p> <p>3.3 develop procedures that will enable colleagues to give sufficient notice of any special orders for goods and services</p> <p>3.4 resolve overdue or incomplete orders with the supplier</p> <p>3.5 arrange returns, replacements and refunds when applicable</p> <p>3.6 explain the options available when orders cannot be fulfilled on time</p> <p>3.7 maintain purchasing records that are in line with organisational procedures</p>
4. Be able to evaluate the performance of suppliers of stock for retail sale	<p>4.1 evaluate the quality, price and timeliness of deliveries against the organisation's requirements</p> <p>4.2 evaluate colleagues' feedback about suppliers' performance to determine if the standard of performance is acceptable</p> <p>4.3 provide feedback to suppliers on the level of service they provide</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Organise own work to meet a dough production schedule in a retail environment
Reference number	A/503/5672
Skillsmart Retail ref	B.17
Unit level	2
Credit value:	10
Guided learning hours	48
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who process dough within a dough production schedule, in a retail environment.</p> <p>The type of dough the learner works with may be fermented or non-fermented. Common types of fermented dough include those used for bread, plain and fruited buns, Danish pastries and croissants. Common types of non-fermented dough include those used for sweet and savoury products, puff pastry, scones and biscuits.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the importance of maintaining health and safety and food safety during dough production	1.1 explain the importance of following organisational requirements that apply to own work within the dough production schedule for: <ul style="list-style-type: none"> • health and safety • food safety
2. Understand why efficient and effective dough production is important to the organisation and its customers	2.1 explain why efficient and effective dough production is important to the organisation and its customers
3. Be able to organise own work to meet a dough production schedule in a retail environment	3.1 organise own work within the dough production schedule in ways that: <ul style="list-style-type: none"> • are within the limits of own authority and responsibility • comply with relevant organisational health and safety and food safety requirements • attempt to make efficient use of the available resources including own time • meet changing dough production

	<p>needs as they arise</p> <ul style="list-style-type: none"> • avoid delays that result in dough no longer being in the required condition <p>3.2 identify the designated people who can provide advice:</p> <ul style="list-style-type: none"> • when the resources available for dough processing fall short of the quantity or quality required • when the dough production schedule does not seem to be realistically achievable
--	--

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Select, weigh and measure bakery ingredients
Reference number	D/601/4551
Skillsmart Retail ref	B.18
Unit level	2
Credit value:	3
Guided learning hours	16
Unit purpose and aim(s)	This unit comes from the food and drink manufacturing sector. It is included as an option within the Retail Skills qualifications for learners who work in supermarket in-store bakeries.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Check quantities of ingredients	1.1 identify the specified ingredients 1.2 check quantities against instructions and specifications 1.3 calculate quantities of ingredients required for production
2. Select ingredients	2.1 select ingredients to meet production needs 2.2 check condition, quantity and quality of ingredients 2.3 isolate sub-standard ingredients 2.4 report sub-standard ingredients to the relevant people 2.5 take action to source and identify alternatives, if ingredients are not available 2.6 store ingredients according to specified procedures ready for further processing
3. Weigh and measure ingredients	3.1 check ingredients against instructions and specifications 3.2 check accuracy of bakery weighing and measuring equipment 3.3 weigh and measure ingredients, avoiding contamination 3.4 store weighed and measured ingredients in the specified conditions, ready for further

	<p>processing</p> <p>3.5 label storage containers or mixing bowls, ready for further processing</p> <p>3.6 operate within the limits of own authority and capabilities</p>
Assessment guidance	
<p>The following assessment guidance is provided by the unit owner:</p> <p>This unit is designed to assess the skills of learners in the workplace, selecting, weighing and measuring bakery ingredients. It needs to be assessed on the job. The learner must be able to demonstrate their competent performance consistently over a period of time, to meet all of the assessment criteria. This will be achieved by at least two observations of performance in the workplace, and may be supported by witness testimony and other workplace evidence. Observations must ensure that the learner's working practice is at commercial speed and in compliance with standard operating procedures.</p> <p>The Improve Assessment Strategy for Proficiency qualifications in Food and Drink sets out the overarching assessment requirements.</p>	
Additional information about the unit	
Unit review date	31/03/2015
SSAs	4.2 Manufacturing technologies
Owner	Improve
Availability for use	Shared

Title	Hand-divide, mould and shape fermented dough	
Reference number	T/601/4555	
Skillsmart Retail ref	B.19	
Unit level	2	
Credit value:	4	
Guided learning hours	21	
Unit purpose and aim(s)	This unit comes from the food and drink manufacturing sector. It is included as an option within the Retail Skills qualifications for learners who work in supermarket in-store bakeries.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Hand-divide fermented dough to specifications and instructions	1.1	check the dough meets the specification and instructions
	1.2	take action on discovering any discrepancy between dough and the specification
	1.3	check the condition of dividing tools and the accuracy of equipment
	1.4	hand-divide dough
	1.5	minimise waste and deal with scrap material
	1.6	position divided dough portions for further processing
2. Hand-mould and shape fermented dough	2.1	check the portioned dough meets instructions and the specification
	2.2	take action on discovering any discrepancy between portioned dough and the specification
	2.3	prepare and maintain table surface for moulding and shaping
	2.4	hand-mould and shape portioned dough
	2.5	wash and dress shaped dough surfaces according to specification
	2.6	minimise waste and deal with scrap material
	2.7	place dough in the specified condition and location for further processing
	2.8	operate within the limits of own

	authority and capabilities
Assessment guidance	
<p>The following assessment guidance is provided by the unit owner:</p> <p>This unit is designed to assess the skills of learners in the workplace, hand-dividing, moulding and shaping fermented dough. It needs to be assessed on the job. The learner must be able to demonstrate their competent performance consistently over a period of time, to meet all of the assessment criteria. This will be achieved by at least two observations of performance in the workplace, and may be supported by witness testimony and other workplace evidence. Observations must ensure that the learner's working practice is at commercial speed and in compliance with standard operating procedures.</p> <p>The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements.</p>	
Additional information about the unit	
Unit review date	31/03/2015
SSAs	4.2 Manufacturing technologies
Owner	Improve
Availability for use	Shared

Title	Maintain food safety while working with food in a retail environment
Reference number	F/503/5673
Skillsmart Retail ref	B.20
Unit level	1
Credit value:	5
Guided learning hours	11
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who work in a retail environment, and whose work involves any of these activities:</p> <ul style="list-style-type: none"> • handling wrapped food • handling unwrapped food not subject to temperature control requirements (for example, fresh produce or bakery items) • going into an area where food is prepared even if the learner does not handle the food (for example, if they clean the food preparation area). <p>This unit covers the individual's responsibilities for contributing to food safety in these circumstances.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know how own personal hygiene and behaviour contribute to food safety in a retail environment	1.1 outline how clean hair, skin, nails and clothing contribute to food safety 1.2 state how jewellery and other accessories can put food safety at risk 1.3 state why unsafe behaviour must be avoided when working with or near food 1.4 state why any open wounds, skin infections and infectious illnesses must be reported 1.5 state the importance of ensuring that any open wounds and skin infections are treated and covered with a suitable dressing
2. Know how to deal with indicators of potential food safety hazards in a retail environment	2.1 outline the types of indicators of potential food safety hazards to remain alert for in own workplace 2.2 outline how to recognise indicators

	<p>of potential food safety hazards in own workplace</p> <p>2.3 state which indicators of potential food safety hazards are within own authority to deal with, and which indicators must be reported</p> <p>2.4 outline the organisational procedures for dealing with indicators of potential food safety hazards that are within own authority</p>
3. Be able to keep self and clothes clean while working with food in a retail environment	<p>3.1 keep own hair, skin, nails and clothing in a suitable condition for working with food</p> <p>3.2 remove any jewellery and other accessories that could cause food safety hazards</p> <p>3.3 ensure that any protective clothing the organisation provides for own use is:</p> <ul style="list-style-type: none"> • worn in line with organisational requirements • changed when the organisation says it should be <p>3.4 wash own hands:</p> <ul style="list-style-type: none"> • at the right times to keep them in a suitable condition for working with food • using effective methods <p>3.5 demonstrate safe behaviour that helps prevent contamination to the food being worked with</p> <p>3.6 identify the person to whom to report any open wounds, skin infections and infectious illnesses</p>
4. Be able to deal with indicators of potential food safety hazards in a retail environment	<p>4.1 identify obvious indicators of potential food safety hazards in the workplace</p> <p>4.2 deal with potential food safety hazards by:</p> <ul style="list-style-type: none"> • removing them when authorised to do so • reporting them to the right person when dealing with them is not within own authority
Assessment guidance	
This unit requires workplace assessment of occupational competence.	

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The terms highlighted in bold in the assessment criteria are explained in a glossary appended to this unit.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Glossary for unit B.20

Accessories	Additional items apart from clothing and jewellery, for example, false nails.
Indicators of potential food safety hazards	<p>Things which could make food unsatisfactory for consumers, for example:</p> <ul style="list-style-type: none"> • damaged packaging • spillage into another food • out of date stock • food not stored where it should be (for example, if customers have moved food) • chiller cabinets or freezers that are not operating at the specified temperature • ovens or hot hold cabinets that are not operating at the specified temperature • use of the same utensils to handle different foods • food waste which needs disposing of • dirt • evidence of pests such as rodents or insects.
Protective clothing	<p>Clothing the organisation provides for the learner, which could include:</p> <ul style="list-style-type: none"> • trousers • tops such as jackets or tabards • coats

	<ul style="list-style-type: none"> • disposable gloves • headgear such as caps or hairnets • aprons.
Right person to report to	This could be the learner's supervisor or manager.
Right times to wash hands	<p>Right times to wash hands would include:</p> <ul style="list-style-type: none"> • after going to the toilet • before going into food production areas including after any work breaks • after leaving food production areas • after disposing of waste • after cleaning • before and after changing dressing or touching an open wound.
Safe behaviour	<p>The opposite of unsafe behaviour. Safe behaviour includes:</p> <ul style="list-style-type: none"> • not touching own face, nose or mouth • not smoking • not chewing gum • not eating • not scratching • not coughing or sneezing.
Unsafe behaviour	<p>Behaviour which can make food unsafe for customers, including:</p> <ul style="list-style-type: none"> • touching own face, nose or mouth • smoking • chewing gum • eating • scratching • coughing or sneezing.

Title	Maintain food safety while working with food in a retail environment
Reference number	J/503/5674
Skillsmart Retail ref	B.21
Unit level	2
Credit value:	6
Guided learning hours	13
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who work in a retail environment, and whose work involves any of these activities:</p> <ul style="list-style-type: none"> • handling wrapped or unwrapped food including that subject to temperature control requirements (for example, in storage, display, in the bakery or on the deli counter) • preparing unwrapped food, including that subject to temperature control requirements
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know how food in a retail environment can become unsafe for consumers	<p>1.1 describe the types of infestation and how these can occur in a retail environment</p> <p>1.2 describe the types of food safety hazard and cross-contamination and how these can occur in a retail environment</p> <p>1.3 describe the causes of food spoilage in a retail environment</p>
2. Know the routine working practices that contribute to food safety in a retail environment	<p>2.1 describe how food handling practices affect food safety in the workplace</p> <p>2.2 describe why own immediate work area must be kept clean and tidy</p> <p>2.3 describe why the organisation's schedules and procedures for cleaning the workplace must be followed</p> <p>2.4 describe why certain foods must be kept at specified temperatures</p> <p>2.5 describe why the organisation's schedule and procedures for checking and reporting the condition</p>

	of food and food storage areas must be followed
3. Be able to maintain own work area in a safe condition for working with food	<p>3.1 keep own immediate work area clean and tidy when working</p> <p>3.2 clean own work area at the scheduled times and in line with organisational procedures</p> <p>3.3 maintain tools, utensils and equipment:</p> <ul style="list-style-type: none"> • in good working order • in a hygienic condition
4. Be able to work with food in a way that keeps it safe for customers	<p>4.1 dispense of food waste:</p> <ul style="list-style-type: none"> • promptly • hygienically • in line with organisational procedures <p>4.2 protect the food being worked with from food safety hazards and cross-contamination</p> <p>4.3 deal with contaminated food in line with organisational procedures</p> <p>4.4 deal with items that may cause allergic reactions in line with organisational procedures</p> <p>4.5 label products clearly with the prescribed use-by dates</p>
5. Be able to record the condition of food	<p>5.1 perform checks on the condition of food and food storage areas in line with the organisation's schedule and procedures</p> <p>5.2 record checks on the condition of food and food storage areas in line with organisational procedures</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal food safety training that may contribute to the evidence for this unit.

The terms highlighted in bold in the assessment criteria are explained in a glossary appended to this unit.

SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on

their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	SkillsSmart Retail
Availability for use	Shared

Glossary for unit B.21

Cross-contamination	<p>In a retail environment, there are two kinds of cross-contamination you need to guard against:</p> <ol style="list-style-type: none">1. the transfer of harmful bacteria between foods by direct contact (e.g. the juices of raw meat dripping on to cooked meat stored on a lower shelf) or indirect contact (e.g. via the hands, clothing, cloths, equipment or other surfaces)2. the cross-contamination of foods containing specific allergens (e.g. nuts, milk, eggs) with other food (e.g. by use of common utensils on cold meat counters and salad bars, slicers on deli counters, etc.; mixing of foods due to damaged packaging or spillage or via hands, clothing, cloths or other surfaces).
Food handling practices	<p>Depending on the type of food you work with and the activities you carry out, food handling practices may include:</p> <ul style="list-style-type: none">• keeping finished products separate from other materials• keeping raw and cooked meat products separate• getting rid of waste, contaminated or damaged products.
Food safety hazards	<p>Something which may cause harm to the consumer and can be:</p> <ul style="list-style-type: none">• microbiological (for example, bacteria, moulds, viruses)• chemical (for example, pesticides used on fruit and vegetables, chemicals used in cleaning or for pest control)• physical (for example, insects, parasites, glass, nails)• allergenic (for example, nuts, milk, eggs).

Food spoilage	When food goes bad and has a noticeable change in its taste, smell or appearance.
Infestation	The presence of pests such as insects or rodents in the workplace which put food safety at risk.
Procedures	A series of clear steps or instructions on how to do things; rules. Some organisations document their procedures formally in writing, and others simply have procedures that all staff understand and follow but which are not written down.
Specified temperatures	Temperatures specified by relevant legislation or in own organisation's procedures.

Title	Monitor and help improve food safety in a retail environment
Reference number	L/503/5675
Skillsmart Retail ref	B.22
Unit level	3
Credit value:	11
Guided learning hours	50
Unit purpose and aim(s)	This unit assesses certain aspects of the occupational competence needed to ensure the safe handling or preparation of food in a retail environment. The food concerned may be wrapped or unwrapped, and may include food subject to temperature control. The unit covers monitoring critical control points and using the findings of those monitoring activities to improve the processes that affect food safety.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the principles of food safety management that apply to a retail environment	<p>1.1 explain the following terms in relation to own organisation:</p> <ul style="list-style-type: none"> • 'critical control points' • 'control points' • 'critical limits' • 'variance' <p>1.2 explain the importance of monitoring critical control points and control points</p> <p>1.3 explain the impact of variance at critical control points and control points on food safety, public health and the organisation</p> <p>1.4 explain why traceability is important to food safety</p> <p>1.5 explain how traceability works</p> <p>1.6 explain the importance of having organisational food safety procedures in place</p>
2. Be able to monitor critical control points in a retail environment	2.1 select relevant food safety control measures when monitoring critical control points

	<p>2.2 implement all specified organisational operational controls and checks of critical control points at the set time frequency</p> <p>2.3 maintain records of monitoring activities in line with organisational procedures</p> <p>2.4 obtain verification for completed checks, following organisational procedures</p>
3. Be able to deal with problems identified when monitoring critical control points in a retail environment	<p>3.1 take corrective action when control measures fail, ensuring that such action is:</p> <ul style="list-style-type: none"> • suited to the situation • carried out with a degree of urgency that matches the seriousness of the situation <p>3.2 report to the designated person any procedures that are out of line with critical limits</p> <p>3.3 seek expert advice and support for problems identified when monitoring critical control points that are outside own level of authority or expertise to resolve</p>
4. Be able to ensure that staff perform to the standard required for food safety in a retail environment	<p>4.1 allocate food safety responsibilities to staff</p> <p>4.2 supervise staff to ensure that allocated food safety responsibilities are met</p> <p>4.3 ensure that staff receive the training in food safety that they need</p>
5. Be able to evaluate the nature and impact of factors or issues that may affect the safety of food in a retail environment	<p>5.1 evaluate the nature and impact of factors or issues that may affect the safety of food, arising in:</p> <ul style="list-style-type: none"> • own work activities • the working environment • supplies • products to be sold to customers
6. Be able to contribute to improving food safety in a retail environment	<p>6.1 explain the term 'continuous improvement' in relation to food safety</p> <p>6.2 explain the importance of contributing to the process of improving food safety</p> <p>6.3 present to decision-makers ideas for improving procedures or processes</p>

	<p>that affect food safety</p> <p>6.4 implement new or revised procedures to improve food safety, where authorised to do so</p>
--	--

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal food safety training that may contribute to the evidence for this unit.

The terms highlighted in bold in the assessment criteria are explained in a glossary appended to this unit.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Glossary for unit B.22

Control measures	Actions required to prevent or eliminate a food safety hazard or reduce it to an acceptable level.
Control point	A step in the food preparation process which can be controlled, but would <i>not</i> result in an unacceptable health risk if control was not exercised.
Corrective action	The action to be taken when a critical limit is breached.
Critical control point	A step in the food control or preparation process where a food safety hazard must be dealt with by preventing it, removing it or reducing it to an acceptable level.
Critical limit	The minimum and maximum limits allowed in order to control a particular task or process.

Food safety hazards	<p>Something which may cause harm to the consumer and can be:</p> <ul style="list-style-type: none"> • microbiological (for example, bacteria, moulds, viruses) • chemical (for example, pesticides used on fruit and vegetables, chemicals used in cleaning or for pest control) • physical (for example, insects, parasites, glass, nails) • allergenic (for example, nuts, milk, eggs)
Food safety management	Putting into practice the policies, procedures, practices, controls and documentation that ensure that food is safe for consumers.
Procedures	A series of clear steps or instructions on how to do things; rules. Some companies document their procedures formally in writing, and others simply have procedures that all staff understand and follow but which are not written down.
Training	Bringing an individual up to a desired level or standard of proficiency. This can be done by means of instruction or by formal training courses.
Variance	The difference between the planned or standard limits allowed and the actual values monitored.
Verification	Using a selection of methods, procedures and tests to show and confirm that the system is operating in line with the plan.

Title	Pick products in a retail environment to fulfil customer orders
Reference number	R/503/5676
Skillsmart Retail ref	B.28
Unit level	2
Credit value:	4
Guided learning hours	19
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for picking products in a retail environment to fulfil customer orders. The context could be a conventional store or a 'dot.com' store but not a warehouse.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to organise own work to pick orders within a retail environment	1.1 plan own route around the retail environment, ensuring this will enable orders to be picked in line with organisational procedures 1.2 identify the person who can give advice if picking instructions are unclear
2. Be able to pick products in a retail environment to meet customer requirements	2.1 minimise the inconvenience caused to other people in the retail environment when picking products 2.2 perform checks to ensure that the products being picked are of saleable quality 2.3 protect products from damage and deterioration throughout the picking process 2.4 follow organisational procedures for recording picked products and unavailable products 2.5 choose alternatives as allowed when products requested by customers are not in stock 2.6 use methods for separating products for different orders when picking for more than one customer
3. Be able to prepare picked orders for collection or despatch from a retail	3.1 pack orders in ways that: <ul style="list-style-type: none"> • keep products in saleable

environment	<p>condition during transit</p> <ul style="list-style-type: none"> • avoid using excessive amounts of packaging <p>3.2 place packed orders in the designated places ready for collection or despatch from the retail environment</p>
-------------	---

Assessment guidance

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Load orders for despatch from a retail store to customers
Reference number	Y/503/5677
Skillsmart Retail ref	B.29
Unit level	1
Credit value:	3
Guided learning hours	15
Unit purpose and aim(s)	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
<i>The learner will:</i>	<i>The learner can:</i>
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

5. Be able to load orders into delivery vehicles	<p>5.1 lift and move packed orders in ways that attempt to prevent:</p> <ul style="list-style-type: none"> • injury to self and others • damage to goods and property <p>5.2 position orders in a vehicle according to:</p> <ul style="list-style-type: none"> • instructions for the required order of delivery • organisational procedures for keeping goods secure and protected from damage during transit
--	--

Assessment guidance

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Check stock levels and sort out problems with stock levels in a retail environment	
Reference number	D/503/5678	
Skillsmart Retail ref	B.30	
Unit level	2	
Credit value:	2	
Guided learning hours	10	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals responsible for checking stock levels in a retail environment.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the purpose of checking stock levels in a retail environment	1.1	explain how accurate stock counting contributes to: <ul style="list-style-type: none"> • maintaining adequate stock levels • customer satisfaction • sales
2. Be able to check stock levels in a retail environment as instructed	2.1	check stock levels in line with: <ul style="list-style-type: none"> • instructions for where and when to count stock • organisational procedures for counting stock and recording stock levels • health and safety requirements to be observed when counting stock • the need to minimise inconvenience to other people in the retail environment when stock is being counted
3. Be able to deal with or report stock-related problems that arise when checking stock levels in a retail environment	3.1	record problems with stock and stock levels as these arise
	3.2	resolve problems with stock and stock levels that are within own authority to deal with in line with organisational procedures
	3.3	identify the person who must be told if any problems arise with stock and stock levels that are not within own

	authority to deal with
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Maintain moisture levels for crops or plants
Reference number	R/502/0854
Skillsmart Retail ref	B.31
Unit level	2
Credit value:	2
Guided learning hours	15
Unit purpose and aim(s)	This unit comes from the land based and environmental sector. It is included as an option within the Retail Skills qualifications for learners who work in garden centres.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know why it is important to maintain moisture for crops and plants	1.1 describe how moisture requirements vary according to the crop or plants and stage of development 1.2 describe the methods and systems for maintaining moisture levels 1.3 describe the impact of prevailing weather conditions on the crop or plants water requirements 1.4 identify the types of records required and the importance of accurate record keeping
2. Know the types of equipment required and how to maintain them	2.1 describe the equipment which will be necessary for maintaining moisture levels to crops or plants 2.2 describe methods of maintaining the equipment ready for use
3. Know the current health and safety legislation and environmental good practice	3.1 outline the current health and safety legislation, codes of practice and any additional requirements, which apply to this area of work 3.2 describe how environmental damage can be minimised
4. Be able to select, use and maintain equipment	4.1 select appropriate equipment for this area of work 4.2 use equipment according to manufacturer's instructions and legal requirements 4.3 prepare, maintain and store equipment in a safe and effective

	working condition
5. Be able to maintain moisture levels for crops and plants	<p>5.1 identify correctly the condition of the crop or plant</p> <p>5.2 maintain moisture levels in accordance with the crop or plant requirements</p> <p>5.3 provide clear and accurate information for recording purposes</p>
6. Be able to work safely and minimise environmental damage	<p>6.1 work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements</p> <p>6.2 carry out work in a manner which minimises environmental damage</p>
Assessment guidance	
<p>The following assessment guidance is provided by the unit owner:</p> <p>Simulation will not be acceptable where the unit is included in qualifications which verify competent performance. Please refer to Lantra's Assessment Strategy for further guidance.</p>	
Additional information about the unit	
Unit review date	31/12/2014
SSAs	3.2 Horticulture and forestry
Owner	Lantra SSC
Availability for use	Shared

Title	Provide nutrients to crops or plants	
Reference number	L/502/0853	
Skillsmart Retail ref	B.32	
Unit level	2	
Credit value:	2	
Guided learning hours	15	
Unit purpose and aim(s)	This unit comes from the land based and environmental sector. It is included as an option within the Retail Skills qualifications for learners who work in garden centres.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Know how nutrient requirements vary and their method of application	1.1	describe how nutrient requirements vary according to the crop or plant grown and stage of development
	1.2	describe the range of conditions in which nutrient stress can occur
	1.3	describe the nutrients which are commonly used in the cultivation of crops or plants
	1.4	describe methods of providing nutrients to crops or plants
	1.5	describe the types of records required and the importance of accurate record keeping
2. Know the types of equipment required and how to maintain them	2.1	describe the equipment and methods of maintaining used to provide nutrients to crops or plants
3. Know the current health and safety legislation and environmental good practice	3.1	outline the current health and safety legislation, codes of practice and any additional requirements which apply to this area of work
	3.2	describe how environmental damage can be minimised
4. Be able to provide nutrients to plants or crops	4.1	identify the condition of plants or crops in relation to nutrient requirements
	4.2	apply nutrients correctly to maintain crop or plant growth and development as required
	4.3	provide clear and accurate

	information for recording purposes
5. Be able to work safely and minimise environmental damage	<p>5.1 work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements</p> <p>5.2 carry out work in a manner which minimises environmental damage</p>
6. Be able to select use and maintain equipment	<p>6.1 select and use appropriate equipment according to manufacturer's instructions and legal requirements</p> <p>6.2 prepare, maintain and store equipment in a safe and effective working condition</p>

Assessment guidance

Simulation will not be acceptable where the unit is included in qualifications which verify competent performance. Please refer to Lantra's Assessment Strategy for further guidance.

Additional information about the unit

Unit review date	31/12/2014
SSAs	3.2 Horticulture and forestry
Owner	Lantra SSC
Availability for use	Shared

Title	Remove unwanted plant growth to maintain development
Reference number	Y/502/1214
Skillsmart Retail ref	B.33
Unit level	2
Credit value:	5
Guided learning hours	38
Unit purpose and aim(s)	This unit comes from the land based and environmental sector. It is included as an option within the Retail Skills qualifications for learners who work in garden centres.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know the different types of unwanted plant growth	1.1 identify different types of plant material and explain why it must be removed covering: <ul style="list-style-type: none"> • damaged plants • diseased material • weeds • plant debris • non typical • dead • excessive growth • badly positioned
2. Know how to maintain plant development	2.1 describe how all the following methods can be used to maintain/control plant development: <ul style="list-style-type: none"> • trimming • supporting • thinning • spacing • irrigation • growth regulators • lighting and shading • protection • pruning
3. Know the types of equipment	3.1 describe the equipment which will be

required and how to maintain them	<p>necessary for maintaining plant development</p> <p>3.2 describe methods of maintaining the equipment ready for use</p>
4. Know the current health and safety legislation and environmental good practice	<p>4.1 outline the current health and safety legislation, codes of practice and any additional requirements, which apply to this area of work</p> <p>4.2 describe how environmental damage can be minimised</p> <p>4.3 describe the correct methods for disposing of organic and inorganic waste</p> <p>4.4 describe why it is important to maintain hygiene and how this is achieved</p>
5. Be able to select, use and maintain equipment	<p>5.1 select appropriate equipment for this area of work</p> <p>5.2 use equipment according to manufacturer's instructions and legal requirements</p> <p>5.3 prepare, maintain and store equipment in a safe and effective working condition</p>
6. Be able to identify unwanted plant growth	<p>6.1 recognise unwanted plant material as appropriate</p>
7. Be able to remove unwanted plant growth	<p>7.1 remove unwanted plant material using appropriate techniques according to the species, time of year, stage of development</p> <p>7.2 maintain the growing environment in a hygienic condition</p>
8. Be able to work safely and minimise environmental damage	<p>8.1 work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements</p> <p>8.2 carry out work in a manner which minimises environmental damage</p> <p>8.3 dispose of waste safely and correctly</p>
Assessment guidance	
<p>Simulation will not be acceptable where the unit is included in qualifications which verify competent performance. Please refer to Lantra's Assessment Strategy for further guidance.</p>	

Additional information about the unit

Unit review date	31/12/2014
SSAs	3.2 Horticulture and forestry
Owner	Lantra SSC
Availability for use	Shared

This page is deliberately blank.

Title	Identify and report the presence of pests, diseases and disorders
Reference number	K/502/1511
Skillsmart Retail ref	B.34
Unit level	2
Credit value:	3
Guided learning hours	23
Unit purpose and aim(s)	This unit comes from the land based and environmental sector. It is included as an option within the Retail Skills qualifications for learners who work in garden centres.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Identify and report the presence of pests, diseases and disorders	1.1 monitor the crop(s) in accordance with production requirements 1.2 correctly identify the presence of pests, diseases and disorders 1.3 correctly identify the presence of any biological controls in use and beneficial insects 1.4 establish the extent of the pest population, disease and any disorders 1.5 promptly report the presence to the appropriate person
2. Be able to work safely and minimise environmental damage	2.1 work in a way which maintains health and safety and is consistent with relevant legislation, codes of practice and any additional requirements 2.2 carry out work in a manner which minimises environmental damage
3. Know how to identify and report the presence of pests, diseases and disorders	3.1 describe reasons for monitoring the crop 3.2 describe when to carry out crop monitoring 3.3 describe common types of pests, diseases and disorders and the problems caused 3.4 describe biological controls and

	<p>beneficial insects that can be used</p> <p>3.5 identify to whom you should report the presence and extent of pests, diseases, disorders and biological control/beneficial insects</p>
4. Know relevant health and safety legislation and environmental good practice	<p>4.1 outline the current health and safety legislation, codes of practice and any additional requirements</p> <p>4.2 describe how environmental damage can be minimised</p> <p>4.3 describe the correct methods for disposing of waste</p> <p>4.4 describe the health and safety risks in monitoring pests, diseases and disorders</p>
Assessment guidance	
<p>The following assessment guidance is provided by the unit owner:</p> <p>Simulation will not be acceptable where the unit is included in qualifications which verify competent performance. Please refer to Lantra's Assessment Strategy for further guidance.</p>	
Additional information about the unit	
Unit review date	31/12/2014
SSAs	3.2 Horticulture and forestry
Owner	Lantra SSC
Availability for use	Shared

Title	Finish bake-off food products in a retail environment	
Reference number	H/503/5679	
Skillsmart Retail ref	B.35	
Unit level	2	
Credit value:	3	
Guided learning hours	15	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who prepare bake-off products (partly-baked products that require final baking) in a retail environment. Such products may include bread, pastry, biscuits and scones.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the baking and cooling processes that apply to bake-off food products	1.1	explain the factors that affect the baking of bake-off products
	1.2	explain what happens to the ingredients of bake-off products during baking
	1.3	explain the conditions required for cooling bake-off products after baking
2. Know the legal and organisational requirements that apply to bake-off products	2.1	describe the legal and organisational requirements that apply to bake-off products
3. Be able to finish the baking process of bake-off products in a retail environment	3.1	apply methods to finish baking bake-off products in line with organisational procedures
	3.2	assess the quantity and quality of baked products using organisational procedures
	3.3	apply organisational procedures for dealing with bake-off products that are not fit for sale
	3.4	store bake-off products at a temperature that will keep them in the condition required for the next stage in the bakery process
Assessment guidance		

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Glaze, coat or decorate bake-off products for sale in a retail environment	
Reference number	Y/503/5680	
Skillsmart Retail ref	B.36	
Unit level	2	
Credit value:	3	
Guided learning hours	15	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who glaze, coat or decorate ready prepared goods (bake-off goods), such as bread, pastry, biscuits and scones, in a retail environment.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Know the legal and organisational requirements that apply when glazing, coating and decorating bake-off products in a retail environment	1.1 describe the legal and organisational requirements that apply when glazing, coating or decorating bake-off products in a retail environment	
2. Be able to glaze, coat and decorate bake-off products in a retail environment	2.1 assess whether bake-off products and finishing materials are in the right condition for glazing, coating or decorating 2.2 apply glazes, coating, or decorative materials to bake-off products using organisational procedures 2.3 assess whether glazed, coated or decorated bake-off products: <ul style="list-style-type: none"> • meet the organisation's specification • are correctly positioned for the next stage in the bakery process 2.4 apply organisational procedures for dealing with finished bake-off products that fail to meet the product specification 2.5 produce glazed, coated or decorated bake-off products: <ul style="list-style-type: none"> • to the amount required • within an allocated time 	

	<ul style="list-style-type: none"> with a minimum of waste <p>2.6 apply organisational procedures for saving or disposing of waste materials resulting from working with bake-off products</p>
--	---

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Manage staff to receive goods in a retail environment
Reference number	D/503/5681
Skillsmart Retail ref	B.37
Unit level	3
Credit value:	5
Guided learning hours	24
Unit purpose and aim(s)	This unit assesses the occupational competence of a team leader or senior team member to manage staff to receive goods.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to manage staff to receive and check incoming deliveries of goods in a retail environment	1.1 select sufficient staff to prepare for, receive and check expected incoming deliveries of goods 1.2 explain to staff, in advance of deliveries of goods arriving: <ul style="list-style-type: none"> • what needs to be done to prepare the receiving area • what needs to happen when the expected deliveries arrive 1.3 assess whether the area for receiving goods has been adequately prepared to ensure safe and secure unloading of goods 1.4 assess whether there is enough storage space of the right type for the expected goods 1.5 ensure that goods are unloaded safely and securely 1.6 explain why incoming goods should be checked against requirements immediately after unloading 1.7 ensure that incoming goods are checked against requirements immediately after unloading 1.8 ensure that delivery records are completed in line with organisational procedures 1.9 evaluate records of deliveries of goods to determine whether each

	supplier has met the organisation's service needs 1.10 resolve problems with deliveries of goods in line with organisational procedures
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Organise and monitor the storage of stock in a retail environment
Reference number	H/503/5682
Skillsmart Retail ref	B.38
Unit level	3
Credit value:	6
Guided learning hours	27
Unit purpose and aim(s)	This unit assesses the occupational competence of a team leader or senior member of a retail team who is responsible for monitoring the quality of stock and use of storage facilities.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the causes and prevention of stock loss within storage systems	1.1 explain the causes of stock deterioration, loss and damage 1.2 explain how to reduce stock loss within storage systems
2. Understand the legal and organisational requirements for storing stock	2.1 explain the legal and organisational requirements for storing stock, including health and safety requirements and the removal of out-of-date stock
3. Be able to organise the use of storage facilities in a retail environment	3.1 organise storage facilities to take account of: <ul style="list-style-type: none"> • day-to-day work • safety requirements • the need to keep stock secure • the need to keep stock in a saleable condition 3.2 train staff to use the storage system: <ul style="list-style-type: none"> • securely • safely • in line with relevant legal requirements 3.3 assign staff clear roles and responsibilities for storing and moving stock 3.4 develop plans to cope with unforeseen storage problems that

	<p>take account of available resources</p> <p>3.5 review plans for coping with unforeseen storage problems</p> <p>3.6 revise plans to cope with unforeseen storage problems, taking account of any relevant factors</p> <p>3.7 monitor storage operations to ensure that staff are storing and moving stock:</p> <ul style="list-style-type: none"> • securely • safely • in line with relevant legal requirements <p>3.8 maintain stock records that are in line with organisational procedures</p>
<p>4. Be able to monitor the storage and care of stock in a retail environment</p>	<p>4.1 maintain a routine that meets the organisation's requirements for checking the quality of storage facilities and stock</p> <p>4.2 perform spot checks of storage facilities and stock</p> <p>4.3 train staff to:</p> <ul style="list-style-type: none"> • identify stock that is out of date or at risk of deteriorating • deal with stock that is out of date or at risk of deteriorating in line with legal requirements and organisational procedures <p>4.4 monitor the storage and movement of stock to make sure that stock is reaching the shop floor as it is needed</p> <p>4.5 recommend to decision makers ways of running storage and stock movement systems more profitably</p>
<p>Assessment guidance</p>	
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
<p>Additional information about the unit</p>	
<p>Unit review date</p>	<p>30/09/2016</p>

SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Wrap and pack goods for customers in a retail environment	
Reference number	K/503/5683	
Skillsmart Retail ref	C.01	
Unit level	1	
Credit value:	3	
Guided learning hours	18	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for packaging customers' purchases in a retail environment.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Know about the types of packaging that can be used in a retail environment	1.1	outline any legal requirements relating to the types of packaging provided to customers in own workplace
	1.2	outline the organisation's policy relating to the types of packaging provided to customers
	1.3	outline the ways in which goods can be damaged if protective packaging is not used
2. Know the importance of minimising and disposing of waste in a retail environment	2.1	outline why wastage needs to be kept to a minimum
	2.2	state the importance of disposing of waste materials promptly
3. Be able to package goods for customers in a retail environment	3.1	choose packaging materials that: <ul style="list-style-type: none"> • meet legal requirements and organisational policy • are suitable for the goods
	3.2	package goods, ensuring that: <ul style="list-style-type: none"> • they are protected from damage during packaging • wastage is kept to a minimum • tools are used safely • packages are closed and sealed in line with organisational instructions
	3.3	identify the designated person to ask

	<p>for advice if instructions are not clear</p> <p>3.4 store materials and tools in the designated places and in line with organisational procedures after use</p> <p>3.5 dispose of waste materials in the designated containers</p>
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence.</p> <p>Simulation is allowed for the performance evidence within this unit only if no opportunities exist to gather workplace evidence.</p> <p>AC 1.2, 3.1: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Display stock to promote sales to customers in a retail environment	
Reference number	M/503/5684	
Skillsmart Retail ref	C.02	
Unit level	2	
Credit value:	5	
Guided learning hours	26	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for setting up, labelling and dismantling displays in a retail environment. No specialist visual merchandising skills are needed to achieve the assessment criteria.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the importance of checking for potential health and safety issues before setting up and dismantling displays	1.1	explain the importance of checking for potential health and safety issues before setting up and dismantling displays
2. Understand how displays help to promote sales	2.1	explain how sales can be promoted by: <ul style="list-style-type: none"> • the effective use of space in a display • the positioning of products within a display • the use of labelling in a display
3. Know about legal requirements for labelling products in a display	3.1	describe the legal requirements for labelling products in a display
	3.2	state what can happen if legal requirements for labelling products in a display are not met
4. Be able to establish the availability of space and other resources needed for a display	4.1	identify the person or people who can provide advice if any problems arise with the space or other resources needed to prepare a display as instructed
	4.2	perform checks on the space available for a display to ensure that: <ul style="list-style-type: none"> • there is enough space for the display • the display will not cause an

	<p>obstruction</p> <p>4.3 perform checks to ensure that the materials, equipment and stock needed for the display are:</p> <ul style="list-style-type: none"> • available • in working order
5. Be able to prepare a display area for use in a retail environment	<p>5.1 prepare a display area for use, ensuring that the area is:</p> <ul style="list-style-type: none"> • clear of any items not wanted for the display • clean
6. Be able to set up a display in a retail environment	<p>6.1 set up a display:</p> <ul style="list-style-type: none"> • using safe working practices • in line with plans • within the time allowed • minimising the inconvenience caused to other people nearby <p>6.2 check that the finished display:</p> <ul style="list-style-type: none"> • has the levels of stock needed • is clean, tidy and safe for use <p>6.3 clear the area where the display has been set up of any equipment, excess materials and waste in line with organisational procedures</p>
7. Be able to label a display of stock in a retail environment	<p>7.1 perform checks to ensure that the information on labels meets legal and organisational requirements before including labels in a display</p> <p>7.2 identify the person who should be told about any information on labels that needs changing</p> <p>7.3 position labels in line with organisational requirements</p>
8. Be able to dismantle a display in a retail environment	<p>8.1 dismantle the display:</p> <ul style="list-style-type: none"> • using safe working practices • within the time allowed • minimising the inconvenience caused to other people nearby <p>8.2 clear the area where the display has been dismantled of any equipment or excess materials:</p> <ul style="list-style-type: none"> • safely • using the designated storage or disposal facilities

Assessment guidance

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Help customers to choose products in a retail environment	
Reference number	T/503/5685	
Skillsmart Retail ref	C.03	
Unit level	2	
Credit value:	6	
Guided learning hours	20	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for selling products in a retail environment. The unit covers finding out what the customer needs, helping the customer to choose products and closing the sale.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the importance of focusing on the individual customer's requirements	1.1	explain the importance of customer confidence and loyalty to the business
	1.2	explain the importance of focusing on the product features and benefits that interest the individual customer
2. Know how sales are confirmed with the customer and closed	2.1	describe how to recognise buying signals
	2.2	describe techniques for closing the sale
3. Be able to find out what products customers may be interested in buying	3.1	ask customers questions to find out: <ul style="list-style-type: none"> • what they are looking for • which product features and benefits interest them
4. Be able to help customers to choose the products that best meet their needs	4.1	describe relevant product features and benefits accurately in ways that attempt to help customers to differentiate between products
	4.2	give customers the opportunity to evaluate products and ask questions
	4.3	respond to customers' questions in ways that attempt to encourage sales and promote goodwill
5. Be able to close sales	5.1	confirm customers' buying decisions
	5.2	use questioning techniques to ascertain whether customers need

	<p>any associated or additional products</p> <p>5.3 explain to customers any customer rights that apply to their purchases</p> <p>5.4 ensure that customers know where to pay for their purchases</p>
--	---

Assessment guidance

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Carry out promotional campaigns in a retail environment
Reference number	A/503/5686
Skillsmart Retail ref	C.04
Unit level	2
Credit value:	4
Guided learning hours	18
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who work in retail and who are involved in promotional campaigns of particular products. The unit is not just about promoting products as part of normal sales transactions.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand opportunities to promote particular products	1.1 explain how seasonal trends affect opportunities for sales of the products within own area of responsibility 1.2 explain how to recognise potential opportunities for increasing sales of particular products 1.3 evaluate the potential of different promotional opportunities to increase sales 1.4 explain how promotional sales can lead to future sales
2. Be able to promote products to customers as part of a promotional campaign	2.1 promote offers to encourage sales when interacting with customers
3. Be able to contribute to the evaluation of a promotional campaign	3.1 record information about the effectiveness of a promotional campaign, ensuring the information is: <ul style="list-style-type: none"> • relevant to the campaign • accurate 3.2 communicate the recorded information of a promotional campaign: <ul style="list-style-type: none"> • accurately • to the person or people who

	need this information
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Deal with customer queries and complaints in a retail environment
Reference number	F/503/5687
Skillsmart Retail ref	C.05
Unit level	2
Credit value:	4
Guided learning hours	24
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who deal with customers' queries and complaints in a retail environment.</p> <p>This unit is not for learners who deal with complaints as a major part of their job role, for example if they work in a customer contact centre.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand how resolving customer queries and complaints contributes to customer loyalty and confidence	<p>1.1 explain how resolving customer queries can increase customer loyalty and confidence</p> <p>1.2 explain how resolving customer complaints can increase customer loyalty and confidence</p>
2. Understand how to manage angry customers when dealing with customer queries and complaints in a retail environment	2.1 explain how to manage angry customers when dealing with customer queries and complaints
3. Be able to deal with customers' queries in a retail environment	<p>3.1 acknowledge customers' requests for information and advice politely</p> <p>3.2 ask questions as needed to discover customers' needs for information and advice</p> <p>3.3 provide information and advice to customers that is:</p> <ul style="list-style-type: none"> • relevant to their query • accurate • up to date <p>3.4 ask customers questions to ensure that the information and advice provided has met their needs</p> <p>3.5 provide alternative solutions to help</p>

	<p>customers when information and advice given is not satisfactory</p> <p>3.6 refer requests for information or advice to the designated person when helping the customer is not within own authority</p>
4. Be able to deal with customers' complaints in a retail environment	<p>4.1 confirm the nature of the complaint with the customer, using information they have provided</p> <p>4.2 apologise to the customer when the organisation is, or appears to be, responsible for the situation that has caused the customer to complain</p> <p>4.3 take action to resolve complaints in line with: <ul style="list-style-type: none"> • legal requirements • organisational policy </p> <p>4.4 refer complaints that are not within own authority to resolve, ensuring that: <ul style="list-style-type: none"> • the complaint is referred in line with organisational procedures • the organisation's referral procedure is explained to the customer </p> <p>4.5 provide the opportunity for customers to ask questions about the organisation's referral procedure</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

AC 3.1: '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.

AC 4.2 can be assessed by asking 'What if?' questions, if no situation arises where the organisation is, or appears to be, responsible for the situation that has caused the customer to complain.

AC 4.3: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Demonstrate products to customers in a retail environment
Reference number	J/503/5688
Skillsmart Retail ref	C.06
Unit level	2
Credit value:	3
Guided learning hours	15
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for demonstrating the features and benefits of products to customers. This may be a group or a single customer.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand how product demonstrations can help to increase sales	<p>1.1 explain the importance of knowing the difference between the 'features' and 'benefits' of products when demonstrating them</p> <p>1.2 explain how demonstrating the features and benefits of products can help to promote and sell them</p> <p>1.3 explain the importance of organising product demonstrations into logical steps and stages</p>
2. Be able to make the preparations needed to ensure a safe and efficient product demonstration	<p>2.1 take the necessary safety precautions before, during and immediately after demonstrating products</p> <p>2.2 perform checks to ensure that all the equipment and products needed for the product demonstration are to hand before starting the demonstration</p>
3. Be able to communicate to customers the features and benefits of the products being demonstrated	<p>3.1 demonstrate products:</p> <ul style="list-style-type: none"> • in a logical sequence of steps and stages • ensuring that all the product features and benefits the demonstration is intending to highlight are covered <p>3.2 provide accurate supporting commentary as needed that explains to customers the features and</p>

	benefits of the product being demonstrated
4. Be able to tidy the demonstration area when a product demonstration is finished	<p>4.1 explain the importance of tidying the demonstration area when the product demonstration is finished</p> <p>4.2 clear equipment and products away after the product demonstration is finished in line with organisational procedures</p>
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Process payments for purchases in a retail environment	
Reference number	L/503/5689	
Skillsmart Retail ref	C.08	
Unit level	2	
Credit value:	4	
Guided learning hours	17	
Unit purpose and aim(s)	This unit assesses the occupational competence of cashiers in a retail environment.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand legal and organisational requirements for processing payments in a retail environment	1.1	explain the customer's rights and the organisation's duties and responsibilities in relation to the pricing of goods
	1.2	explain how own organisation deals with suspected fraud
2. Be able to process payments for purchases in a retail environment	2.1	resolve pricing problems by: <ul style="list-style-type: none"> • referring to reliable pricing information • seeking advice from the person who can provide clarification when pricing information is unclear or unavailable
	2.2	tell customers the correct amount to pay, taking account of any special offers or discounts that apply
	2.3	process payments in line with organisational procedures, where the payment is acceptable
	2.4	explain how to tell customers tactfully that payment cannot be approved
	2.5	offer any additional services to customers
	2.6	treat customers politely throughout the payment process
	2.7	acknowledge other customers who are waiting to pay or to be helped in some way

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

AC 2.6: '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.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Process applications for credit agreements offered in a retail environment	
Reference number	F/503/5690	
Skillsmart Retail ref	C.09	
Unit level	2	
Credit value:	5	
Guided learning hours	25	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for processing applications for credit agreements (not a store credit card) in a retail environment, where such applications are for the purpose of purchasing particular items.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the legal aspects of offering credit agreements	1.1	explain the legal requirements for giving information to customers when offering credit agreements
2. Understand legal aspects of processing credit agreement applications	2.1	explain the legal requirements relating to credit checks and authorisation
3. Be able to process applications for credit agreements offered in a retail environment	3.1	explain clearly to the customer the features and conditions of the available credit agreements
	3.2	allow sufficient time and opportunities for the customer to ask questions
	3.3	ask the customer questions to confirm their credit agreement requirements
	3.4	complete required documentation accurately
	3.5	carry out credit checks and authorisation procedures required by law and organisational policy
	3.6	explain the organisational procedures to follow when dealing with difficulties in processing credit agreement applications
Assessment guidance		

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

AC 3.5: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Promote loyalty schemes to customers in a retail environment
Reference number	J/503/5691
Skillsmart Retail ref	C.12
Unit level	2
Credit value:	3
Guided learning hours	11
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who are responsible for promoting an organisation's loyalty scheme.</p> <p>For the purposes of this unit a loyalty scheme means a scheme offered by a retail organisation to its customers, subject to terms and conditions under which eligible transactions are recorded as accumulated points. These points can be exchanged by the customer in the future for rewards such as vouchers, discounts or air miles. The unit is not about promoting or helping the customer apply for any kind of payment card.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the benefits to the organisation of signing customers up to the organisation's loyalty scheme	1.1 explain the benefits to the organisation of signing customers up to the loyalty scheme
2. Understand the importance of giving customers a good impression when promoting the organisation's loyalty scheme	2.1 explain the importance of treating customers politely and in a way that promotes goodwill, when promoting the loyalty scheme to them
3. Be able to communicate to customers the features and benefits of the organisation's loyalty scheme	<p>3.1 ask customers questions to determine:</p> <ul style="list-style-type: none"> • if they are members of the organisation's loyalty scheme • if they are interested in joining the organisation's loyalty scheme <p>3.2 describe to customers the benefits to them of joining the loyalty scheme, including any current special offers relating to the scheme</p> <p>3.3 respond to any customer queries concerning the loyalty scheme while</p>

	<p>highlighting the benefits of joining it</p> <p>3.4 provide customers with any information they need about the scheme to help them to decide whether to join it</p>
4. Be able to gain customers' commitment to the organisation's loyalty scheme	<p>4.1 ask customers who are showing signs of interest to sign up for the loyalty scheme</p> <p>4.2 provide the loyalty scheme membership application to customers</p> <p>4.3 provide customers with information on how to complete their application for the loyalty scheme</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

AC 2.1: '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.

SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	SkillsSmart Retail
Availability for use	Shared

Title	Maintain the availability of goods on display in a retail environment to promote sales
Reference number	L/503/5692
Skillsmart Retail ref	C.13
Unit level	3
Credit value:	6
Guided learning hours	30
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for organising staff to set up and maintain displays. The learner does not need specialist visual merchandising skills to achieve this unit.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand how the display of goods can promote sales	<p>1.1 explain how different types of display help the store to reach its sales targets</p> <p>1.2 explain how the way that information is positioned within displays can help to promote sales</p> <p>1.3 explain how the layout of the selling area affects sales</p>
2. Understand legal and organisational requirements for displaying goods	<p>2.1 explain the organisational and legal requirements for displaying descriptions and prices of goods</p> <p>2.2 explain the organisation's standards for putting displays together, including standards for cleaning and preparation</p> <p>2.3 explain the security, health and safety requirements and procedures relating to displaying goods</p> <p>2.4 explain customers' legal rights in relation to the display of goods</p>
3. Be able to organise staff to display goods for retail sale	<p>3.1 explain to staff the purpose of the display and the requirements and standards it must meet, including standards for health and safety and security</p> <p>3.2 ask staff questions to check their understanding of the requirements</p>

	<p>and standards for the display</p> <p>3.3 ensure that staff prepare the display area:</p> <ul style="list-style-type: none"> • safely • with the minimum of inconvenience to customers <p>3.4 ensure that staff put the display together:</p> <ul style="list-style-type: none"> • safely • with the minimum of inconvenience to customers <p>3.5 explain the importance of consulting an authorised decision-maker before modifying or changing the display</p> <p>3.6 ensure that the records kept of displays are in line with organisational procedures</p>
4. Be able to evaluate the effectiveness of displays	<p>4.1 evaluate the effectiveness of displays in relation to:</p> <ul style="list-style-type: none"> • their intended purpose • legal and organisational requirements and standards <p>4.2 evaluate information within displays to ensure that its content and position are:</p> <ul style="list-style-type: none"> • legally compliant • likely to promote sales <p>4.3 ask staff for suggestions for making the display more appealing to customers</p> <p>4.4 explain the importance of dealing promptly with any risks to security or health and safety that arise when evaluating displays</p>
5. Be able to maintain the required quantity and quality of goods on display	<p>5.1 provide accurate, up-to-date pricing information to the staff who need it</p> <p>5.2 monitor price marking to ensure that it is correct</p> <p>5.3 resolve any pricing problems that arise</p> <p>5.4 develop stock replenishment plans to maintain the required quantity and quality of goods on display</p> <p>5.5 organise the removal of stock of unsaleable quality from display</p>

Assessment guidance

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Manage the payment transaction process in a retail environment
Reference number	R/503/5693
Skillsmart Retail ref	C.16
Unit level	3
Credit value:	9
Guided learning hours	43
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for managing the way payments are processed by staff at point of sale in a retail environment.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to monitor payment transaction processing in a retail environment	<p>1.1 explain the aims that takings practices and procedures are designed to achieve</p> <p>1.2 monitor the way staff process payment transactions, ensuring they are processed:</p> <ul style="list-style-type: none"> • in line with organisational processing requirements • in ways that attempt to maintain goodwill <p>1.3 perform checks to ensure that equipment is providing information concerning payment transactions that is:</p> <ul style="list-style-type: none"> • up to date • accurate <p>1.4 follow organisational procedures to take action to resolve any instances of:</p> <ul style="list-style-type: none"> • payment transaction processing not meeting organisational processing requirements • payment transactions not being processed in ways that attempt to maintain goodwill • out of date or inaccurate information

2. Be able to manage the operation of payment points in a retail environment	<p>2.1 perform checks to ensure that staff set up and operate payment points in line with organisational procedures</p> <p>2.2 resolve any operational problems with payment points when within own authority to do so</p> <p>2.3 monitor the way that payments are handled, ensuring that staff are following organisational procedures</p> <p>2.4 develop contingency plans to deal with unexpected problems at payment points</p>
--	--

Assessment guidance

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Provide a bra fitting service in a retail environment
Reference number	Y/503/5694
Skillsmart Retail ref	C.17
Unit level	2
Credit value:	10
Guided learning hours	44
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for providing a bra fitting service in a retail environment.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand what a bra fitting session involves	<p>1.1 explain the stages of a bra fitting session and the overall time a session is likely to take</p> <p>1.2 explain how to build trust with customers before and during a bra fitting session</p> <p>1.3 explain how to help customers to relax before and during a bra fitting session</p> <p>1.4 explain how to deal with challenging situations, including:</p> <ul style="list-style-type: none"> • unusual body shape • body odour • disability • mastectomy • maternity
2. Know the features and benefits of different types of bra	<p>2.1 describe the basic styles, shapes and sizes of bra</p> <p>2.2 describe the different parts of bras, using the technical names for these</p> <p>2.3 describe the brands, colours, fabrics, trims and price range of bras available in own sales area</p> <p>2.4 describe the size range and fit of the bras in stock</p> <p>2.5 describe the features and benefits of different types of bra</p> <p>2.6 describe the types of clothing that</p>

	<p>different types of bra are designed to be worn with</p> <p>2.7 describe accessories such as enhancers and co-ordinating garments</p> <p>2.8 describe trends in bra design, technological solutions and fabrics</p>
3. Understand how to prolong the life of a bra	<p>3.1 explain the importance of following manufacturers' guidance on washing and caring for bras</p> <p>3.2 explain how bras can be adjusted to prolong their life</p>
4. Know the arrangements for obtaining bras both in and out of stock	<p>4.1 describe where different types of bra are to be found within own sales area</p> <p>4.2 state the scheduled delivery dates for new products for own sales area</p> <p>4.3 describe the available systems for ordering lines either not in stock or not carried by the organisation</p>
5. Know how to fit customers for bras	<p>5.1 describe how to assess the customer's body size, shape and age</p> <p>5.2 describe the equipment and layout needed for the bra fitting room</p> <p>5.3 describe how and where to measure for the customer's band size using a tape measure</p> <p>5.4 describe how to estimate the cup size needed</p> <p>5.5 describe how to choose the correct bras for the fitting</p> <p>5.6 describe how to adjust and fit bras</p>
6. Be able to find potential customers for the bra fitting service	<p>6.1 ask questions to clarify and agree customers' need for the bra fitting service</p> <p>6.2 describe to customers the process and benefits of the bra fitting service</p> <p>6.3 book bra fitting appointments taking into account the time needed for the bra fitting service</p>
7. Be able to fit customer for bras	<p>7.1 assess customers' fitting needs in ways that attempt to create a rapport with them</p> <p>7.2 explain politely to customers that an accurate fit cannot be guaranteed if measurements are taken on top of their clothing</p> <p>7.3 measure customer chest sizes</p>

	<p>accurately</p> <p>7.4 choose a range of products to offer customers that:</p> <ul style="list-style-type: none"> • are the correct size • meet customer needs <p>7.5 adjust products to provide customer comfort and prolong the life of products</p> <p>7.6 advise customers on how to care for and prolong the life of products</p> <p>7.7 meet customer needs for privacy and help throughout the bra fitting process</p> <p>7.8 provide opportunities for customers to ask questions about the products and/or bra fitting service</p> <p>7.9 ask customers questions to establish whether they are satisfied with the product</p> <p>7.10 explain other possible courses of action to customers if it is not possible to find a bra to fit them</p>
--	---

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

It is highly unlikely that the assessor will be able to observe all the workplace performance required, owing to the need to meet customer needs for privacy. Where this applies, evidence of competence can come from the training undertaken and from expert witness testimony.

AC 7.2: '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.

SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	SkillsSmart Retail

Availability for use	Shared
----------------------	--------

Title	Follow guidelines for planning and preparing visual merchandising displays
Reference number	D/503/5695
Skillsmart Retail ref	C.18
Unit level	2
Credit value:	5
Guided learning hours	22
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for planning and preparing visual merchandising displays from guidelines provided in design briefs.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the importance of visual merchandising displays and design briefs	1.1 explain the role of visual merchandising displays in marketing, promotional and sales campaigns and activities 1.2 explain the importance of the design brief in creating visual merchandising displays
2. Understand the selection of approaches and effects in visual merchandising displays	2.1 explain why different approaches are needed for displays of different types of merchandise 2.2 explain how light, colour, texture, shape and dimension combine to achieve different effects
3. Understand the sourcing of merchandise and props to be featured in visual merchandising displays	3.1 explain how to use a design brief to identify the items needed for a display 3.2 explain how different types of merchandise and props can attract customers' attention 3.3 explain the importance of updating stock records to account for merchandise on display
4. Be able to plan visual merchandising displays to fulfil a design brief	4.1 select display locations that enable the design brief to be fulfilled 4.2 create ideas for improving the visual effect of displays, ensuring such ideas: <ul style="list-style-type: none"> • create the required effect

	<ul style="list-style-type: none"> • are within the limits of the design brief • are within the limits of the organisation's visual design policies • are within the limits of own authority
5. Be able to source merchandise and props to be featured in visual merchandising displays	<p>5.1 agree alternative selections of merchandise and props with the designated person, when those originally specified are unavailable or unsuitable</p> <p>5.2 agree arrangements with suppliers for delivery of merchandise and props</p> <p>5.3 plan enough time for deliveries of merchandise and props to arrive before the display must be installed</p> <p>5.4 check the progress of deliveries of merchandise and props</p> <p>5.5 take action to resolve the situation when delays to deliveries of merchandise and props seem likely</p> <p>5.6 update stock records to account for merchandise on display</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Dress visual merchandising displays to attract customers
Reference number	H/503/5696
Skillsmart Retail ref	C.19
Unit level	2
Credit value:	7
Guided learning hours	35
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who dress in-store and window visual merchandising displays, guided by a design brief.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the purpose of visual merchandising displays	1.1 explain the different purposes of visual merchandising displays 1.2 explain how visual merchandising displays can achieve add-on sales 1.3 explain why add-on sales are important to the organisation
2. Understand how visual merchandising displays achieve their intended purposes	2.1 explain the importance of visual merchandising displays in retail environment 2.2 explain the importance of being aware of trends relating to visual merchandising 2.3 explain how props, prototypes, dressings and fixtures create visual effects within displays 2.4 explain why different kinds of merchandise need different approaches to display
3. Be able to dress in-store displays and window displays	3.1 position merchandise, signage and graphics within displays: <ul style="list-style-type: none"> • in ways that attract the attention and interest of target customers • to provide the information that customers need • in line with organisational visual merchandising guidelines 3.2 group merchandise within displays in ways that suit:

	<ul style="list-style-type: none"> • the purpose of the display • the style of the display • the intended focal points of the display • the angles from which customers will view the display • the selling features of the merchandise • the visual effect specified by the design brief <p>3.3 assess whether the display’s lighting meets the design brief in achieving the required visual effects and atmosphere</p> <p>3.4 check that the finished display meets organisational requirements for:</p> <ul style="list-style-type: none"> • health and safety • security • easy access <p>3.5 seek permission from the designated person to change displays when this is not within own authority</p>
--	---

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Order and position signage and graphics for visual merchandising displays
Reference number	K/503/5697
Skillsmart Retail ref	C.20
Unit level	2
Credit value:	3
Guided learning hours	15
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who order and position signage and graphics for visual merchandising displays under the supervision of visual merchandising specialists.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the role of signage and graphics within visual merchandising	1.1 explain the purpose of signage in visual merchandising 1.2 explain how signage can contribute to the effectiveness of visual merchandising 1.3 explain the purpose of graphics in visual merchandising 1.4 explain how graphics can contribute to the effectiveness of visual merchandising
2. Be able to source signage and graphics to meet visual merchandising needs	2.1 describe to suppliers the signage and graphics required by the design brief 2.2 order signage and graphics: <ul style="list-style-type: none"> • within the required timescales • within the available budget • from suppliers who have confirmed they can meet the specified requirements 2.3 monitor the progress of orders for signage and graphics 2.4 assess signage and graphics when these are delivered, to ensure they meet the agreed requirements
3. Be able to position signage and graphics to support visual merchandising	3.1 position signage and graphics in accordance with: <ul style="list-style-type: none"> • the design brief

	<ul style="list-style-type: none"> • any house styles that apply • any branding requirements that apply • organisational policy on signage • legal requirements • the display's intended visual effect and message • organisational safety requirements • the need for signage and graphics to remain securely attached
--	--

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

AC 3.1: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Dismantle and store props and graphics from visual merchandising displays	
Reference number	M/503/5698	
Skillsmart Retail ref	C.21	
Unit level	2	
Credit value:	3	
Guided learning hours	15	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for dismantling and storing props and graphics from visual merchandising displays under the supervision of visual merchandising specialists.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the importance of storing props and graphics for future use in visual merchandising displays	1.1 explain the importance of labelling props and graphics before leaving them in storage 1.2 explain why records must be kept of props and graphics in storage 1.3 explain why props and graphics must be stored securely	
2. Be able to dismantle visual merchandising displays	2.1 dismantle displays using working practices that: <ul style="list-style-type: none"> • comply with organisational health and safety requirements • attempt to protect the components of the display from being damaged 2.2 return merchandise to the designated places in line with organisational procedures 2.3 dispose of unwanted items from the dismantled display in line with organisational procedures 2.4 keep records of the movement and disposal of items from dismantled displays in line with organisational procedures 2.5 clean display sites and components: <ul style="list-style-type: none"> • in line with organisational 	

	<p>procedures</p> <ul style="list-style-type: none"> • using equipment and materials suited to the task
3. Be able to store props and graphics from dismantled visual merchandising displays	<p>3.1 assess the space required for props and graphics that are to be put into storage</p> <p>3.2 store props and graphics:</p> <ul style="list-style-type: none"> • in line with organisational procedures • in secure but accessible places • in ways that do not pose a health and safety risk <p>3.3 keep up-to-date storage records in line with organisational procedures</p> <p>3.4 report any damaged and/or missing props and graphics in line with organisational procedures</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	SkillsSmart Retail
Availability for use	Shared

Title	Make props and decorate fixtures and panels for visual merchandising displays
Reference number	T/503/5699
Skillsmart Retail ref	C.22
Unit level	2
Credit value:	10
Guided learning hours	45
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who make props and decorate fixtures and panels for displays under the supervision of visual merchandising specialists.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the purpose of props within visual merchandising displays	1.1 explain the visual effects that can be achieved with life size and scale models 1.2 explain why it is necessary to decorate panels and fixtures in creative ways 1.3 explain how decorated panels and fixtures contribute to visual effects 1.4 explain why different kinds of merchandise need different approaches to decoration
2. Be able to specify requirements for visual merchandising props	2.1 produce specifications for visual merchandising props that: <ul style="list-style-type: none"> • meet the design brief • are achievable within budget and timescales • specify the type, size and function of the props needed • specify whether props can be obtained ready made or need to be made to order • include plans for obtaining the props
3. Be able to make props for use in visual merchandising displays	3.1 select techniques, materials, tools and equipment that are suited to making the props specified in the design brief

	<p>3.2 produce final versions of props, ensuring they:</p> <ul style="list-style-type: none"> • follow the requirements of the design brief • follow organisational health and safety requirements • are finished within the required timescales
<p>4. Be able to decorate fixtures and panels for visual merchandising displays</p>	<p>4.1 select decorative techniques and materials that:</p> <ul style="list-style-type: none"> • attempt to create the visual effect required by the design brief • are within cost limits <p>4.2 use tools, equipment and materials for decorative work in line with organisational procedures</p> <p>4.3 produce finished decorative work that:</p> <ul style="list-style-type: none"> • is free from faults • has the visual impact required by the design brief • is consistent with the design brief • is completed within required timescales

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail

Availability for use	Shared
----------------------	--------

This page is deliberately blank.

Title	Assemble visual merchandising displays
Reference number	D/503/5700
Skillsmart Retail ref	C.23
Unit level	2
Credit value:	4
Guided learning hours	20
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who assemble displays under the supervision of visual merchandising specialists, based on organisational guidelines provided in the form of plans, elevations and drawings.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the purpose of layout design	1.1 explain what layout design is 1.2 explain the role of layout design in effective visual design practice
2. Know how to interpret instructions for assembling visual merchandising displays	2.1 describe the essential features and detailed requirements of display layouts as specified in plans, elevations and drawings 2.2 describe organisational health and safety and security arrangements needed for displays as specified in plans, elevations and drawings 2.3 describe potential problems with assembling displays, where such problems are apparent from plans, elevations and drawings
3. Be able to assemble visual merchandising displays	3.1 plan the activities and resources needed to assemble displays as specified in plans, elevations and drawings 3.2 assemble displays in line with: <ul style="list-style-type: none"> • organisational guidelines provided • agreed deadlines • organisational health and safety requirements 3.3 make adjustments to assembled displays to achieve creative effects within limits of own authority and the

	<p>guidelines provided</p> <p>3.4 take actions to resolve problems that arise when assembling displays, within the guidelines provided</p>
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence.</p> <p>Simulation is not allowed for any performance evidence within this unit.</p> <p>If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.</p> <p>The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Choose merchandise to feature in visual merchandising displays
Reference number	H/503/5701
Skillsmart Retail ref	C.24
Unit level	3
Credit value:	6
Guided learning hours	27
Unit purpose and aim(s)	This unit assesses the occupational competence of visual merchandising specialists who are responsible for choosing the merchandise to be featured in visual merchandising displays and negotiating with decision makers regarding those displays.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the purpose of featuring merchandise in visual merchandising displays	1.1 explain the role of displays featuring merchandise in marketing, promotional and sales campaigns and activities 1.2 explain the importance of being creative when selecting merchandise for displays
2. Be able to evaluate merchandise for its display potential	2.1 evaluate the suitability of different items of merchandise for featuring in a display, with respect to: <ul style="list-style-type: none"> the purpose of the display the potential of the merchandise to attract and interest customers whether the merchandise to be featured is consistent with the organisation's visual display policy the availability of the merchandise within the timescale for preparing the display the cost of obtaining the merchandise in relation to the budget available for the display
3. Be able to liaise with decision makers concerning the merchandise to be featured in	3.1 explain to decision makers: <ul style="list-style-type: none"> the reasons for the choice of merchandise for display

a display	<ul style="list-style-type: none"> • how the merchandise would feature in the display <p>3.2 reach an agreement with decision makers concerning the choice of merchandise before work starts on assembling the display</p> <p>3.3 reach agreement with decision makers concerning arrangements and timescales for the supply of merchandise</p>
-----------	--

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

AC 2.1: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Manage the use of signage and graphics in visual merchandising displays
Reference number	K/503/5702
Skillsmart Retail ref	C.25
Unit level	3
Credit value:	7
Guided learning hours	31
Unit purpose and aim(s)	This unit assesses the occupational competence of visual merchandising specialists who are responsible for specifying signage and graphics to be used in visual merchandising displays to achieve the intended effects of a design brief.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand how signage and graphics are used in visual merchandising displays	1.1 explain how the look of signage and graphics in visual merchandising displays can attract customers 1.2 explain how signage and graphics are used in visual merchandising displays to convey information to customers
2. Understand the importance of complying with legal requirements relating to the use of signage and graphics in visual merchandising	2.1 explain the importance of complying with legal requirements relating to the use of signage and graphics in visual merchandising displays
3. Understand the importance of monitoring the use of signage and graphics in visual merchandising displays	3.1 explain the importance of monitoring the use of signage and graphics in visual merchandising displays to ensure that they are being used as intended
4. Be able to assess the signage and graphics needed for visual merchandising displays	4.1 assess the types and quantities of signage and graphics that will best: <ul style="list-style-type: none"> • suit the purpose of the display • meet legal requirements • comply with the organisation's visual design policy 4.2 confirm with decision makers that proposals for the use of signage and graphics are acceptable
5. Be able to source the signage	5.1 confirm with suppliers:

and graphics needed for visual merchandising displays	<ul style="list-style-type: none"> • the type of signage and graphics needed • quantities • costs • delivery dates • delivery arrangements <p>5.2 assess whether the signage and graphics received from suppliers meet specified requirements before they are used</p>
6. Be able to co-ordinate the use of signage and graphics in visual merchandising displays	<p>6.1 distribute signage and graphics by the deadlines agreed in the design brief to those who are responsible for putting them on display</p> <p>6.2 explain to colleagues how they should install signage and graphics to meet the design brief</p> <p>6.3 check that signage and graphics are installed in line with specifications</p>
7. Be able to monitor the use of signage and graphics in visual merchandising displays	<p>7.1 perform checks on visual merchandising displays to ensure that signage and graphics are still being used as intended</p> <p>7.2 request feedback from colleagues on the use of signage and graphics on display</p> <p>7.3 take corrective action when signage and graphics are not being used in line with organisational procedures or the design brief</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

AC 4.1: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Evaluate the effectiveness of visual merchandising displays
Reference number	M/503/5703
Skillsmart Retail ref	C.26
Unit level	3
Credit value:	9
Guided learning hours	46
Unit purpose and aim(s)	This unit assesses the occupational competence of visual merchandising specialists who are responsible for evaluating the effectiveness of displays.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the types of evidence used to evaluate the effectiveness of visual merchandising displays	<p>1.1 explain the importance of evaluating the effectiveness of visual merchandising displays</p> <p>1.2 explain when the effectiveness of visual merchandising displays should be evaluated</p> <p>1.3 explain which types of information are the most useful for evaluating the effectiveness of visual merchandising displays</p> <p>1.4 explain the meaning of 'validity' and 'reliability' in relation to the measurement of customers' responses to visual merchandising displays</p>
2. Be able to gather information about customers' responses to visual merchandising displays	<p>2.1 research customers' responses to visual merchandising displays, ensuring that the information gathered is:</p> <ul style="list-style-type: none"> • valid • reliable • gathered in line with organisation's communications policy • gathered in ways that attempt to maintain the goodwill and co-operation of those providing the information
3. Be able to analyse information	3.1 agree the standards for evaluating

<p>from customers' responses to evaluate the effectiveness of visual merchandising displays</p>	<p>the effect of visual merchandising displays with decision makers</p> <p>3.2 analyse the evidence of the effectiveness of visual merchandising displays fairly against the agreed standards</p> <p>3.3 evaluate the effectiveness of visual merchandising displays in terms of:</p> <ul style="list-style-type: none"> • the purpose of the display • customers' responses to the display <p>3.4 recommend to decision makers improvements that could be made to the way visual merchandising is carried out in the store, based on the research findings and conclusions</p>
---	---

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

AC 2.1: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Manage budgets for visual merchandising projects
Reference number	T/503/5704
Skillsmart Retail ref	C.27
Unit level	3
Credit value:	10
Guided learning hours	46
Unit purpose and aim(s)	This unit assesses the occupational competence of visual merchandising specialists who are responsible for managing the budgets of visual merchandising projects.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the importance of controlling expenditure on visual merchandising projects	1.1 explain the importance to the organisation of controlling expenditure on visual merchandising projects
2. Understand the concept of 'value for money' when managing visual merchandising projects	2.1 explain what 'value for money' means when managing visual merchandising projects 2.2 explain why 'value for money' does not just mean paying the lowest prices
3. Be able to agree costs with decision makers for visual merchandising projects	3.1 calculate estimates of the costs of proposed visual merchandising projects 3.2 prepare business cases for visual merchandising project budgets that show how value for money will be achieved 3.3 present budget proposals to decision makers in ways that attempt to persuade them to adopt the proposals 3.4 negotiate budgets with decision makers in ways that attempt to keep them committed to the project's aims
4. Be able to control costs for visual merchandising projects	4.1 explain to colleagues the cost limits they must work within on visual merchandising projects 4.2 maintain accurate records of project

	<p>expenditure in line with organisational procedure</p> <p>4.3 identify unacceptable discrepancies in project expenditure</p> <p>4.4 take action to resolve any discrepancies in project expenditure when this falls within own authority</p> <p>4.5 report unacceptable discrepancies in project costs to the designated person when resolving such discrepancies is not within own authority</p> <p>4.6 identify areas where value for money could have been improved within budget limits for the project</p>
5. Be able to keep colleagues informed on expenditure on visual merchandising projects	5.1 keep colleagues informed on expenditure on visual merchandising projects

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Contribute to improving a retail organisation's visual merchandising policy	
Reference number	A/503/5705	
Skillsmart Retail ref	C.28	
Unit level	3	
Credit value:	8	
Guided learning hours	36	
Unit purpose and aim(s)	This unit assesses the occupational competence of visual merchandising specialists who are expected to suggest improvements to an organisation's visual design and to ensure that staff follow the organisation's visual design policy.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand how visual merchandising and visual design can benefit an organisation	1.1 explain how having a visual merchandising policy can help the organisation to achieve its aims 1.2 explain how visual design can help to promote and sell goods and services 1.3 explain what customer-focused design is 1.4 explain how customer-focused design can benefit the organisation	
2. Be able to evaluate the organisation's approach to visual design	2.1 research what internal and external customers want and expect from the visual design of the organisation 2.2 analyse research findings to identify internal and external customers' wishes and expectations concerning visual design in the organisation 2.3 evaluate whether current and recent visual designs used in the organisation meet internal and external customers' wishes and expectations	
3. Be able to recommend new ideas for the organisation's visual design	3.1 develop ideas for improving the organisation's approach to visual design 3.2 create ideas for improving the visual design of the organisation 3.3 assess whether own design ideas are	

	relevant to the needs of the organisation
	3.4 present visual design recommendations to decision makers
4. Be able to support staff putting the organisation's visual design policy into practice	<p>4.1 explain the organisation's visual design policy to staff in a way that attempts to encourage understanding and commitment</p> <p>4.2 provide opportunities for staff to ask questions</p> <p>4.3 perform checks to ensure that visual designs used in the organisation are consistent with the organisation's visual design policy</p> <p>4.4 report to own line manager any problems with implementing the visual design policy that are not within own authority to resolve</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

'Visual merchandising/design policy': If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Design visual merchandising display layouts	
Reference number	F/503/5706	
Skillsmart Retail ref	C.29	
Unit level	3	
Credit value:	10	
Guided learning hours	46	
Unit purpose and aim(s)	This unit assesses the occupational competence of visual merchandising specialists who are responsible for designing display layouts and providing guidance on how to assemble those designs.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the importance of display layout design in visual merchandising	1.1	explain what layout design is
	1.2	explain the role of layout design in visual merchandising
	1.3	explain the importance of developing creative and practical display layout ideas in visual merchandising
2. Understand the elements of creative layout design solutions	2.1	explain how to choose and combine scale, shape, colour, texture and focal points to produce creative layout design solutions
	2.2	explain the role of dimension, shape, colour, texture and location in creative layout design
3. Understand the importance of display layout designs to those who put layouts together	3.1	explain why specifications, drawings and supporting information are needed by those who will put layouts together
4. Be able to develop creative ideas for display layouts	4.1	assess which layout best meets the intended purpose of the display
	4.2	generate different ideas for the design of the display layout
	4.3	evaluate ideas for the design of the display layout, using relevant criteria including: <ul style="list-style-type: none"> • cost • the time available to prepare the display
	4.4	select the display layout idea that is

	<p>most likely to achieve the required visual effect within time and cost limits</p> <p>4.5 develop the chosen display layout idea in more detail ensuring that it:</p> <ul style="list-style-type: none"> • fulfils the precise design requirements • is still achievable within the available time and cost • will fit the available space • can be assembled and used safely <p>4.6 reach an agreement with decision makers on the final layout</p>
<p>5. Be able to produce guidance to enable the assembly of display layouts</p>	<p>5.1 produce a drawing of the display layout that:</p> <ul style="list-style-type: none"> • uses visual merchandising drawing and coding conventions to give information • specifies the dimensions and orientation of the layout • specifies the standards of the finished layout <p>5.2 estimate the quantities of materials needed for specified display layouts</p> <p>5.3 estimate the costs of materials and services needed for specified layouts, doing so:</p> <ul style="list-style-type: none"> • within the design requirement for the layouts • within cost limits <p>5.4 provide detailed information on the layout design to enable the display to be assembled safely</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Follow point-of-sale procedures for age-restricted products in a retail environment
Reference number	J/503/5707
Skillsmart Retail ref	C.36
Unit level	2
Credit value:	2
Guided learning hours	11
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who may be asked by customers to accept payment for age-restricted products such as alcohol or tobacco.</p> <p>Individuals taking this unit must be of an age appropriate to the products being sold.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know about legislation relating to the retail sale of age-restricted products	1.1 describe own level of authorisation to sell age-restricted products 1.2 state the age restrictions on the products that fall within own responsibility 1.3 describe what can happen if legal age restrictions are not complied with
2. Understand the importance of maintaining customer goodwill when requesting proof of age	2.1 explain the importance of maintaining customer goodwill when requesting proof of age
3. Be able to follow point-of-sale procedures for age-restricted products in a retail environment	3.1 ask customers politely for proof of age when this is required by law or organisational policy 3.2 explain to customers, when necessary, the types of proof of age that can be accepted 3.3 refuse politely and firmly to accept payment for age-restricted products whenever doing so would be in breach of legislation or organisational policy
Assessment guidance	

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

ACs 3.1, 3.3: '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.

ACs 3.1, 3.3: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Provide National Lottery products to customers
Reference number	L/503/5708
Skillsmart Retail ref	C.37
Unit level	2
Credit value:	4
Guided learning hours	25
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who sell National Lottery products.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand how the National Lottery operates	1.1 explain the role of the operator in promoting the National Lottery 1.2 explain the role of the National Lottery Commission in monitoring how the National Lottery works 1.3 explain the potential risks of vulnerable players buying National Lottery products 1.4 describe relevant legal requirements relating to the National Lottery
2. Be able to use the service terminal	2.1 describe the purpose of the service terminal 2.2 use the service terminal in line with the National Lottery operator's policies and procedures 2.3 identify the designated person to ask for help when the service terminal is not working properly
3. Be able to communicate with customers concerning National Lottery products	3.1 explain to customers, when necessary: <ul style="list-style-type: none"> • the rules of National Lottery products • how to play National Lottery games 3.2 explain to customers, when necessary, the differences between National Lottery products in terms of: <ul style="list-style-type: none"> • price • method of play

	<ul style="list-style-type: none"> odds of winning
	3.3 explain to underage and vulnerable players why you cannot sell National Lottery products to them
4. Be able to process National Lottery prize payouts	4.1 process prize payouts in line with the National Lottery operator's requirements
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence.</p> <p>Simulation is not allowed for any performance evidence within this unit.</p> <p>If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Advise customers on the fixing and care of tiles
Reference number	R/503/5709
Skillsmart Retail ref	C.42
Unit level	2
Credit value:	6
Guided learning hours	35
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who sell tiles and tiling products in a retail environment, and who are responsible for explaining to customers how to fix tiles.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to establish customer requirements for fixing tiles	<p>1.1 ask customers questions to establish:</p> <ul style="list-style-type: none"> • the nature of the surfaces to be tiled • how the tiled surfaces are to be used • whether there are any existing or planned fixtures, fittings, pipework or cabling • whether there is, or will be, underfloor heating, where a floor is to be tiled <p>1.2 reach an agreement with customers concerning:</p> <ul style="list-style-type: none"> • whether tiling is a practical solution for the surface and intended use • how the tiled surfaces are to be finished off • how best to accommodate any existing or planned fixtures, fittings, pipework or cabling • the need for a tanking system, where applicable
2. Be able to explain to customers how to fix tiles	<p>2.1 explain to customers how to fix tiles, including:</p> <ul style="list-style-type: none"> • how to prepare the surface to be tiled

	<ul style="list-style-type: none"> • how to fix and use battens, where applicable • how to waterproof walls before tiling, where applicable • how to site movement joints, where applicable • what types of adhesive and grout are needed and how to apply these, including the curing and drying times involved • how and in what order to apply products • what tools to use for cutting and drilling tiles, and how to use these safely and effectively • which tiles cannot be cut or drilled and why, where applicable • the methods and materials for fitting, fixing and sealing electrical underfloor heating systems, where applicable • safe working and best practice techniques, including the importance of following manufacturers' instructions
<p>3. Be able to recommend additional products to customers</p>	<p>3.1 explain to customers how to take care of the tiled surfaces they intend to fix</p> <p>3.2 recommend suitable cleaning and maintenance products to customers</p>
<p>Assessment guidance</p>	
<p>This unit requires workplace assessment of occupational competence.</p> <p>Simulation is not allowed for any performance evidence within this unit.</p> <p>If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
<p>Additional information about the unit</p>	
<p>Unit review date</p>	<p>30/09/2016</p>
<p>SSAs</p>	<p>7.1 Retailing and wholesaling</p>

Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Provide a counter and takeaway service
Reference number	L/601/5016
Skillsmart Retail ref	C.44
Unit level	1
Credit value:	3
Guided learning hours	30
Unit purpose and aim(s)	This unit comes from the hospitality and catering sector. It is included as an option within the Retail Skills qualifications for learners who provide a counter and takeaway service in a retail environment such as a forecourt shop or in-store café.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to serve customers at the counter	<p>1.1 give customers information that meets their needs, and promotes organisations' products and service</p> <p>1.2 find out what customers require, and if necessary tell them about any waiting time</p> <p>1.3 process the order promptly</p> <p>1.4 serve food and drink items at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate type</p> <p>1.5 make sure there are appropriate condiments and accompaniments available for customers</p>
2. Know how to serve customers at the counter	<p>2.1 describe safe and hygienic working practices for serving customers and why these are important</p> <p>2.2 state why it is important to use separate serving equipment for each food item</p> <p>2.3 state why portions must be controlled when serving customers</p> <p>2.4 state why food and drink items must be served at the correct temperature</p> <p>2.5 state why information given to customers must be accurate</p>

	2.6 outline the types of unexpected situations that may occur when serving customers and how to deal with them
3. Be able to maintain counter and service areas	<p>3.1 keep work area tidy, hygienic and free from rubbish and food debris during service</p> <p>3.2 maintain enough stock of clean service items</p> <p>3.3 restock with food and drink items when necessary</p> <p>3.4 display and store food and drink items in line as required</p> <p>3.5 clear work area of used and non-required service items at the appropriate times</p> <p>3.6 dispose of rubbish, used disposable items and food waste as required</p>
4. Know how to maintain counter and service areas	<p>4.1 describe safe and hygienic working practices for clearing and why these are important</p> <p>4.2 state why food which is prepared first should be served first</p> <p>4.3 state why counter preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout the service</p> <p>4.4 state why waste must be handled and disposed of correctly</p> <p>4.5 state why a constant stock of service items should be maintained</p> <p>4.6 state why maintaining food at the correct temperature is important and how this can be ensured</p> <p>4.7 outline the types of unexpected situations that may occur when clearing away and how to deal with them</p>
Assessment guidance	
<p>This unit should be assessed against People 1st's assessment strategy and evidence requirements which can be found on People 1st's website: www.people1st.co.uk</p>	
Additional information about the unit	

Unit review date	31/12/2013
SSAs	7.4 Hospitality and catering
Owner	People 1 st
Availability for use	Shared

This page is deliberately blank.

Title	Help customers to choose alcoholic beverages in a retail environment	
Reference number	J/503/5710	
Skillsmart Retail ref	C.45	
Unit level	3	
Credit value:	10	
Guided learning hours	53	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who sell alcoholic beverages in a retail environment and apply in-depth knowledge of these products to help increase sales and encourage customer loyalty. The alcoholic beverages the learner sells may be of any kind.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand legislation relating to the sale of alcoholic beverages in a retail environment	1.1	explain relevant legislation and regulations relating to the sale of alcoholic beverages in a retail environment
	1.2	explain the personal consequences and the consequences for the organisation of not complying with legislation and regulations relating to the sale of alcoholic beverages
	1.3	explain how the organisation's policy relating to the sale of alcohol complies with legal requirements
2. Understand the characteristics of different alcoholic beverages	2.1	explain the characteristics of different alcoholic beverages in terms of their features and benefits
	2.2	explain where to find reliable information about the alcoholic content of the alcoholic beverages the organisation carries
3. Be able to comply with legal requirements when helping customers choose alcoholic beverages in a retail environment	3.1	comply with all relevant legal requirements and organisational policy when helping customers choose alcoholic beverages in a retail environment
4. Be able to help customers to choose alcoholic beverages in a retail environment	4.1	ask customers questions to establish the types of alcoholic beverage they are looking for

	<p>4.2 provide customers with information about alcoholic beverages that is:</p> <ul style="list-style-type: none"> • in line with organisational procedures • factually correct • legally compliant • relevant to the individual customer's needs <p>4.3 match the features and benefits of available alcoholic beverages as closely as possible to customer needs</p> <p>4.4 compare and contrast alcoholic beverages in ways that attempt to help customers to choose those products that best meet their needs</p> <p>4.5 respond to customer questions about alcoholic beverages in ways that attempt to encourage sales and promote goodwill</p> <p>4.6 recommend to customers related products that could enhance their experience of the alcoholic beverages they are interested in purchasing</p> <p>4.7 explain politely to customers why it is not possible to help them to purchase alcoholic beverages, when legal requirements or organisational policy prevent this</p>
--	--

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

ACs 1.3, 3.1, 4.7: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

AC 4.7: '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.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Cash up in a retail environment
Reference number	L/503/5711
Skillsmart Retail ref	C.46
Unit level	2
Credit value:	2
Guided learning hours	9
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for cashing up in a retail environment.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to cash up accurately in a retail environment	1.1 cash up in line with: <ul style="list-style-type: none"> • the organisation’s schedule for cashing up • organisational procedures for cashing up 1.2 follow organisational procedures for maintaining security when cashing up, including the security of: <ul style="list-style-type: none"> • self • cash • cash equivalents 1.3 use cashing up equipment to reconcile takings in line with organisational and/or manufacturer’s instructions 1.4 explain how to recognise till overages and shortages 1.5 deal with till overages and shortages: <ul style="list-style-type: none"> • in line with organisational procedures • within the limits of own authority 1.6 report till overages and shortages to the designated person when these are not within own authority to resolve
Assessment guidance	

This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Promote a retail store's credit card to customers in a retail environment
Reference number	R/503/5712
Skillsmart Retail ref	C.47
Unit level	2
Credit value:	3
Guided learning hours	12
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who are responsible for promoting a retail store's credit card to customers.</p> <p>For the purposes of this unit, a credit card is not simply a loyalty card that offers rewards such as points or discounts, although the credit card might serve as a loyalty card as well. The defining feature of a credit card is that the customer incurs a financial debt when using it to pay for purchases. This debt must eventually be paid, and can cost the customer extra money in the form of interest if payment is not made in full on the due date. If the store's card cannot be used in this way then this unit is not suitable for the learner.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the importance of promoting a retail store's credit card to both potential and existing holders of the card	<p>1.1 explain how the store can benefit from having customers who hold the store's credit card</p> <p>1.2 explain how the store can benefit from enhancing the retail experience of existing holders of the store's credit card</p>
2. Be able to promote a retail store's credit card to customers in a retail environment	<p>2.1 ask potentially eligible customers if they have a credit card with the store</p> <p>2.2 promote the benefits of the retail store's credit card to:</p> <ul style="list-style-type: none"> • potential new customers • existing card holders <p>2.3 comply with legal requirements to disclose to customers who express an interest in having the retail store's credit card:</p>

	<ul style="list-style-type: none"> • the costs involved • the repayment terms • the customer’s right to cancel the card <p>2.4 address concerns customers may have about the retail store’s credit card, ensuring that:</p> <ul style="list-style-type: none"> • any information provided is legally compliant • benefits of the retail store’s credit card are reinforced
--	---

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Provide service to customers in a dressing room in a retail environment
Reference number	Y/503/5713
Skillsmart Retail ref	C.48
Unit level	2
Credit value:	3
Guided learning hours	16
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who provide a service to customers using a dressing room in a retail environment.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to use the dressing room facilities in a retail environment to create sales opportunities	1.1 explain how to recognise customers on the sales floor who may be interested in trying on clothes 1.2 welcome customers politely when they approach the dressing room 1.3 tell customers how to get further help before leaving them to try on clothes 1.4 monitor the dressing room to ensure that customers are not kept waiting unduly to try on clothes 1.5 suggest to dressing room customers any matching items, accessories or promotional offers that may be of interest to them
2. Be able to take measures to minimise stock loss while serving customers in a dressing room in a retail environment	2.1 perform checks to ensure that the number of items of stock each customer takes into the dressing room does not exceed the organisation's allowance 2.2 control the number of items of stock taken into the dressing room in ways that attempt to maintain goodwill 2.3 perform checks to ensure that customers bring out of the dressing room all the items that were taken in 2.4 follow organisational procedures for reporting suspected or actual loss of stock from the dressing room

3. Be able to keep dressing room facilities in a retail environment ready for customer use	<p>3.1 perform checks before opening the dressing room for use to ensure that it:</p> <ul style="list-style-type: none"> • meets organisational requirements • is free from obstructions <p>3.2 maintain the dressing room in a state that meets organisational requirements when the dressing room is open for use</p>
4. Be able to process unsold merchandise in a dressing room in a retail environment	<p>4.1 place merchandise in the designated area in the dressing room when it cannot be immediately returned to the shop floor</p> <p>4.2 make adjustments where necessary to ensure merchandise is in the required condition for display before it is returned to the shop floor</p> <p>4.3 dispose of merchandise that is no longer of saleable quality in line with organisational procedures</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

AC 1.2: '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.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Promote food or drink products by offering samples to customers
Reference number	D/503/5714
Skillsmart Retail ref	C.49
Unit level	2
Credit value:	2
Guided learning hours	13
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for promoting food or drink products by offering samples to customers.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the business reasons for offering samples of food or drink to customers	<p>1.1 explain how giving customers the opportunity to sample products can help to increase sales</p> <p>1.2 explain how to recognise opportunities to:</p> <ul style="list-style-type: none"> • display samples • encourage individual customers to sample products <p>1.3 explain the criteria to be applied when selecting products for sampling, including product type and sell-by date</p>
2. Be able to set up attractive and hygienic displays of food or drink samples	<p>2.1 describe the required temperatures for safely storing and serving samples of food or drink</p> <p>2.2 prepare samples of food or drink in line with:</p> <ul style="list-style-type: none"> • food safety requirements • organisational procedures for preparing and displaying samples
3. Be able to interact with customers at a display of food or drink samples	<p>3.1 provide customers with information about any potentially allergenic ingredients in the food or drink samples being offered</p> <p>3.2 use words and body language in ways that attempt to encourage customers to sample and purchase</p>

	<p>food or drink products being offered</p> <p>3.3 describe to customers where in the store the sampled products can be purchased</p>
4. Be able to dispose of food or drink samples in line with organisational procedures	<p>4.1 monitor the freshness of food or drink samples on display</p> <p>4.2 remove samples from the display when they no longer meet organisational requirements for freshness</p> <p>4.3 dispose of waste products in line with:</p> <ul style="list-style-type: none"> • organisational procedures • organisational recycling requirements • food safety requirements <p>4.4 record food disposals in line with legal and organisational requirements</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Deliver goods from a retail environment to the customer's delivery address	
Reference number	H/503/5715	
Skillsmart Retail ref	C.50	
Unit level	2	
Credit value:	3	
Guided learning hours	17	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who deliver goods from a retail environment to customers' delivery addresses.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the role of the delivery person in promoting a positive impression of the retail organisation	1.1	explain the importance of delivering products at the times agreed with customers whenever possible
	1.2	explain the importance of keeping customers informed when the agreed delivery time cannot be achieved
	1.3	explain the importance of giving customers, and others, a positive impression of the organisation when making deliveries
2. Be able to prepare to deliver goods from a retail environment to customers' delivery addresses	2.1	explain the benefits to the business and to the environment of planning an efficient delivery schedule
	2.2	schedule deliveries in line with organisational procedures
	2.3	perform checks to ensure that everything needed for the delivery schedule is available
	2.4	perform checks to find out if there is enough fuel in the vehicle for the planned delivery schedule
	2.5	obtain fuel for the delivery vehicle in line with organisational procedures
3. Be able to convey goods from a retail environment to customers' delivery addresses	3.1	drive from a retail environment to customers' delivery addresses: <ul style="list-style-type: none"> • without injury to self and others • without damage to the goods and property

	<ul style="list-style-type: none"> arriving at the times agreed with customers <p>3.2 contact customers to make alternative arrangements when deliveries cannot be made at the times agreed with customers</p> <p>3.3 unload goods at customers' delivery addresses:</p> <ul style="list-style-type: none"> in line with organisational procedures without injury to self and others without damage to the goods and property
4. Be able to complete deliveries of goods at customers' delivery addresses	<p>4.1 deliver goods to customers in a polite manner</p> <p>4.2 leave deliveries only with individuals who can legally receive them</p> <p>4.3 follow organisational procedures for dealing with goods that cannot be delivered</p> <p>4.4 update records of delivery and non-delivery in line with organisational procedures</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

For the purposes of this unit, the 'customer' can be the person who placed the order, or someone receiving it on their behalf.

AC 4.1: '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.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Contribute to monitoring and maintaining ease of shopping in a retail sales area	
Reference number	K/503/5716	
Skillsmart Retail ref	C.51	
Unit level	1	
Credit value:	2	
Guided learning hours	8	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for keeping an area of the sales floor fit for customers to shop in, while the store is open.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Know how the layout and appearance of the sales floor influences sales	1.1	state how the layout and appearance of the sales floor influence sales
2. Be able to maintain own area of the sales floor during trading hours	2.1	keep own work area clean, tidy and free from obstructions
	2.2	ensure that merchandise meets organisational standards for positioning and presentation
	2.3	remove unsaleable merchandise from the sales floor
	2.4	ensure that information concerning prices, products and promotions is visible to customers
	2.5	ensure that own activities on the sales floor minimise disruption to customers
3. Be able to report problems that could have a negative effect on the customer experience	3.1	report to the designated person problems that could have a negative effect on the customer experience
Assessment guidance		
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>		

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Help customers to apply for a retail store's credit card and associated insurance products
Reference number	M/503/5717
Skillsmart Retail ref	C.52
Unit level	2
Credit value:	4
Guided learning hours	22
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who work in a retail store and who are responsible for helping customers to apply for the store's credit card and associated insurance products.</p> <p>For the purposes of this unit, a credit card is not simply a loyalty card that offers rewards such as points or discounts, although the credit card might serve as a loyalty card as well. The defining feature of a credit card is that the customer incurs a financial debt when using it to pay for purchases. This debt must eventually be paid, and can cost the customer extra money in the form of interest if payment is not made in full on the due date. If the store's card cannot be used in this way then this unit is not suitable for the learner.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the legal requirements relating to informing customers about insurance products associated with a retail store's credit card	1.1 explain the difference between informing and advising customers about insurance products 1.2 explain why it is not within own limits of authority to provide advice to customers about insurance products 1.3 explain the legal requirements for offering customers the opportunity to read the insurance policy summary
2. Understand the importance of helping customers to understand the implications of applying for a retail store's credit card and associated insurance products	2.1 explain how customers can benefit from reading the policy summary for an insurance product associated with the retail store's credit card 2.2 explain why customers may take credit card and insurance application forms away to study in detail 2.3 explain why blank application forms

	must be voided before being given to the customer to take away
3. Understand the legal requirements relating to helping customers to apply for the store's credit card and associated insurance products	<p>3.1 explain the legal requirements for giving customers information about the process of applying for the store's credit card and associated insurance products</p> <p>3.2 explain why customers must provide proof of identity when applying for the store's credit card and associated insurance products</p> <p>3.3 explain why customers' personal data must be kept secure during the process of applying for the store's credit card and associated insurance products</p> <p>3.4 explain the importance of not speculating with customers on possible reasons why their applications for the store's credit card have been declined</p>
4. Be able to offer customers insurance products associated with the store's credit card	<p>4.1 tell customers about the features of the insurance being applied for in ways that:</p> <ul style="list-style-type: none"> • use legally compliant wording • are factually correct • are unbiased <p>4.2 tell customers:</p> <ul style="list-style-type: none"> • whether the insurance is optional • the cost of the insurance • the type and extent of the cover available • any significant and unusual exclusions • their right to cancel the insurance <p>4.3 tell customers about the benefits of reading the insurance policy summary</p> <p>4.4 allow sufficient time for customers to read the insurance policy summary should they wish to do so</p> <p>4.5 perform checks to ensure that customers are eligible for the insurance they wish to apply for</p> <p>4.6 inform customers who ask for advice</p>

	<p>about an insurance product:</p> <ul style="list-style-type: none"> • that it is not within own authority to provide such advice • who the customer can contact for such advice <p>4.7 ask customers questions to ensure that they understand information about the insurance product they have applied for</p>
<p>5. Be able to help customers to apply for a retail store's credit card and associated insurance products</p>	<p>5.1 comply with relevant legal requirements when giving customers information about the process of applying for the retail store's credit card and associated insurance products</p> <p>5.2 provide customers with voided blank application forms on request to take away to consider, ensuring that customers are told that they are welcome to do this</p> <p>5.3 perform checks to ensure that the customer's identity has been proved</p> <p>5.4 follow organisational requirements to keep customer's personal data secure throughout the application process</p> <p>5.5 process applications in line with the procedures agreed between the store and the insurer</p> <p>5.6 tell customers whose applications have been accepted:</p> <ul style="list-style-type: none"> • their credit limit • the Annual Percentage Rate (APR) that applies <p>5.7 follow organisational procedures to enable customer accounts to be set up</p> <p>5.8 tell customers whose applications have not been accepted:</p> <ul style="list-style-type: none"> • in line with organisational procedures • without speculating with the customer on the reasons for the refusal <p>5.9 follow organisational procedures when technical problems arise with the application system or equipment</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Help customers to choose delicatessen products in a retail environment	
Reference number	T/503/5718	
Skillsmart Retail ref	C.54	
Unit level	2	
Credit value:	3	
Guided learning hours	15	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who work on a delicatessen counter and who are responsible for helping customers to choose products from the counter.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Be able to find out what customers are looking for at the delicatessen counter	1.1 communicate with customers at the delicatessen counter in ways that: <ul style="list-style-type: none"> • attempt to establish a rapport with them • find out what they are looking for 	
2. Be able to suggest delicatessen products that meet customer needs	2.1 match delicatessen products as closely as possible to customers' stated requirements, from the products available 2.2 suggest, politely, possible alternative portion sizes or products when customer requests for delicatessen products are impractical 2.3 provide customers with information about delicatessen products that is factually correct 2.4 explain the differences between delicatessen products in ways that attempt to help customers to choose the products that best meet their requirements 2.5 recommend associated or additional products to the customer at the delicatessen counter	
Assessment guidance		

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

AC 2.2: '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.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Portion delicatessen products to meet customer requirements in a retail environment	
Reference number	A/503/5719	
Skillsmart Retail ref	C.55	
Unit level	2	
Credit value:	2	
Guided learning hours	9	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who work on a delicatessen counter and who are responsible for portioning products to meet customer requirements.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Be able to cut and weigh delicatessen products to meet customer requirements	1.1 explain the importance of using tools and utensils suited to the delicatessen products 1.2 cut delicatessen products in ways that: <ul style="list-style-type: none"> • produce the required portion size and shape • attempt to maintain the attractiveness of the remaining product where possible • minimise waste • comply with relevant health and safety requirements 1.3 weigh delicatessen products accurately, taking into account the weight of any additional items on the scales such as containers	
2. Be able to wrap or package portioned delicatessen products for customers	2.1 ask customers if they are satisfied with portioned products before wrapping or packaging them 2.2 wrap or package portioned products using materials or containers suited to the product	
3. Be able to maintain the display of a delicatessen counter	3.1 restore products from which portions have been taken to a presentable condition 3.2 remove from display products from which portions have been taken	

	<p>when the product is no longer saleable</p> <p>3.3 replenish the delicatessen display with replacement products, when these are both required and available</p> <p>3.4 dispose of any unsaleable products in line with relevant:</p> <ul style="list-style-type: none"> • health and safety requirements • food safety requirements
--	---

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Merchandise plants and other relevant products	
Reference number	J/502/0771	
Skillsmart Retail ref	C.56	
Unit level	2	
Credit value:	6	
Guided learning hours	45	
Unit purpose and aim(s)	This unit comes from the land based and environmental sector. It is included as an option within the Retail Skills qualifications for learners who work in garden centres.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Know how to merchandise plants and other products	1.1 outline how to present plants and relevant products (e.g. growing media, containers, plant feed etc.) for best effect 1.2 explain the importance of location and hot and cold spots 1.3 describe the different ways plants are sold e.g. root wrap and containers 1.4 outline the merchandising systems of display 1.5 describe how other sales can be linked to plant purchases 1.6 outline the principles of stock rotation 1.7 outline the value of point of sale material and the range available	
2. Be able to merchandise plants and other products	2.1 display plants and relevant products (e.g. growing media, containers, plant feed etc.) effectively to maximise sales 2.2 use point of sale materials and labels effectively 2.3 promote linked sales	
3. Know how to maintain the condition of plants for sale	3.1 explain how to check and maintain the condition of plants and products covering the following types of plants:	

	<ul style="list-style-type: none"> • trees and shrubs • bedding plants • herbaceous perennials • bulbs <p>3.2 describe the appropriate method of reporting signs of pests, diseases or other disorders and who to</p>
4. Be able to maintain plants ready for use	<p>4.1 maintain optimum conditions for the plants as far as possible within the available facilities</p> <p>4.2 provide any necessary supplies of food and water to maintain the condition of the plants and remove weeds and suckers</p> <p>4.3 check the condition of plants and relevant products to maintain their saleable value</p> <p>4.4 identify any plants or products that should be removed and take the appropriate action</p> <p>4.5 report signs of pests, disease or other disorders to the appropriate person</p> <p>4.6 care for incoming plants and implement an appropriate stock rotation plan</p> <p>4.7 monitor the development of new plants against the stock rotation plan and take the appropriate action if there are any problems</p>
Assessment guidance	
<p>Simulation will not be acceptable where the unit is included in qualifications which verify competent performance.</p> <p>Please refer to Lantra’s Assessment Strategy for further guidance.</p>	
Additional information about the unit	
Unit review date	31/12/2014
SSAs	3.2 Horticulture and forestry
Owner	Lantra SSC
Availability for use	Shared

Title	Help customers to choose specialist products in a retail environment	
Reference number	M/503/5720	
Skillsmart Retail ref	C.58	
Unit level	3	
Credit value:	8	
Guided learning hours	34	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals responsible for giving customers expert advice on specialist products. Specialist products are ones for which many customers will welcome in-depth advice to help them choose the products that best meet their needs.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand commercial awareness in relation to the organisation, its target market and product offer	1.1 explain own organisation's brand values in relation to its product offer, pricing and service 1.2 explain the customer profiles for own organisation 1.3 explain how own organisation compares with its competitors on product offer, pricing and service 1.4 explain the elements of a positive customer experience in relation to: <ul style="list-style-type: none"> • own organisation • specialist products within own area of responsibility 	
2. Understand the specialist products within own area of responsibility	2.1 explain the meaning of specialist terminology that knowledgeable customers are likely to use in relation to the specialist products within own area of responsibility 2.2 explain how the specialist products within own area of responsibility are produced or obtained 2.3 explain how methods of producing or obtaining specialist products in own area affect the nature and quality of the products 2.4 explain any legislation relating to the	

	<p>specialist products within own area of responsibility</p> <p>2.5 explain any health and safety considerations that customers must be warned about, or may ask about, in relation to the specialist products within own area of responsibility</p> <p>2.6 explain any ethical and environmental concerns that customers may have about the specialist products within own area of responsibility</p> <p>2.7 explain how to address ethical and environmental concerns customers may have about specialist products within own area of responsibility</p> <p>2.8 explain sources of after-sales advice and support that are available to customers in relation to the specialist products within own area of responsibility</p> <p>2.9 explain the customer's legal rights and the organisation's policy concerning returns in relation to the specialist products within own area of responsibility</p>
<p>3. Be able to initiate and develop a rapport with customers</p>	<p>3.1 explain how to assess customers' body language to determine whether they are likely to respond positively to being approached</p> <p>3.2 adapt own speech and body language in ways that attempt to initiate and develop a rapport with individual customers</p> <p>3.3 interact with customers in ways that attempt to support the organisation's brand values</p>
<p>4. Be able to match specialist products to individual customer requirements</p>	<p>4.1 explore customers' individual requirements to establish what specialist products they are looking for</p> <p>4.2 provide customers with information about specialist products that is:</p> <ul style="list-style-type: none"> • in line with organisational procedures • factually correct • legally compliant • relevant to the individual customer's needs

	<p>4.3 match the features and benefits of available specialist products as closely as possible to customers' needs</p> <p>4.4 compare and contrast specialist products in ways that attempt to help customers to choose products that best meet their needs</p> <p>4.5 respond to customers' questions about specialist products in ways that attempt to encourage sales and promote goodwill</p> <p>4.6 recommend related products to customers that could enhance their experience of the specialist product they are purchasing</p>
5. Be able to maintain own product knowledge and expertise in relation to specialist products	<p>5.1 explain how in-depth product knowledge combined with genuine enthusiasm for the product affect own ability to sell specialist products</p> <p>5.2 investigate new products and product trends in own area of expertise</p> <p>5.3 devise ways of maintaining own enthusiasm for the products in own area of expertise</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist product knowledge required by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

AC 2.9: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	SkillsSmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment
Reference number	T/503/5721
Skillsmart Retail ref	C.59
Unit level	2
Credit value:	4
Guided learning hours	15
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who work on the beauty counter in a retail environment and who apply make-up or skincare products to customers for the purpose of demonstrating, promoting and selling them.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the commercial value of demonstrating make-up and skincare products	1.1 explain the purpose and value of demonstrations in promoting and selling make-up and skincare products
2. Understand the elements of a demonstration of make-up and skincare products	2.1 explain how own personal hygiene and grooming contribute to making the demonstration a pleasant experience for customers 2.2 explain the importance of gaining the customer's permission for a demonstration 2.3 explain the difference between 'features' and 'benefits' of products 2.4 explain the importance of communicating features and benefits to the customer when demonstrating and applying make-up and skincare products 2.5 explain the importance of organising demonstrations of make-up and skincare products into a series of logical steps 2.6 explain the importance of clearing away products and equipment after demonstrating make-up and skincare products
3. Be able to prepare to	3.1 ask customers' permission to carry

<p>demonstrate make-up and skincare products to customers at a beauty counter in a retail environment</p>	<p>out a demonstration</p> <p>3.2 ask customers if they have enough time for a demonstration</p> <p>3.3 tell customers which products are going to be applied and why</p> <p>3.4 ask customers if they are allergic to any products or ingredients</p> <p>3.5 perform checks to ensure that all the necessary products, tools and materials are to hand</p> <p>3.6 perform checks to ensure that any products, tools or materials being used to not include anything to which the customer is allergic</p> <p>3.7 protect customers' hair and clothing from coming into contact with the products that will be demonstrated</p>
<p>4. Be able to apply make-up or skincare products to customers as part of a demonstration</p>	<p>4.1 apply make-up or skincare products to customers:</p> <ul style="list-style-type: none"> • in a logical sequence • using tools and materials that are suited to the task • following organisational procedures for hygienic application • within the time agreed with the customer <p>4.2 describe to customers the make-up or skincare products being demonstrated, focusing on the product features and benefits</p>
<p>5. Be able to conclude a demonstration of make-up or skincare products</p>	<p>5.1 ask customers questions to determine whether they are satisfied with the results of the make-up or skincare demonstration by:</p> <ul style="list-style-type: none"> • providing opportunities for customers to look in a mirror at the end of the demonstration, taking into consideration the lighting and angle of the mirror • asking customers whether they want any adjustments to be made to the products that have been applied <p>5.2 clear away equipment and products at the end of the make-up or skincare demonstration in line with organisational procedures without</p>

	keeping customers waiting unduly
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence.</p> <p>Simulation is not allowed for any performance evidence within this unit.</p> <p>If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.</p> <p>The evidence should take into account the training provided by the cosmetic house that the candidate is working for where this occurs.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Operate a customer record card system on a beauty counter in a retail environment	
Reference number	A/503/5722	
Skillsmart Retail ref	C.60	
Unit level	2	
Credit value:	2	
Guided learning hours	8	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who work on a beauty counter in a retail environment and are responsible for maintaining and using a customer record card system to identify opportunities for increasing sales.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand how to maintain the customer record card system in a retail environment	1.1 explain how using a customer record card system can help to meet own sales targets 1.2 explain the benefits to the customer of the record card system 1.3 explain the importance of updating the record card system regularly 1.4 explain how to find time in own working day to update the record card system 1.5 explain the relevant aspects of current data protection legislation when maintaining a customer record card system 1.6 explain the implications of complying with data protection legislation when maintaining a customer record card system 1.7 explain the importance of asking customers about any allergies to products and ingredients so that these can be noted on the record card	
2. Be able to set up record cards for customers at a beauty counter in a retail environment	2.1 ask customers whether a record card may be set up for them at the beauty counter 2.2 describe to customers the benefits of	

	<p>being on file at the beauty counter</p> <p>2.3 offer customers the opportunity to make an appointment for a return visit to the beauty counter, when setting up a record card</p> <p>2.4 complete record cards with customer details, ensuring that the information:</p> <ul style="list-style-type: none"> • is completed in line with organisational procedures • is an accurate record of the information provided by the customer • includes details of any allergies to beauty products or ingredients, where the customer is willing and able to give this information • includes a note of any products in the current range that are unsuitable for the customer, as far as can be determined from the information provided by the customer • is stored and used in compliance with legal regulations relating to customer data
<p>3. Be able to use the record card system to recognise opportunities for increasing sales at a beauty counter in a retail environment</p>	<p>3.1 update the information in the record card system regularly enough to maintain the system's usefulness as a sales tool</p> <p>3.2 identify the counter's highest spending customers, from the record card system, to receive priority information about special offers and promotions</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Give customers a positive impression of yourself and your organisation	
Reference number	L/601/0933	
Skillsmart Retail ref	D.01	
Unit level	2	
Credit value:	5	
Guided learning hours	33	
Unit purpose and aim(s)	This unit is a cross-sector customer service unit owned by CfA Business Skills @ Work.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Establish rapport with customers	1.1	meet their organisation's standards of appearance and behaviour
	1.2	greet their customer respectfully and in a friendly manner
	1.3	communicate with their customer in a way that makes them feel valued and respected
	1.4	identify and confirm their customer's expectations
	1.5	treat their customer courteously and helpfully at all times
	1.6	keep their customer informed and reassured
	1.7	adapt their behaviour to respond to different customer behaviour
2. Respond appropriately to customers	2.1	respond promptly to a customer seeking help
	2.2	choose the most appropriate way to communicate with their customer
	2.3	check with their customer that they have fully understood their expectations
	2.4	respond promptly and positively to their customer's questions and comments
	2.5	allow their customer time to consider their response and give further explanation when appropriate
3. Communicate information to	3.1	quickly find information that will help

customers	<p>their customer</p> <p>3.2 give their customer information they need about the services or products offered by their organisation</p> <p>3.3 recognise information that their customer might find complicated and check whether they fully understand</p> <p>3.4 explain clearly to their customers any reasons why their expectations cannot be met</p>
4. Understand how to give customers a positive impression of themselves and the organisation	<p>4.1 describe their organisation's standards for appearance and behaviour</p> <p>4.2 explain their organisation's guidelines for how to recognise what their customer wants and respond appropriately</p> <p>4.3 identify their organisation's rules and procedures regarding the methods of communication they use</p> <p>4.4 explain how to recognise when a customer is angry or confused</p> <p>4.5 identify their organisation's standards for timelines in responding to customer questions and requests for information</p>

Assessment guidance

Assessment guidance for this unit is provided in the owner's Assessment Strategy for customer service qualifications.

Additional information about the unit

Unit review date	31/12/2014
SSAs	15.2 Administration
Owner	CfA Business Skills @ Work
Availability for use	Shared

Title	Organise the delivery of reliable customer service	
Reference number	Y/601/1230	
Skillsmart Retail ref	D.05	
Unit level	3	
Credit value:	6	
Guided learning hours	40	
Unit purpose and aim(s)	This unit is a cross-sector customer service unit owned by CfA Business Skills @ Work.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Plan and organise the delivery of reliable customer service	1.1	plan, prepare and organise everything they need to deliver services or products to different types of customers
	1.2	organise what they do to ensure that they are consistently able to give prompt attention to their customers
	1.3	reorganise their work to respond to unexpected additional workloads
2. Review and maintain customer service delivery	2.1	maintain service delivery during very busy periods and unusually quiet periods
	2.2	maintain service delivery when systems, people or resources have let them down
	2.3	consistently meet their customers' expectations
	2.4	balance the time they take with their customers with the demands of other customers seeking their attention
	2.5	respond appropriately to their customers when customers make comments about the products or services they are offering
	2.6	alert others to repeated comments made by their customers
	2.7	take action to improve the reliability of their service based on customer comments
	2.8	monitor the action they have taken to identify improvements in the

	service they give to their customers
3. Use recording systems to maintain reliable customer service	<p>3.1 record and store customer service information accurately following organisational guidelines</p> <p>3.2 select and retrieve customer service information that is relevant, sufficient and in an appropriate format</p> <p>3.3 quickly locate information that will help solve a customer's query</p> <p>3.4 supply accurate customer service information to others using the most appropriate method of communication</p>
4. Understand how to organise the delivery of reliable customer service	<p>4.1 describe organisational procedures for unexpected situations and their role within them</p> <p>4.2 describe resource implications in times of staff sickness and holiday periods and their responsibility at these times</p> <p>4.3 explain the importance of having reliable and fast information for their customers and their organisation</p> <p>4.4 evaluate the organisational procedures and systems for delivering customer service</p> <p>4.5 identify useful customer feedback and explain how to decide which feedback should be acted on</p> <p>4.6 describe how to communicate feedback from customers to others</p> <p>4.7 evaluate the organisational procedures and systems for recording, storing, retrieving and supplying customer service information</p> <p>4.8 explain the legal and regulatory requirements regarding the storage of data</p>
Assessment guidance	
Assessment guidance for this unit is provided in the owner's Assessment Strategy for customer service qualifications.	
Additional information about the unit	

Unit review date	31/12/2014
SSAs	15.2 Administration
Owner	CfA Business Skills @ Work
Availability for use	Shared

This page is deliberately blank.

Title	Improve the customer relationship
Reference number	H/601/1232
Skillsmart Retail ref	D.06
Unit level	3
Credit value:	7
Guided learning hours	47
Unit purpose and aim(s)	This unit is a cross-sector customer service unit owned by CfA Business Skills @ Work.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Improve communication with their customers	<p>1.1 select and use the best method of communication to meet their customers' expectations</p> <p>1.2 take the initiative to contact their customers to update them when things are not going to plan or when they require further information</p> <p>1.3 adapt their communication to respond to individual customers' feelings</p>
2. Balance the needs of their customer and their organisation	<p>2.1 meet their customers' expectations within their organisation's service offer</p> <p>2.2 explain the reasons to their customers sensitively and positively when customer expectations cannot be met</p> <p>2.3 identify alternative solutions for their customers either within or outside the organisation</p> <p>2.4 identify the costs and benefits of these solutions to their organisation and to their customers</p> <p>2.5 negotiate and agree solutions with their customers which satisfy them and are acceptable to their organisation</p> <p>2.6 take action to satisfy their customers with the agreed solution when balancing customer needs with those of their organisation</p>

3. Exceed customer expectations to develop the relationship	<p>3.1 make extra efforts to improve their relationship with their customers</p> <p>3.2 recognise opportunities to exceed their customers' expectations</p> <p>3.3 take action to exceed their customers' expectations within the limits of their own authority</p> <p>3.4 gain the help and support of others to exceed their customers' expectations</p>
4. Understand how to improve the customer relationship	<p>4.1 describe how to make best use of the method of communication chosen for dealing with their customers</p> <p>4.2 explain how to negotiate effectively with their customers</p> <p>4.3 explain how to assess the costs and benefits to their customers and their organisation of any unusual agreement they make</p> <p>4.4 explain the importance of customer loyalty and/or improved internal customer relationships to their organisation</p>

Assessment guidance

Assessment guidance for this unit is provided in the owner's Assessment Strategy for customer service qualifications.

Additional information about the unit

Unit review date	31/12/2014
SSAs	15.2 Administration
Owner	CfA Business Skills @ Work
Availability for use	Shared

Title	Work with others to improve customer service	
Reference number	D/601/1553	
Skillsmart Retail ref	D.07	
Unit level	3	
Credit value:	8	
Guided learning hours	53	
Unit purpose and aim(s)	This unit is a cross-sector customer service unit owned by CfA Business Skills @ Work.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Improve customer service by working with others	1.1	contribute constructive ideas for improving customer service
	1.2	identify what they have to do to improve customer service and confirm this with others
	1.3	agree with others what they have to do to improve customer service
	1.4	co-operate with others to improve customer service
	1.5	keep their commitments made to others
	1.6	make others aware of anything that may affect plans to improve customer service
2. Monitor their own performance when improving customer service	2.1	discuss with others how what they do affects customer service performance
	2.2	identify how the way they work with others contributes towards improving customer service
3. Monitor team performance when improving customer service	3.1	discuss with others how teamwork affects customer service performance
	3.2	work with others to collect information on team customer service performance
	3.3	identify with others how customer service teamwork could be improved
	3.4	take action with others to improve customer service performance
4. Understand how to work with others to improve customer	4.1	describe who else is involved either directly or indirectly in the delivery of

service	<p>customer service</p> <p>4.2 describe the roles and responsibilities of others in their organisation</p> <p>4.3 describe the roles of others outside their organisation who have an impact on their services or products</p> <p>4.4 evaluate what the goals or targets of their organisation are in relation to customer service and how these are set</p> <p>4.5 evaluate how their organisation identifies improvements in customer service</p>
Assessment guidance	
Assessment guidance for this unit is provided in the owner's Assessment Strategy for customer service qualifications.	
Additional information about the unit	
Unit review date	31/12/2014
SSAs	15.2 Administration
Owner	CfA Business Skills @ Work
Availability for use	Shared

Title	Monitor and solve customer service problems
Reference number	J/601/1515
Skillsmart Retail ref	D.08
Unit level	3
Credit value:	6
Guided learning hours	40
Unit purpose and aim(s)	This unit is a cross-sector customer service unit owned by CfA Business Skills @ Work.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Solve immediate customer service problems	1.1 respond positively to customer service problems following organisational guidelines 1.2 solve customer service problems when they have sufficient authority 1.3 work with others to solve customer service problems 1.4 keep customers informed of the actions being taken 1.5 check with customers that they are comfortable with the actions being taken 1.6 solve problems with service systems and procedures that might affect customers before customers become aware of them 1.7 inform managers and colleagues of the steps taken to solve specific problems
2. Identify repeated customer service problems and options for solving them	2.1 identify repeated customer service problems 2.2 identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option 2.3 work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation
3. Take action to avoid the	3.1 obtain the approval of somebody

repetition of customer service problems	<p>with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated</p> <p>3.2 action their agreed solution</p> <p>3.3 keep their customers informed in a positive and clear manner of steps being taken to solve any service problems</p> <p>3.4 monitor the changes they have made and adjust them if appropriate</p>
4. Understand how to monitor and solve customer service problems	<p>4.1 describe organisational procedures and systems for dealing with customer service problems</p> <p>4.2 describe the organisational procedures and systems for identifying repeated customer service problems</p> <p>4.3 explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers</p> <p>4.4 explain how to negotiate with and reassure customers while their problems are being solved</p>
Assessment guidance	
This unit is a cross-sector customer service unit owned by CfA Business Skills @ Work.	
Additional information about the unit	
Unit review date	31/12/2014
SSAs	15.2 Administration
Owner	CfA Business Skills @ Work
Availability for use	Shared

Title	Promote continuous improvement
Reference number	H/601/1554
Skillsmart Retail ref	D.09
Unit level	3
Credit value:	7
Guided learning hours	47
Unit purpose and aim(s)	This unit is a cross-sector customer service unit owned by CfA Business Skills @ Work.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Plan improvements in customer service based on customer feedback	1.1 gather feedback from customers that will help to identify opportunities for customer service improvement 1.2 analyse and interpret feedback to identify opportunities for customer service improvements and propose changes 1.3 discuss with others the potential effects of any proposed changes for their customers and their organisation 1.4 negotiate changes in customer service systems and improvements with somebody with sufficient authority to approve trial or full implementation of the change
2. Implement changes in customer service	2.1 organise the implementation of authorised changes 2.2 implement the changes following organisational guidelines 2.3 inform people inside and outside their organisation who need to know of the changes being made and the reasons for them 2.4 monitor early reactions to changes and make appropriate fine-tuning adjustments
3. Review changes to promote continuous improvement	3.1 collect and record feedback on the effects of changes 3.2 analyse and interpret feedback and share their findings on the effects of

	<p>changes with others</p> <p>3.3 summaries the advantages and disadvantages of the changes</p> <p>3.4 use their analysis and interpretation of changes to identify opportunities for further improvement</p> <p>3.5 present these opportunities to somebody with sufficient authority to make them happen</p>
4. Understand how to promote continuous improvement	<p>4.1 review how service improvements in their area affect the balance between overall customer satisfaction, the costs of providing service and regulatory requirements</p> <p>4.2 explain how customer experience is influenced by the way service is delivered</p> <p>4.3 explain how to collect, analyse and present customer feedback</p> <p>4.4 explain how to make a business case to others to bring about change in the products or services they offer</p>
Assessment guidance	
Assessment guidance for this unit is provided in the owner's Assessment Strategy for customer service qualifications.	
Additional information about the unit	
Unit review date	31/12/2014
SSAs	15.2 Administration
Owner	CfA Business Skills @ Work
Availability for use	Shared

Title	Recognise and report security risks in a retail environment	
Reference number	F/503/5723	
Skillsmart Retail ref	E.01	
Unit level	1	
Credit value:	4	
Guided learning hours	26	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who work in a retail environment and who are not security specialists, but who are responsible for recognising and reporting any security risks they encounter during their day-to-day work.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Know why it is important to keep own work area secure	1.1 outline what can happen, to people and to the organisation, if own work area is not kept secure 1.2 state the importance of reporting security risks promptly	
2. Know security risks associated with a retail environment	2.1 outline security risks that can arise in a retail environment 2.2 identify situations that can lead to reduced alertness for security risks	
3. Be able to report security risks in a retail environment	3.1 identify potential security risks in own workplace 3.2 report security risks to the designated person 3.3 outline the importance of not exceeding own level of authority when faced with security risks	
Assessment guidance		
<p>This unit requires workplace assessment of occupational competence.</p> <p>It is expected that simulation will be used to gather evidence for reporting security risks.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>		

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Comply with workplace health and safety requirements in a retail environment
Reference number	J/503/5724
Skillsmart Retail ref	E.02
Unit level	1
Credit value:	5
Guided learning hours	28
Unit purpose and aim(s)	This unit assesses occupational competence in relation to the basic health and safety procedures that apply in a retail environment.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know types and causes of accidents and emergencies in a retail environment	1.1 identify types of accidents and emergencies that can arise in a retail environment 1.2 outline causes of accidents and emergencies that can arise in a retail environment
2. Know how own behaviour contributes to health and safety in a retail environment	2.1 state the importance of acting within the limits of own responsibility and authority when accidents and emergencies arise, including reasons relating to personal safety and legal requirements 2.2 state the importance of following health and safety procedures 2.3 state the importance of planning the route before moving goods 2.4 outline the importance of using safe techniques for lifting and handling in relation to : <ul style="list-style-type: none"> • own safety • the safety of others who are helping with lifting • the safety of others who are close by 2.5 state when it is necessary to ask others for help with lifting
3. Be able to follow organisational procedures in the event of accidents and emergencies in a	3.1 identify potential situations that constitute accidents and emergencies

retail environment	<p>3.2 seek immediate help from an appropriate source in the event of accidents and emergencies</p> <p>3.3 follow immediately instructions given by senior staff and/or the emergency services in relation to accidents and emergencies</p>
4. Be able to work safely in own role within a retail environment	<p>4.1 carry out own work duties in line with:</p> <ul style="list-style-type: none"> • organisational procedures for reducing health and safety risks • legal requirements for reducing health and safety risks <p>4.2 use safety equipment in line with the manufacturer's instructions</p> <p>4.3 identify the person who can provide advice about working safely</p>
5. Be able to lift and handle goods safely in a retail environment	<p>5.1 lift and handle goods:</p> <ul style="list-style-type: none"> • using organisational procedures for lifting and handling goods • using any lifting and handling equipment in line with the organisation's and/or manufacturer's guidelines • checking that any equipment to be used is in working order • asking others to help when necessary
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence.</p> <p>It is expected that simulation will be used to gather evidence for the demonstration of procedures for accidents and emergencies. Simulation is also allowed for the remaining performance evidence within this unit, but only if no opportunities exist to gather workplace evidence.</p> <p>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.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling

Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Work effectively in a retail team
Reference number	L/503/5725
Skillsmart Retail ref	E.03
Unit level	1
Credit value:	7
Guided learning hours	35
Unit purpose and aim(s)	<p>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 follow a work training programme.</p> <p>For the purposes of this unit, the 'team' could be just the learner and their manager.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know about discrimination, bullying and harassment in own workplace	<p>1.1 outline how own employer defines discrimination, bullying and harassment</p> <p>1.2 outline own employer's procedures for dealing with discrimination, bullying and harassment</p>
2. Be able to work as part of a retail team	<p>2.1 state the importance of asking for help and information from colleagues when needed</p> <p>2.2 ask colleagues politely for the help and information needed to do own work</p> <p>2.3 state the importance of responding positively whenever possible to colleagues' requests for help</p> <p>2.4 respond to colleagues' requests for help and information:</p> <ul style="list-style-type: none"> • when own workload allows • within the limits of own responsibility • in ways that attempt to maintain working relationships <p>2.5 identify the people who can provide advice if working with colleagues proves to be difficult</p> <p>2.6 state the importance of always</p>

	<p>following organisational instructions for safeguarding own and others' health and safety at work</p> <p>2.7 follow organisational instructions for safeguarding own and others' health and safety at work</p>
3. Know how to follow plans and procedures for learning to do own job	<p>3.1 state the importance of being an effective learner at work</p> <p>3.2 state the importance of planning own learning, including the use of action points and deadlines</p> <p>3.3 state the importance of requesting help to resolve problems with own training</p> <p>3.4 identify the learning activities to be undertaken, including the specific action points and deadlines in own training programme</p> <p>3.5 identify the people who can be approached for help with any problems relating to own training programme</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is allowed for the performance evidence within this unit only if no opportunities exist to gather workplace evidence.

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 2.2: '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.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Keep the non-food retail environment clean and tidy
Reference number	R/503/5726
Skillsmart Retail ref	E.04
Unit level	1
Credit value:	3
Guided learning hours	16
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who carry out basic cleaning of work surfaces in a non-food retail environment. The unit is suitable only for contexts where food is not stored or prepared, even if the food is wrapped.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Know about health and safety aspects of cleaning and tidying work surfaces in a non-food retail environment	1.1 identify potential health and safety risks posed by: <ul style="list-style-type: none"> • cleaning equipment and materials, both in use and in storage • spillages • litter and waste 1.2 outline the health and safety legislation relating to routine cleaning of a non-food retail environment, including dealing with spillages and disposing of waste and litter
2. Know the importance of cleaning with consideration for others in a non-food retail environment	2.1 state the importance of minimising disturbance to other people when cleaning a non-food retail environment
3. Know the importance of personal hygiene and tidiness in a non-food retail environment	3.1 state the importance of maintaining personal hygiene in a non-food retail environment 3.2 state how a clean and tidy appearance can help to give customers a positive impression of self and the organisation
4. Be able to clean and tidy work surfaces in a non-food retail environment	4.1 use equipment and materials to clean and tidy work surfaces in a non-food retail environment in line with organisational procedures 4.2 follow organisational procedures for

	<p>safe working practices while cleaning and tidying work surfaces in a non-food retail environment including:</p> <ul style="list-style-type: none"> • positioning items so that they do not constitute a hazard • keeping the risk of spillages to a minimum • cleaning up any spillages • disposing of rubbish and waste safely <p>4.3 clean work surfaces in ways that attempt to minimise disturbance to other people</p> <p>4.4 perform checks to ensure that work surfaces are thoroughly clean</p> <p>4.5 store cleaning equipment and materials in line with organisational procedures when cleaning is finished</p> <p>4.6 dispose of used cleaning products in line with organisational procedures</p>
5. Be able to maintain own personal hygiene in a non-food retail environment	<p>5.1 use protective clothing for performing own duties in line with organisational procedures</p> <p>5.2 keep own hair, skin and nails clean for performing own duties</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is allowed for the performance evidence within this unit only if no opportunities exist to gather workplace evidence.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Protect own and others' health and safety when working in a retail environment
Reference number	Y/503/5727
Skillsmart Retail ref	E.06
Unit level	2
Credit value:	5
Guided learning hours	28
Unit purpose and aim(s)	This unit assesses occupational competence in relation to taking responsibility for own and colleagues' health and safety, within set limits, when working in a retail environment.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand how to promote health and safety in own workplace	1.1 explain how setting a good example to others can contribute to health and safety in the workplace 1.2 explain how communicating and behaving in a calm way can help to promote safety during emergency situations
2. Understand own role in protecting own and others' health and safety	2.1 explain how reporting accidents and emergencies promptly can help promote health and safety 2.2 explain the importance of not exceeding the limits of own responsibility and authority when dealing with health and safety risks 2.3 explain the importance of using equipment and materials in line with the manufacturer's instructions
3. Be able to deal with accidents and emergencies in a retail environment	3.1 respond to accidents and emergencies: <ul style="list-style-type: none"> • in line with organisational procedures • in line with legal requirements • in a calm manner 3.2 seek immediate help from an appropriate source in the event of accidents and emergencies 3.3 follow organisational procedures for

	evacuation when an alarm is raised
4. Be able to protect own and others' health and safety during day-to-day work activities	<p>4.1 follow organisational health and safety requirements when carrying out own work duties</p> <p>4.2 deal with health and safety risks within the limits of own authority</p> <p>4.3 report immediately to the designated person any health and safety risks that are beyond the limits of own authority to deal with</p> <p>4.4 use equipment and materials needed for own work in line with the organisation's and/or manufacturer's instructions</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

It is expected that simulation will be used to gather evidence for the demonstration of procedures for accidents and emergencies. Evidence of competence in following evacuation procedures will take account of specific training in these procedures.

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.

SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	SkillsSmart Retail
Availability for use	Shared

Title	Reduce security risks in a retail environment	
Reference number	D/503/5728	
Skillsmart Retail ref	E.07	
Unit level	2	
Credit value:	5	
Guided learning hours	25	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who work in a retail environment and who are not security specialists, but who are required to contribute to reducing security risks as far as practicable during their day-to-day work.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Know about security risks that can arise in a retail environment	1.1	identify potential security risks that can arise in a retail environment
2. Be able to reduce security risks in a retail environment	2.1	describe own level of responsibility for dealing with security risks, including the relevant legal rights and duties
	2.2	take action to reduce security risks within the limits of: <ul style="list-style-type: none"> • relevant legislation • organisational policy • own level of authority
	2.3	report security risks that are beyond own level of authority to the designated person
	2.4	use organisational procedures for protecting own personal safety when security risks arise
	2.5	ensure that own work area is secure before leaving it
Assessment guidance		

This unit requires workplace assessment of occupational competence.

It is expected that simulation will be used to gather evidence for taking action to reduce and report security risks and to protect own personal safety when security risks arise. Workplace evidence for the remainder of the unit can be generated either in isolation from other units or holistically with evidence for other units.

AC 2.2: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Work effectively and support others in a retail organisation	
Reference number	H/503/5729	
Skillsmart Retail ref	E.08	
Unit level	3	
Credit value:	10	
Guided learning hours	50	
Unit purpose and aim(s)	This unit assesses the occupational competence of a team leader or senior team leader within a retail team, to work effectively and support others to contribute to the success of the wider organisation.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand how own team contributes to the success of the wider organisation	1.1	explain own team's purpose, aims and targets in the context of the wider organisation
	1.2	explain the roles and responsibilities of colleagues in own team
	1.3	explain the importance of good working relations within own team
2. Understand own role within a team in a retail environment	2.1	explain own responsibility for contributing to own team's success, including helping colleagues to learn
	2.2	explain the importance of being a reliable team member
	2.3	explain the factors to take account of when making commitments, including: <ul style="list-style-type: none"> • existing workload • the degree to which interruptions and changes of plan are within own control
	2.4	explain the importance of implementing the organisation's policies and procedures for health and safety, including the importance of setting a good example to colleagues
3. Understand what motivates self and colleagues in a retail environment	3.1	explain the factors that can affect own and colleagues' motivation to carry out work in a retail

	<p>environment, including skills and existing workload</p> <p>3.2 explain potential circumstances that could affect morale in a retail environment</p>
4. Be able to support effective working within a retail team	<p>4.1 allocate work in ways that take account of own and colleagues' preferences, skills and available time</p> <p>4.2 make and keep commitments to colleagues within:</p> <ul style="list-style-type: none"> • own team • the wider organisation <p>4.3 agree alternative actions when it is not possible to keep commitments made to colleagues</p> <p>4.4 interact with colleagues within own team and wider organisation in ways that attempt to maintain morale</p> <p>4.5 explain to team members why it is important to treat each other fairly, politely and with respect</p> <p>4.6 implement own organisation's health and safety procedures while working</p>
5. Be able to improve own work performance in own retail team	<p>5.1 identify knowledge and skills needed to improve own work performance</p> <p>5.2 reach agreement with own line manager concerning:</p> <ul style="list-style-type: none"> • learning and development goals • action points and deadlines for own learning and development <p>5.3 take measures to improve own performance</p> <p>5.4 review own progress against an agreed learning and development plan, including seeking feedback from those in a position to give it</p>
6. Be able to help others to learn in a retail environment	<p>6.1 communicate to colleagues own willingness and availability to provide work-related information and advice</p> <p>6.2 provide information and advice on request to colleagues where this is within own responsibility</p> <p>6.3 provide advice and support to colleagues to help them meet the organisation's standards</p> <p>6.4 communicate procedures to colleagues in a logical sequence to</p>

	<p>help them meet the organisation's standards</p> <p>6.5 provide colleagues with opportunities to practise new skills</p> <p>6.6 provide constructive feedback to colleagues on their progress in developing new skills</p> <p>6.7 ensure that health, safety and security are not compromised when helping others to learn</p> <p>6.8 refer colleagues to specialist advice as needed to support their learning</p>
--	---

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

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 4.5: '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.

AC 6.6: 'Constructive' means objective (i.e. not personal), designed to help, and conveyed in a respectful manner.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Deputise for the leader of a retail team	
Reference number	Y/503/5730	
Skillsmart Retail ref	E.09	
Unit level	3	
Credit value:	11	
Guided learning hours	55	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who deputise for a team leader within a retail environment. The competent individual is expected to be able to manage and motivate peer colleagues to carry out their day-to-day duties.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the standards of performance required of own retail team when deputising for a team leader	1.1	explain team leader responsibilities in relation to: <ul style="list-style-type: none"> • health and safety • equality, diversity and inclusion • security • staffing levels • absence reporting • timekeeping • personal appearance • handling customer complaints
	1.2	explain relevant legislation and regulations relating to the products the team sells
	1.3	explain the importance of setting an example to team members by following organisational procedures and policies at all times
2. Understand how to gain the co-operation of own retail team when deputising for team leader	2.1	explain the challenges involved in temporarily managing peer colleagues
	2.2	explain how clear communication helps teams to work effectively
	2.3	explain why it is important for a team leader to be approachable and trustworthy, including the importance of maintaining

	confidentiality
	2.4 explain the importance of treating all team members fairly
3. Be able to maintain the standards of performance of own retail team when deputising for a team leader	3.1 communicate accurate information and instructions to the team 3.2 set an example for own team by following organisational procedures and policies when deputising for a team leader 3.3 perform checks to ensure that team members follow organisational procedures and policies
4. Be able to manage the morale of own retail team when deputising for a team leader	4.1 allocate work tasks to team members in ways that attempt to maintain the morale of the team 4.2 use methods to motivate own team that are suited to individual team members' existing levels of motivation and expertise 4.3 praise good performance both to the individuals concerned and to management 4.4 provide support to team members who are having difficulty coping with their work, in ways suited to the individual and the situation 4.5 communicate potentially sensitive information only to those who have a right to receive it
5. Be able to manage own performance when deputising for a team leader	5.1 manage own time to carry out other work duties when deputising for a team leader 5.2 follow organisational procedures when problems arise when deputising for a team leader
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling

Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Contribute to the continuous improvement of retail operations within own area of responsibility	
Reference number	D/503/5731	
Skillsmart Retail ref	E.10	
Unit level	3	
Credit value:	10	
Guided learning hours	47	
Unit purpose and aim(s)	This unit assesses the occupational competence of a first line manager or senior team member in relation to the contribution they make to improving operations within their own area of responsibility. The learner could contribute to improving performance against any operational measure set by the organisation, such as sales targets, service standards or quality standards.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand how own area of responsibility can contribute to the overall success of the retail organisation	1.1	explain characteristics of the organisation's brand image, customer base and desired market position
	1.2	explain the relationship between the agreed performance measures for own area of responsibility and the organisation's brand image and desired market position
	1.3	explain how systems and procedures in own area of responsibility are intended to support the achievement of organisational performance measures
	1.4	explain potential causes of failure to achieve organisational performance measures in the type of retail operations carried out in own area of responsibility
2. Understand how to motivate staff in own area of responsibility to support and contribute to the continuous improvement of retail operations	2.1	explain why it is important for staff to understand the purpose and intended benefits of improvements to retail operations
	2.2	explain how own manner when explaining improvements can affect staff's response to these

	<p>2.3 explain the importance of encouraging staff to suggest ideas for improvement to retail operations</p> <p>2.4 explain the importance of ensuring that colleagues receive the credit if their ideas are implemented</p> <p>2.5 explain the importance of showing enthusiasm and leading by example when putting improvements into practice</p>
3. Be able to evaluate achievements of organisational performance measures for retail operations within own area of responsibility	<p>3.1 evaluate organisational performance within own area of responsibility using information that is:</p> <ul style="list-style-type: none"> • relevant • reliable • up to date
4. Be able to develop recommendations for improving the effectiveness of retail operations	<p>4.1 develop ideas to improve the effectiveness of operations in own area of responsibility</p> <p>4.2 evaluate which ideas for improvements to the effectiveness of operations in own area of responsibility should be put forward to decision makers, based on the extent to which the ideas are:</p> <ul style="list-style-type: none"> • consistent with the organisation's brand image • consistent with organisational policy • achievable, given the available resources • beneficial to the organisation and its customers
5. Be able to recommend ideas for improving the effectiveness of retail operations to decision makers	<p>5.1 present ideas to decision makers for possible improvements, doing so:</p> <ul style="list-style-type: none"> • with supporting facts • acknowledging any contributions made by other people <p>5.2 explain to decision makers the benefits the recommended improvements could bring</p> <p>5.3 justify to decision makers the resources needed to put improvements into practice</p> <p>5.4 clarify any aspects of the recommended improvements decision makers wish to discuss further</p>

<p>6. Be able to contribute to the implementation of planned improvements to retail operations within own area of responsibility</p>	<p>6.1 explain planned improvements to staff in ways that attempt to:</p> <ul style="list-style-type: none"> • make clear the benefits of the proposed changes • encourage involvement in implementing proposed changes <p>6.2 ensure that staff have everything they need to implement proposed changes including additional training</p> <p>6.3 seek advice and support to resolve any problems with implementing proposed changes that are not within own authority to resolve</p> <p>6.4 demonstrate to staff own commitment to achieving the benefits of proposed changes through own behaviour</p>
--	--

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

It is highly unlikely that the assessor will be able to gather evidence for this unit by observing workplace activity. Evidence can, however, come from professional discussion supported by oral reports of real achievements and testimony from an expert witness.

AC 4.2: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

SkillsSmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	SkillsSmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Manage the prevention of wastage and loss in a retail environment
Reference number	H/503/5732
Skillsmart Retail ref	E.11
Unit level	3
Credit value:	11
Guided learning hours	50
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who are responsible for preventing wastage and loss in their work area, both by their own actions and by promoting security consciousness to colleagues.</p> <p>For the purposes of this unit, 'loss' means the loss of stock, equipment, cash and cash equivalents through theft or fraud. 'Wastage' means the loss of stock through deterioration or damage.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the purpose of loss-control and stock-taking systems	1.1 explain the purpose of loss-control and stock-taking systems
2. Be able to monitor own work area security in a retail environment	2.1 monitor the work area to detect any problems with security 2.2 implement security measures in line with: <ul style="list-style-type: none"> • legislation • organisational requirements
3. Be able to promote security consciousness to colleagues	3.1 provide information to colleagues on: <ul style="list-style-type: none"> • responsibilities for maintaining security • maintenance of security in own work area when opening, operating and closing the retail unit • those with authority to stop and search staff and customers • the items most likely to be stolen from own work area
4. Be able to investigate loss of stock, equipment, cash and	4.1 monitor levels of stock, equipment, cash and cash equivalents in line

cash equivalents	<p>with organisational procedures to enable loss to be detected</p> <p>4.2 record losses in line with organisational procedures</p> <p>4.3 follow organisational procedures to investigate the cause of losses</p>
5. Be able to take measures to prevent wastage and loss	<p>5.1 provide information to colleagues on:</p> <ul style="list-style-type: none"> • the nature and extent of wastage and loss • how wastage and loss can occur • the problems caused by wastage and loss • how they can help to prevent wastage and loss <p>5.2 evaluate potential methods for preventing wastage and loss</p> <p>5.3 implement methods to prevent wastage and loss</p> <p>5.4 evaluate the effectiveness of wastage and loss prevention measures</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

It is expected that simulation will be used to gather evidence of security measures being implemented to deal with or contain:

- security risks
- threats to security
- breaches of security
- actual or suspected incidents of theft.

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.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Produce staffing schedules to help a retail team to achieve its targets
Reference number	K/503/5733
Skillsmart Retail ref	E.12
Unit level	3
Credit value:	5
Guided learning hours	22
Unit purpose and aim(s)	This unit assesses the occupational competence of team leaders and other senior team members who are responsible for ensuring that there is adequate cover within their team to ensure that targets will be met. This includes producing staffing schedules, adjusting schedules as needed.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the uses of and constraints upon the staffing schedules for a retail team	<p>1.1 explain the relationship between staffing schedules and the achievement of work targets within a retail team</p> <p>1.2 explain the factors other than staffing that may affect progress towards work targets, and the effect these are likely to have</p> <p>1.3 explain what can happen if requirements are not complied with when drawing up staffing schedules including:</p> <ul style="list-style-type: none"> • legal requirements • organisational requirements • contracts of employment
2. Be able to produce staffing schedules for a retail team	<p>2.1 produce staffing schedules that:</p> <ul style="list-style-type: none"> • cover all the operational needs that the team is responsible for meeting • take account of the operational constraints that apply • take account of the existing skills of staff • show how work will be allocated between available staff

	<ul style="list-style-type: none"> • show the locations where individuals will work • show the times when individuals will start and finish work • comply with relevant laws, organisational policy relating to working hours and individual contracts of employment • attempt to make it easy for team members to understand and use • include contingency plans to cope with unusual situations
3. Be able to adjust staffing schedules to take account of changing operational needs and constraints	<p>3.1 monitor the progress of the team towards meeting operational needs</p> <p>3.2 adjust staffing schedules where necessary and possible to ensure that operational needs can be met</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

AC 2.1: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Monitor and maintain health and safety in a retail environment
Reference number	M/503/5734
Skillsmart Retail ref	E.18
Unit level	3
Credit value:	13
Guided learning hours	60
Unit purpose and aim(s)	This unit assesses occupational competence in relation to monitoring the workplace for health and safety risks and taking action to reduce those risks, including carrying out formal risk assessments.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand own role in controlling risks to health and safety in a retail environment	<p>1.1 explain own rights and responsibilities under current legislation relating to:</p> <ul style="list-style-type: none"> • health and safety at work • managing health and safety at work • reporting injuries, diseases and dangerous occurrences • substances that can endanger health • first aid • fire precautions <p>1.2 describe sources of information and advice about health and safety legislation, policy and procedures</p> <p>1.3 explain how to control health and safety hazards in relation to own role</p> <p>1.4 describe methods of containing threatening and/or violent behaviour</p> <p>1.5 explain how to control threatening and/or violent behaviour</p>
2. Understand own responsibility for implementing accident and emergency procedures in a retail environment	<p>2.1 explain how people can react in the event of accidents and emergencies</p> <p>2.2 explain the importance of staying calm in the event of an accident or emergency</p> <p>2.3 describe organisational procedures</p>

	<p>for raising alarms</p> <p>2.4 explain own responsibilities in relation to evacuating the workplace in the event of an accident or emergency</p> <p>2.5 describe some escape routes from own work place including how to reach and use them safely</p>
3. Be able to control risks to health and safety in a retail environment	<p>3.1 monitor own working area to ensure that:</p> <ul style="list-style-type: none"> • it is free from risks to health and safety • colleagues are using any personal protective equipment in line with organisational procedures <p>3.2 seek advice immediately from the designated person when having difficulty controlling a risk to health and safety</p> <p>3.3 provide training to colleagues on safe working practices</p> <p>3.4 implement health and safety checks in line with organisational procedures</p>
4. Be able to conduct risk assessments in a retail environment	<p>4.1 explain why risk assessments are necessary in a retail environment</p> <p>4.2 conduct risk assessments in such a way as to detect any significant risks to health and safety</p> <p>4.3 prioritise risks in the order they should be dealt with</p> <p>4.4 record risk assessments in line with organisational procedures</p> <p>4.5 make risk assessment records available to those who need them</p> <p>4.6 review risk assessment procedures to take account of changes in factors affecting health and safety</p> <p>4.7 update risk assessment procedures as needed</p>
5. Be able to implement accident and emergency procedures in a retail environment	<p>5.1 take action in line with organisational procedures to prevent injury when emergencies occur in the workplace</p> <p>5.2 take action in line with organisational procedures to prevent damage to property when emergencies occur in the workplace</p> <p>5.3 take action in line with organisational</p>

	<p>procedures to contain potentially unsafe situations in the work area</p> <p>5.4 seek immediate help from an appropriate source in the event of accidents and emergencies</p> <p>5.5 use safety equipment in the event of an accident or emergency in line with the organisation's and/or manufacturer's guidelines</p> <p>5.6 ensure when the building is being evacuated that:</p> <ul style="list-style-type: none"> • colleagues and customers leave the building immediately • colleagues and customers use designated escape routes to leave the building • officials responding to requests for help are given access <p>5.7 act immediately to isolate anyone acting violently or making threats</p> <p>5.8 take action to protect colleagues and customers from anyone acting violently or making threats</p>
--	---

Assessment guidance

This unit requires workplace assessment of occupational competence.

It is expected that simulation will be used to gather evidence for the implementation of accident and emergency procedures. Evidence of competence in implementing evacuation procedures will take account of specific training in these procedures.

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 1.2: If the organisation does not have a written policy, learners need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail

Availability for use	Shared
----------------------	--------

Title	Work effectively in a retail team
Reference number	T/503/5735
Skillsmart Retail ref	E.19
Unit level	2
Credit value:	8
Guided learning hours	37
Unit purpose and aim(s)	<p>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.</p> <p>For the purposes of this unit, the 'team' could be just the learner and their manager.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand how to recognise discrimination, bullying and harassment in own workplace	<p>1.1 explain how legislation and own employer define discrimination, bullying and harassment</p> <p>1.2 explain own employer's procedures for dealing with discrimination, bullying and harassment</p>
2. Be able to work effectively in a retail team	<p>2.1 ask for help and information from colleagues when needed</p> <p>2.2 respond to colleagues' requests for help and information:</p> <ul style="list-style-type: none"> • when own workload allows • within the limits of own responsibility • in ways that attempt to maintain working relationships <p>2.3 offer help to colleagues when own workload allows and within the limits of own responsibility</p> <p>2.4 explain how to resolve difficulties with colleagues in a polite and constructive way</p> <p>2.5 identify the people who can provide advice if problems in working with colleagues cannot be resolved without help</p>

	2.6 follow organisational procedures for safeguarding own and others' health and safety while at work
3. Be able to improve own work performance in a retail team	<p>3.1 explain the importance of being an effective learner at work</p> <p>3.2 identify training needs to improve own work performance</p> <p>3.3 agree own training programme, including action points and deadlines</p> <p>3.4 explain the importance of asking for feedback on own work performance</p> <p>3.5 request feedback on own work performance, including what is going well and what needs improving</p> <p>3.6 evaluate own work performance against agreed training programme</p>

Assessment guidance

This unit requires workplace assessment of occupational competence.

Simulation is not allowed for any performance evidence within this unit.

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.

Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .

Additional information about the unit

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Prepare newspapers and magazines for return to merchandisers
Reference number	A/503/5736
Skillsmart Retail ref	E.20
Unit level	2
Credit value:	2
Guided learning hours	10
Unit purpose and aim(s)	<p>This unit assesses the occupational competence of individuals who are responsible for preparing unsold newspapers and magazines for return to merchandisers.</p> <p>For the purposes of this unit, 'merchandiser' may be an external supplier or the organisation's own distribution service.</p>
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to plan own work to prepare newspapers and magazines for return to merchandisers	1.1 plan sufficient time to prepare returns of newspapers and magazines by the agreed collection time
2. Be able to gather together newspapers and magazines for return to merchandisers	2.1 identify newspapers and magazines that need returning to merchandisers 2.2 stack returns in line with organisational procedures
3. Be able to prepare batches of newspapers and magazines for return to merchandisers	3.1 wrap returns in line with organisational procedures 3.2 label returns in line with organisational procedures 3.3 place returns: <ul style="list-style-type: none"> • in the designated location ready for collection • in line with organisational safety procedures for lifting and moving
4. Be able to complete the administration associated with magazine and newspaper returns	4.1 complete returns records accurately and in line with organisational procedures 4.2 file returns in accordance with the filing system provided by the organisation

	4.3 follow organisational procedures for dealing with missed and uncollected returns
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Monitor and support secure payment point use during trading hours	
Reference number	F/503/5737	
Skillsmart Retail ref	E.21	
Unit level	3	
Credit value:	3	
Guided learning hours	13	
Unit purpose and aim(s)	This unit assesses the occupational competence of individuals who are responsible for maintaining the secure use of single or multiple payment points during trading hours.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the data security risks associated with payment point use	1.1	explain who is authorised to remove cash or cash equivalents from payment points during trading hours
	1.2	explain the data security risks that can arise at a payment point
2. Be able to monitor and support secure payment point use during trading hours	2.1	monitor the payment point during trading hours to ensure that staff are following organisational procedures for keeping customers' personal data confidential
	2.2	authorise payment point transactions and adjustments in line with organisational procedures for: <ul style="list-style-type: none"> • customer service • security • stock control
	2.3	replenish change in payment points in line with organisational procedures
Assessment guidance		
<p>This unit requires workplace assessment of occupational competence. Simulation is not allowed for any performance evidence within this unit. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>		
Additional information about the unit		

Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling
Owner	Skillsmart Retail
Availability for use	Shared

Title	Check the accuracy of records of hours worked by staff in a retail environment	
Reference number	J/503/5738	
Skillsmart Retail ref	E.22	
Unit level	2	
Credit value:	4	
Guided learning hours	17	
Unit purpose and aim(s)	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	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand the importance of maintaining accurate records of the hours worked by staff in a retail environment	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
3. Be able to check the accuracy of records of hours worked by	3.1	perform checks to ensure that all the information needed to confirm the number of hours worked by staff has

staff in a retail environment	<p>been provided</p> <p>3.2 identify actual and/or potential discrepancies in information about the number of hours worked by staff</p> <p>3.3 follow organisational procedures to query actual and/or potential discrepancies in information about the number of hours worked by staff</p> <p>3.4 follow organisational procedures to report recurring inaccuracies in information about the number of hours worked by staff</p> <p>3.5 calculate accurately the total hours worked by staff</p> <p>3.6 use data processing equipment and materials in line with organisational procedures</p>
4. Be able to provide information about the number of hours worked by staff in a retail environment	<p>4.1 produce information and reports on the number of hours worked by staff in line with organisational procedures</p> <p>4.2 provide information and advice in response to queries from colleagues about their own recorded hours of work, doing so:</p> <ul style="list-style-type: none"> • accurately • politely <p>4.3 refer queries from colleagues to the designated person, where these are not within own authority to resolve</p> <p>4.4 disclose personal data about colleagues only to those who have a right to see it</p>
Assessment guidance	
<p>This unit requires workplace assessment of occupational competence.</p> <p>Simulation is not allowed for any performance evidence within this unit.</p> <p>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.</p> <p>Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website .</p>	
Additional information about the unit	
Unit review date	30/09/2016
SSAs	7.1 Retailing and wholesaling

Owner	Skillsmart Retail
Availability for use	Shared

This page is deliberately blank.

Title	Set objectives and provide support for team members
Reference number	M/600/9600
Skillsmart Retail ref	E.23
Unit level	3
Credit value:	5
Guided learning hours	35
Unit purpose and aim(s)	This unit is a cross-sector management and leadership unit that is suitable for first line managers in the retail sector.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to communicate a team's purpose and objectives to the team members	1.1 describe the purpose of a team 1.2 set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound) 1.3 communicate the team's purpose and objectives to its members
2. Be able to develop a plan with team members showing how team objectives will be met	2.1 discuss with team members how team objectives will be met 2.2 ensure team members participate in the planning process and think creatively 2.3 develop plans to meet team objectives 2.4 set SMART personal work objectives with team members
3. Be able to support team members identifying opportunities and providing support	3.1 identify opportunities and difficulties faced by team members 3.2 discuss identified opportunities and difficulties with team members 3.3 provide advice and support to team members to overcome identified difficulties and challenges 3.4 provide advice and support to team members to make the most of identified opportunities
4. Be able to monitor and evaluate progress and	4.1 monitor and evaluate individual and team activities and progress

recognise individual and team achievement	4.2 provide recognition when individual and team objectives have been achieved
Assessment guidance	
Assessment guidance for this unit is provided in the Assessment Strategy for management and leadership qualifications. The Strategy is available from CfA Business Skills @ Work.	
Additional information about the unit	
Unit review date	28/02/2015
SSAs	1.4 Public services; 14.1 Foundations for learning and life; 15.2 Administration; 15.3 Business management; 15.4 Marketing and sales
Owner	CfA Business Skills @ Work
Availability for use	Shared

Title	Plan, allocate and monitor work of a team
Reference number	Y/600/9669
Skillsmart Retail ref	E.24
Unit level	3
Credit value:	5
Guided learning hours	25
Unit purpose and aim(s)	This unit is a cross-sector management and leadership unit that is suitable for first line managers in the retail sector.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to plan work for a team	1.1 agree team objectives with own manager 1.2 develop a plan for a team to meet agreed objectives, taking into account capacity and capabilities of the team
2. Be able to allocate work across a team	2.1 discuss team plans with a team 2.2 agree work allocation and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members 2.3 agree standard of work required by team
3. Be able to manage team members to achieve team objectives	3.1 support all team members in order to achieve team objectives
4. Be able to monitor and evaluate the performance of team members	4.1 assess team members' work against agreed standards and objectives 4.2 identify and monitor conflict within a team 4.3 identify causes for team members not meeting team objectives
5. Be able to improve the performance of a team	5.1 identify ways of improving team performance 5.2 provide constructive feedback to team members to improve their performance 5.3 implement identified ways of improving team performance

Assessment guidance

Assessment guidance for this unit is provided in the Assessment Strategy for management and leadership qualifications. The Strategy is available from CfA Business Skills @ Work.

Additional information about the unit

Unit review date	28/02/2015
SSAs	1.4 Public services; 15.2 Administration; 15.3 Business management; 15.4 Marketing and sales
Owner	CfA Business Skills @ Work
Availability for use	Shared

Title	Make effective decisions
Reference number	F/600/9715
Skillsmart Retail ref	E.25
Unit level	3
Credit value:	3
Guided learning hours	10
Unit purpose and aim(s)	This unit is a cross-sector management and leadership unit that is suitable for first line managers in the retail sector.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to identify circumstances that require a decision to be made	1.1 explain the circumstances requiring a decision to be made 1.2 state the desired objective(s) for making a decision 1.3 establish criteria on which to base the decision, in line with own organisation
2. Be able to collect information to inform decision-making	2.1 identify information needed to inform the decision-making process 2.2 communicate with stakeholders affected by the decision 2.3 explain how to inform stakeholders about the decision-making process
3. Be able to analyse information to inform decision-making	3.1 identify information for validity and relevance to the decision-making process 3.2 analyse information and against established criteria
4. Be able to make a decision	4.1 apply decision-making technique(s) to determine a decision 4.2 explain the decision made in line with desired objectives 4.3 communicate the decision taken to relevant stakeholders
Assessment guidance	

Assessment guidance for this unit is provided in the Assessment Strategy for management and leadership qualifications. The Strategy is available from CfA Business Skills @ Work.

Additional information about the unit

Unit review date	28/02/2015
SSAs	1.4 Public services; 14.1 Foundations for learning and life; 15.2 Administration; 15.3 Business management; 15.4 Marketing and sales
Owner	CfA Business Skills @ Work
Availability for use	Shared

Title	Manage conflict in a team
Reference number	R/600/9685
Skillsmart Retail ref	E.26
Unit level	3
Credit value:	3
Guided learning hours	20
Unit purpose and aim(s)	This unit is a cross-sector management and leadership unit that is suitable for first line managers in the retail sector.
Learning outcomes	Assessment criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to support team members' understanding of their role and position within a team	1.1 Communicate to team members the standards of work and behaviour expected of them 1.2 explain how team members can work together and support each other
2. Be able to take measures to minimise conflict within a team	2.1 identify issues with organisational structures, systems or procedures that are likely to give rise to conflict 2.2 identify potential conflict between team members 2.3 explain action required to avoid potential conflict and agree strategies for conflict resolution
3. Be able to understand how to encourage team members to resolve their own conflicts	3.1 explain how team members can be encouraged to identify and resolve their own problems and conflicts 3.2 explain how respect can be developed and maintained between team members
4. Be able to understand legal and organisational requirements concerning conflict	4.1 explain legal and organisational requirements concerning conflict in own team 4.2 explain how to maintain complete, accurate and confidential records of conflicts and their outcomes
Assessment guidance	

Assessment guidance for this unit is provided in the Assessment Strategy for management and leadership qualifications. The Strategy is available from CfA Business Skills @ Work.

Additional information about the unit

Unit review date	28/02/2015
SSAs	1.4 Public services; 14.2 Preparation for work; 15.2 Administration; 15.3 Business management; 15.4 Marketing and sales
Owner	CfA Business Skills @ Work
Availability for use	Shared

Title	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	
Reference number	M/600/9628	
Skillsmart Retail ref	E.27	
Unit level	3	
Credit value:	4	
Guided learning hours	20	
Unit purpose and aim(s)	This unit is a cross-sector management and leadership unit that is suitable for first line managers in the retail sector.	
Learning outcomes	Assessment criteria	
<i>The learner will:</i>	<i>The learner can:</i>	
1. Understand own responsibilities under equality legislation, relevant codes of practice and own organisational policies	1.1	explain how equality of opportunity, diversity and inclusion relate to legal, industry requirements and organisational policies
	1.2	describe how equality of opportunity diversity and inclusion are considered in planning in own area of responsibility
2. Be able to communicate an organisation's written equality, diversity and inclusion policy and procedures in own area of responsibility	2.1	outline an organisation's equality, diversity and inclusion policy and procedures
3. Be able to monitor equality, diversity and inclusion within own area of responsibility	3.1	monitor how equality, diversity and inclusion activities in own area of responsibility are in line with own organisation
Assessment guidance		
Assessment guidance for this unit is provided in the Assessment Strategy for management and leadership qualifications. The Strategy is available from CfA Business Skills @ Work.		
Additional information about the unit		
Unit review date	28/02/2015	

SSAs	1.4 Public services; 14.1 Foundations for learning and life; 15.2 Administration; 15.3 Business management; 15.4 Marketing and sales
Owner	CfA Business Skills @ Work
Availability for use	Shared