

**Unit Title:** **Work effectively in a retail team**

OCR unit number: 1  
 Sector unit number: E.03  
 Level: 1  
 Credit value: 7  
 Guided learning hours: 35  
 Unit reference number: L/503/5725

## Unit purpose and aim

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.

For the purposes of this unit, the 'team' could be just the candidate and their manager.

Learning Outcomes	Assessment Criteria
<b>The Learner will:</b> 1 Know about discrimination, bullying and harassment in own workplace	<b>The Learner can:</b> 1.1 outline how own employer defines discrimination, bullying and harassment 1.2 outline own employer's procedures for dealing with discrimination, bullying and harassment
2 Be able to work as part of a retail team	2.1 state the importance of asking for help and information from colleagues when needed 2.2 ask colleagues politely for the help and information needed to do own work 2.3 state the importance of responding positively whenever possible to colleagues' requests for help 2.4 respond to colleagues' requests for help and information: <ul style="list-style-type: none"> <li>• when own workload allows</li> <li>• within the limits of own responsibility</li> <li>• in ways that attempt to maintain working relationships</li> </ul> 2.5 identify the people who can provide advice if working with colleagues proves to be difficult 2.6 state the importance of always following organisational instructions for safeguarding own and others' health and safety at work 2.7 follow organisational instructions for safeguarding own and others' health and safety at work

Learning Outcomes	Assessment Criteria
3 Know how to follow plans and procedures for learning to do own job	3.1 state the importance of being an effective learner at work 3.2 state the importance of planning own learning, including the use of action points and deadlines 3.3 state the importance of requesting help to resolve problems with own training 3.4 identify the learning activities to be undertaken, including the specific action points and deadlines in own training programme 3.5 identify the people who can be approached for help with any problems relating to own training programme

## 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.

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.

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.

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

## 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.E105, SSR.E106

**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

---

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