Unit Title:	**Manage staff to receive goods in a retail environment**
OCR unit number:	5
Sector unit number:	B.37
Level:	3
Credit value:	5
Guided learning hours:	24
Unit reference number:	D/503/5681

Unit purpose and aim

This unit assesses the occupational competence of a team leader or senior team member to manage staff to receive goods.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Be able to manage staff to receive and check incoming deliveries of goods in a retail environment	**The Learner can:** 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: • 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

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Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

The unit is competence-based. This means that it is linked to the candidate's ability to competently perform a range of tasks associated with their work.

The unit needs to be assessed in line with the relevant Sector Skills Council's (SSC's) Assessment Strategy or Principles. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website (www.skillsmartretail.com).

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

Guidance on assessment and evidence requirements

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.B301

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

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Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✔	Representing	✔	Use ICT systems	✔
Reading	✔	Analysing	✔	Find and select information	✔
Writing	✔	Interpreting		Develop, present and communicate information	✔

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .