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| <b>Unit Title:</b>     | <b>Comply with workplace health and safety requirements in a retail environment</b> |
| OCR unit number:       | 11  |
| Sector unit number:    | E.02  |
| Level:                 | 1   |
| Credit value:          | 5   |
| Guided learning hours: | 28  |
| Unit reference number: | J/503/5724  |

### Unit purpose and aim

This unit assesses occupational competence in relation to the basic health and safety procedures that apply in a retail environment.

| Learning Outcomes   | Assessment Criteria  |
|---|--|
| <b>The Learner will:</b>  | <b>The Learner can:</b>  |
| 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<br>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<br>2.2 state the importance of following health and safety procedures<br>2.3 state the importance of planning the route before moving goods<br>2.4 outline the importance of using safe techniques for lifting and handling in relation to : <ul style="list-style-type: none"> <li>• own safety</li> <li>• the safety of others who are helping with lifting</li> <li>• the safety of others who are close by</li> </ul> 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 retail environment | 3.1 identify potential situations that constitute accidents and emergencies<br>3.2 seek immediate help from an appropriate source in the event of accidents and emergencies<br>3.3 follow immediately instructions given by senior staff and/or the emergency services in relation to accidents and emergencies  |

| Learning Outcomes   | Assessment Criteria  |
|---|--|
| 4 Be able to work safely in own role within a retail environment  | 4.1 carry out own work duties in line with: <ul style="list-style-type: none"> <li>organisational procedures for reducing health and safety risks</li> <li>legal requirements for reducing health and safety risks</li> </ul> 4.2 use safety equipment in line with the manufacturer's instructions<br>4.3 identify the person who can provide advice about working safely       |
| 5 Be able to lift and handle goods safely in a retail environment | 5.1 lift and handle goods: <ul style="list-style-type: none"> <li>using organisational procedures for lifting and handling goods</li> <li>using any lifting and handling equipment in line with the organisation's and/or manufacturer's guidelines</li> <li>checking that any equipment to be used is in working order</li> <li>asking others to help when necessary</li> </ul> |

## 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.

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.

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.

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](http://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

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OCR provides the following as guidance when assessing the unit:

For the unit the candidate should have knowledge of primary legislation including

- Health and Safety at Work Act
- Manual Handling Operations Regulations
- Control of Substances Hazardous to Health (COSHH) Regulations

**LO1 and LO3:** Accidents and emergencies in retail environments could include:

- slips, trips and falls due to loose flooring, slipping on wet floors, running down stairs, tripping over boxes/equipment left in aisles
- lifting and moving goods/materials including not using equipment correctly
- hit by falling stock due to over stacking shelves, overfilling cages
- falls from climbing on equipment/shelves, incorrect use of ladders/footstools
- spillage of hazardous material including petrol
- cuts when using knives and slicers, or on broken glass (bottles or shelving)
- burns when baking off goods, using hot cabinets
- trapping in balers, conveyor belts
- violent behaviour and criminal activity such as angry customers, fights, robbery, theft
- fires in the building or outside areas
- explosion due to gas leak, fireworks incorrectly stored
- bomb threats/hoaxes

**AC 4.1:** The candidate should have an awareness of how risk assessment is used to reduce health and safety risks in their retail environment.

Where additional guidance has been provided, it is not intended to be exhaustive. Candidates may also use other relevant or appropriate examples.

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

## National Occupational Standards (NOS) mapping/signposting

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This unit is based on the NOS reference SSR.E102, SSR.E103, SSR.E104

**NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).**

## Functional skills signposting

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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

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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](http://www.ocr.org.uk) .