| | |
|---|---|
| **Unit Title:** | **Produce staffing schedules to help a retail team to achieve its targets** |
| OCR unit number: | 11 |
| Sector unit number: | E.12 |
| Level: | 3 |
| Credit value: | 5 |
| Guided learning hours: | 22 |
| Unit reference number: | K/503/5733 |

## Unit purpose and aim

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 |
|---|---|
| **The Learner will:**<br>1 Understand the uses of and constraints upon the staffing schedules for a retail team | **The Learner can:**<br>1.1 explain the relationship between staffing schedules and the achievement of work targets within a retail team<br>1.2 explain the factors other than staffing that may affect progress towards work targets, and the effect these are likely to have<br>1.3 explain what can happen if requirements are not complied with when drawing up staffing schedules including:<br>• legal requirements<br>• organisational requirements<br>• contracts of employment |
| 2 Be able to produce staffing schedules for a retail team | 2.1 produce staffing schedules that:<br>• cover all the operational needs that the team is responsible for meeting<br>• take account of the operational constraints that apply<br>• take account of the existing skills of staff<br>• show how work will be allocated between available staff<br>• show the locations where individuals will work<br>• show the times when individuals will start and finish work<br>• comply with relevant laws, organisational policy relating to working hours and individual contracts of employment |

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| Learning Outcomes | Assessment Criteria |
|---|---|
| | • attempt to make it easy for team members to understand and use<br>• include contingency plans to cope with unusual situations |
| 3 Be able to adjust staffing schedules to take account of changing operational needs and constraints | 3.1 monitor the progress of the team towards meeting operational needs<br>3.2 adjust staffing schedules where necessary and possible to ensure that operational needs can be met |

## 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.

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, candidates need to ask their manager for broad guidelines and follow these where the unit refers to a policy.

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.E308, SSR.E309

**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 .