

Candidate Logbook

SVQ

SVQ3 in Retail (Management) at SCQF Level 6

December 2011



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Section 1: SVQ3 in Retail (Management) at SCQF Level 6

Introduction

This document contains information specific to the SVQ3 in Retail (Management) at SCQF Level 6.

National Occupational Standards and SVQs

The standards, Assessment Strategy and qualification structures for the SVQ3 in Retail (Management) at SCQF Level 6 are owned by Skillsmart Retail, who reviewed these National Occupational Standards. The SVQs have been developed from the National Occupational Standards.

The Edexcel SVQ3 in Retail (Management) at SCQF Level 6 gives recognition of candidates' skills, knowledge and understanding. It allows candidates to gain a qualification in the workplace that relates to their job and promotes good working practice.

You can contact the Sector Skills Council (SSC) at:

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SVQs are designed to be assessed in the workplace, or in conditions resembling the workplace. However, simulation of real working practice might be permitted. Where this is allowed it will be shown in the individual units, within the standards that are in this logbook.

Simulation must be carried out in conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE).

Which SVQs in Retail Skills/Retail are available?

The SVQs in Retail Skills/Retail are available as follows:

SVQ1 in Retail Skills at SCQF Level 4

SVQ2 in Retail Skills at SCQF Level 5

SVQ3 in Retail (Sales Professional) at SCQF Level 6

SVQ3 in Retail (Visual Merchandising) at SCQF Level 6

SVQ3 in Retail (Management) at SCQF Level 6

It is important that you select the most appropriate level related to your work role.

Who is this SVQ for?

The SVQ3 in Retail (Management) at SCQF Level 6

The Edexcel SVQ3 in Retail (Management) at SCQF Level 6 is based on the National Occupational Standards (NOS) developed by Skillsmart Retail and is intended for individuals who work in the retail sector. These individuals may be working as:

- supervisors
- first line managers
- department managers
- owners/managers.

What progression opportunity does this SVQ offer me?

Candidates may progress within their own employment, from a supervisory role to line management. They can also progress to:

- the Edexcel BTEC Level 3 Award, Certificate and Diploma in Retail Knowledge (QCF)
- the SVQ3 in Management at SCQF Level 7
- the Edexcel BTEC Level 3 Award and Certificate in Management (QCF)
- the Edexcel BTEC Level 3 Diploma and Extended Diploma in Business (Management) (QCF).
- the Edexcel BTEC Level 3 Award/Certificate in Management (QCF)
- the SVQ4 in Management at SCQF Level 9
- the Edexcel BTEC Level 4 HNC Diploma and Level 5 HND Diploma in Business (Management) (QCF)
- the Edexcel BTEC Level 5 Award/Certificate/Diploma in Management and Leadership (QCF).

What is the structure of the SVQ3 in Retail (Management) at SCQF Level 6?

To achieve the whole qualification at Level 6, you must prove competence in six units.

This comprises of:

- one mandatory unit
- five optional units

The remaining six units can come from either Group A or B.

Mandatory units for the SVQ3 in Retail (Management) at SCQF Level 6

You must achieve the unit listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
1	E.08	Work effectively in your retail organisation	9	6

Optional units for the SVQ3 in Retail (Management) at SCQF Level 6

You must achieve:

- at least two of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
2	E.10	Contribute to the continuous improvement of retail operations	10	6
3	E.13	Recruit, select and keep colleagues	12	9
4	E.14	Provide learning opportunities for colleagues	11	8
5	E.15	Develop productive working relationships with colleagues	9	6
6	E.16	Allocate and check work in your team	12	5

All remaining units must be chosen from the following units:

Group A - Stock management

Unit number	Unit code	Title	Unit credit	SCQF level
7	B.14	Organise the receipt and storage of goods in a retail environment	11	7
8	B.15	Audit stock levels and stock inventories in a retail environment	6	7

Group B - Product expertise (Food and drink)

Unit number	Unit code	Title	Unit credit	SCQF level
9	B.22	Monitor and help improve food safety in a retail environment	12	6

Group C - Sourcing

Unit number	Unit code	Title	Unit credit	SCQF level
10	B.16	Source required goods and services in a retail environment	10	7

Group D - Merchandising

Unit number	Unit code	Title	Unit credit	SCQF level
11	C.13	Maintain availability of goods for sale to customers in a retail environment	11	6

Group E - Management and leadership

Unit number	Unit code	Title	Unit credit	SCQF level
2	E.10	Contribute to the continuous improvement of retail operations	10	6
12	E.12	Plan, monitor and adjust staffing levels and schedules in a retail environment	11	7
3	E.13	Recruit, select and keep colleagues	12	9
5	E.15	Develop productive working relationships with colleagues	9	6
6	E.16	Allocate and check work in your team	12	5

Group F - Developing people

Unit number	Unit code	Title	Unit credit	SCQF level
4	E.14	Provide learning opportunities for colleagues	11	8

Group G - Finance and administration

Unit number	Unit code	Title	Unit credit	SCQF level
13	C.16	Evaluate the receipt of payments from customers	9	6
14	C.46	Cash up in a retail store	2	5
15	E.21	Monitor and support secure till use during trading hours	3	6

Group H - Customer service

Unit number	Unit code	Title	Unit credit	SCQF level
16	E.17	Monitor and evaluate the quality of service provided to your customers by external suppliers	9	6
17	D.13*	Organise the delivery of reliable customer service	6	6
18	D.14*	Improve the customer relationship	7	6
19	D.15*	Work with others to improve customer service	8	6
20	D.16*	Monitor and solve customer service problems	6	6
21	D.17*	Promote continuous improvement	7	7

**Only one unit can count toward the qualification when chosen from units D.13, D.14, D.15, D.16 and SCQF level 7 unit D.17.*

Group I - Organisational effectiveness

Unit number	Unit code	Title	Unit credit	SCQF level
22	E.11	Help to monitor and maintain the security of the retail unit	11	6
23	E.18	Monitor and maintain health and safety in a retail environment	13	6

Section 2: Examples of forms

Collecting your evidence

This section contains examples of the forms you, your assessor and the internal verifier will use while you are undertaking your SVQ3 in Retail (Management) at SCQF Level 6.

The forms are:

- Form 1: Portfolio title page
- Form 2: Personal profile
- Form 3: Contents checklist
- Form 4: Index of evidence
- Form 5: Unit assessment plan
- Form 6: Unit sign-off record
- Form 7: Work Log
- Form 8: Observation record
- Form 9: Witness testimony
- Form 10: Expert witness evidence record
- Form 11: Record of questions and candidate's answers.

You should ask your assessor for further advice and support if you are still unsure about how to use the forms and who should complete them.

Example form 1 – Portfolio title page

Name:	
Job title:	
Name of employer/training provider/college:	
Their address:	
Postcode:	
Telephone number (Home):	(Work):
Email address:	Fax number:
SVQ:	
Level:	
Units submitted for assessment:	
Mentor/Supervisor:	
(Please provide details of mentor's/supervisor's experience):	
Assessor:	Date:

Example form 2 – Personal profile

Name:	
Address:	
Postcode:	
Telephone number (Home):	(Work):
Email address:	Fax number:
Job title:	
Relevant experience	
Description of your current job:	
Previous work experience or attach copy of a current CV:	
Qualifications and training and/or attach copy of a current CV:	

continued overleaf...

Voluntary work/interests:

Name of employer/training provider/college:

Address:

Postcode:

Telephone number (work):

Fax number:

Email address:

Type of business, if employer:

Number of staff:

Structure of organisation (including chart or diagram if available):

Example form 3 – Contents checklist

SVQ title:		
Candidate:		
	Completed?	Page/section number
Title page for the portfolio		
Personal profile • your own personal details • a brief CV or career profile • description of your job • information about your employer/training provider/college		
Summary of the units		
Completed units • signed by yourself, your assessor and the internal verifier (where relevant) • reference numbers included • unit assessment plans		
Unit progress records		
Index of evidence (with cross-referencing information completed)		
Evidence (with reference numbers) • observation records • details of witnesses (witness testimony sheets) • personal statements		

Example form 4 – Index of evidence

[illegible]

Example form 5 – Unit assessment plan

SVQ title:				
Unit:				
Candidate:			Assessor:	
Normal working activities performed				
	TYPICAL EVIDENCE	WORK AREA	EXPECTED COMPLETION DATE	LINKS TO OTHER UNITS/ELEMENTS
ELEMENT:				
ELEMENT:				
ELEMENT:				
Activities needing to be performed				
ELEMENT:				
ELEMENT:				
ELEMENT:				
Additional comments				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Example form 6 – Unit sign-off record

[illegible][illegible]

continued overleaf...

Example form 7 – Work Log

SVQ title and level:				
Unit/element(s):				
Candidate:				
Purpose of statement:				
Evidence index number:				
Date	Evidence index number	Details of statement	Links to other evidence <i>(enter numbers)</i>	Units, elements and PCs covered
Candidate's signature:			Date:	
Assessor's signature:			Date:	

Example form 8 – Observation record

SVQ title and level:	
Unit/element(s):	
Candidate:	Date of observation:
Evidence index number:	
Skills/activities observed:	PCs and range covered:
Knowledge and understanding apparent from this observation:	
Other units/elements to which this evidence may contribute:	
Assessor comments and feedback to candidate:	
I can confirm the candidate's performance was satisfactory.	
Assessor's signature:	Date:
Candidate's signature:	Date:

Example form 9 – Witness testimony

SVQ title and level:	
Candidate name:	
Evidence index number:	
Where applicable, evidence number to which this testimony relates:	
Unit:	
Element(s):	
Range:	
Date of evidence:	
Witness name:	
Relationship to candidate:	
Details of testimony:	
I can confirm the candidate's evidence is authentic and accurate.	
Witness signature:	
Name:	Date:
Contact telephone number:	
Please tick (✓) the appropriate box.	
☐	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
☐	FAMILIAR WITH THE SVQ STANDARDS TO WHICH THE CANDIDATE IS WORKING

Example form 10 – Expert witness evidence record

SVQ title and level:	
Candidate name:	
Evidence index number:	
Where applicable, evidence number to which this testimony relates:	
Unit:	
Element(s):	
Date of evidence:	
Expert witness name:	
Relationship to candidate:	
Details of testimony:	
I can confirm the candidate's evidence is authentic and accurate.	
Expert witness signature:	
Name:	Date:
Contact telephone number:	
Please tick (✓) the appropriate box.	
☐	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
☐	RELEVANT PROFESSIONAL WORK ROLE THAT INVOLVES EVALUATING EVERYDAY STAFF PRACTICE
☐	CURRENT EXPERTISE
☐	FAMILIAR WITH THE SVQ STANDARDS TO WHICH THE CANDIDATE IS WORKING

Example form 11 – Record of questions and candidate's answers

SVQ title and level:	
Candidate name:	
Unit:	Element(s):
Evidence index number:	
Circumstances of assessment:	
List of questions and candidate's responses:	
Q:	
A:	
Q:	
A:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Section 3: Logbook

	Page number
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Mandatory units

Unit 1: Work effectively in your retail organisation

Unit code: E.08

Unit credit: 9

Unit level: 6

Introduction

This unit is about being an effective member of your team, including taking some responsibility for helping colleagues to learn. The unit involves supporting your team's efforts by sharing the workload fairly, making realistic commitments and doing your best to keep them, and contributing to team morale and good working relations. The unit is also about being an effective learner in the workplace. It assumes that you receive some help and support in planning and carrying out your learning plans. Your responsibilities are to contribute to the planning process, carry out your plan and report on your progress.

Finally, the unit is about helping colleagues to gain the information and skills they need to do their jobs. It involves passing on to colleagues your own knowledge and skills as you go about your day-to-day work. This standard is not about being a professional trainer and you are not expected to assess your colleagues' performance formally.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Support effective team working in a retail environment - you need to know and understand: K1.1 your team's purpose, aims and targets K1.2 your responsibility for contributing to the team's success K1.3 your colleagues' roles and main responsibilities K1.4 the importance of sharing work fairly with colleagues K1.5 the factors that can affect your own and colleagues' willingness to carry out work, including skills and existing workload K1.6 the importance of being a reliable team member K1.7 the factors to take account of when making commitments, including your existing workload and the degree to which interruptions and changes of plan are within your control K1.8 the importance of maintaining team morale, the circumstances when morale is likely to flag, and the kinds of encouragement and support that are likely to be valued by colleagues K1.9 the importance of good working relations, and techniques for removing tension between colleagues K1.10 the importance of following the company's policies and procedures for health and safety, including setting a good example to colleagues		

Knowledge	Type of evidence	Date
2. Help to plan and organise your own learning in a retail environment - you need to know and understand:		
K2.1 who can help you set goals, help you plan your learning, and give you feedback about your progress		
K2.2 how to identify the knowledge and skills you will need to achieve your goals		
K2.3 how reflecting on your past learning experiences can help you to plan your future learning, and techniques for doing so		
K2.4 how to work out how much time you need to devote to learning and how much time you can make available for learning		
K2.5 how often to check your progress and how to do this		
K2.6 how to adjust your plans as needed to help you meet your goals		
K2.7 why you should ask for feedback on your progress, how to do so, and how to respond positively		
3. Help others to learn in a retail environment - you need to know and understand:		
K3.1 your role in helping others to learn in the workplace		
K3.2 how to work out what skills and knowledge you can usefully share with others		
K3.3 how and when to offer help and advice to colleagues who are learning		
K3.4 methods of helping others to learn on the job, and how to choose suitable methods for different learning situations		
K3.5 health, safety and security risks that are likely to arise when people are learning on the job, and how to reduce these risks		
K3.6 sources of help within your organisation for people who are learning, and how to access them		

Additional evidence (if applicable):

COLUMN KEY:	O = DIRECT OBSERVATION OF THE LEARNER'S PERFORMANCE BY THEIR ASSESSOR	PD = PROFESSIONAL DISCUSSION
	Q&A = OUTCOMES FROM ORAL OR WRITTEN QUESTIONING	A = ASSIGNMENT, PROJECT/CASE STUDIES
	P = PRODUCTS OF THE LEARNER'S WORK	WT = AUTHENTIC STATEMENTS/WITNESS TESTIMONY
	RA = PERSONAL STATEMENTS AND/OR REFLECTIVE ACCOUNTS	EPW = EXPERT WITNESS TESTIMONY
	S = OUTCOME FROM SIMULATION, WHERE PERMITTED BY THE ASSESSMENT STRATEGY	RPL = EVIDENCE OF RECOGNITION OF PRIOR LEARNING

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 1: Support effective team working in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 share work fairly with colleagues, taking account of your own and others' preferences, skills and time available						
P1.2 make realistic commitments to colleagues and do what you have promised you will do						
P1.3 let colleagues know promptly if you will not be able to do what you have promised and suggest suitable alternatives						
P1.4 encourage and support colleagues when working conditions are difficult						
P1.5 encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect						
P1.6 follow the company's health and safety procedures as you work						

Additional evidence (if applicable):

COLUMN KEY:	O = DIRECT OBSERVATION OF THE LEARNER’S PERFORMANCE BY THEIR ASSESSOR	PD = PROFESSIONAL DISCUSSION
	Q&A = OUTCOMES FROM ORAL OR WRITTEN QUESTIONING	A = ASSIGNMENT, PROJECT/CASE STUDIES
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I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 2: Help to plan and organise your own learning in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 discuss and agree with the right people goals that are relevant, realistic and clear						
P2.2 identify the knowledge and skills you will need to achieve your goals						
P2.3 agree action points and deadlines that are realistic, taking account of your past learning experiences and the time and resources available for learning						
P2.4 regularly check your progress and, when necessary, change the way you work						
P2.5 ask for feedback on your progress from those in a position to give it, and use their feedback to improve your performance						

Additional evidence (if applicable):

COLUMN KEY:	O = DIRECT OBSERVATION OF THE LEARNER'S PERFORMANCE BY THEIR ASSESSOR	PD = PROFESSIONAL DISCUSSION
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Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 3: Help others to learn in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.1 encourage colleagues to ask you for work-related information or advice that you are likely to be able to provide						
P3.2 notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice						
P3.3 give clear, accurate and relevant information and advice relating to tasks and procedures						
P3.4 explain and demonstrate procedures clearly, accurately and in a logical sequence						
P3.5 encourage colleagues to ask questions if they don't understand the information and advice you give them						
P3.6 give colleagues opportunities to practise new skills, and give constructive feedback						
P3.7 check that health, safety and security are not compromised when you are helping others to learn						
P3.8 recognise when you are not the most appropriate person to advise colleagues in their learning and guide them to suitable sources of help						

Additional evidence (if applicable):

COLUMN KEY:	O = DIRECT OBSERVATION OF THE LEARNER'S PERFORMANCE BY THEIR ASSESSOR	PD = PROFESSIONAL DISCUSSION
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	S = OUTCOME FROM SIMULATION, WHERE PERMITTED BY THE ASSESSMENT STRATEGY	RPL = EVIDENCE OF RECOGNITION OF PRIOR LEARNING

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Optional units

Unit 2:	Contribute to the continuous improvement of retail operations
Unit code:	E.10
Unit credit:	10
Unit level:	6

Introduction

This unit is about helping your store to improve the way it operates, so that you or they can achieve or improve on sales targets and standards of service. You will need to have a thorough knowledge of day-to-day operations in your area of responsibility and be able spot things that could be improved and suggest practical and cost-effective ways of improving them.

The unit is also about presenting your recommendations persuasively to management. Finally, you need to put improvements into practice. This involves working with other people and sometimes experiencing their resistance to new ways of doing things. As a result, you need to communicate your plans persuasively, support staff through the change and demonstrate your own commitment to the change.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Identify opportunities for solving problems and improving retail operations - you need to know and understand: K1.1 the company's standards for customer service K1.2 the sales targets your unit is expected to reach K1.3 company policies, procedures and computerised systems affecting your work K1.4 the main characteristics of the company's customer base and products or services K1.5 different sources of facts and opinions about operational performance and how useful each one is K1.6 common causes of failure to achieve quality standards and sales targets K1.7 how to identify aspects of customer service and sales that could be improved K1.8 how to generate ideas for improving customer service and sales K1.9 how to evaluate the benefits of potential improvements and how urgent they are K1.10 how to work out what resources you would need to put improvements into practice K1.11 how to weigh the costs of your improvements against the benefits		
2. Recommend ways of improving retail operations - you need to know and understand: K2.1 how to present your recommendations to management clearly, concisely and in a suitable format K2.2 the types of questions and concerns management are likely to have when considering your recommendations, and how to handle these K2.3 why it is important to encourage staff and colleagues to suggest ideas for improvement, and why it is important to make sure they get the credit if their ideas are put into practice		

Knowledge	Type of evidence	Date
3. Contribute to putting improvements in retail operations into practice - you need to know and understand:		
K3.1 why it is important for staff to understand the purpose and intended benefits of improvements K3.2 different ways of explaining plans to staff, and how to decide which one to use K3.3 how your manner and behaviour while explaining improvements can affect your staff's response to plans K3.4 why it is important to show enthusiasm and lead by example when putting improvements into practice K3.5 how and why different people will need different levels of support, encouragement, advice and training to put improvements into practice K3.6 how to identify problems with putting improvements into practice and who to ask for advice and support		

Additional evidence (if applicable):

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Element 1: Identify opportunities for solving problems and improving retail operations

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 get accurate, up-to-date information from relevant sources about operations you are responsible for						
P1.2 accurately identify the causes of problems where operations are not meeting quality standards or sales targets						
P1.3 clearly and accurately identify the scope for further development where operations are achieving quality standards and sales targets						
P1.4 accurately assess possible improvements to see if they are practical, consistent with company policy and style, and easy to put into practice						
P1.5 identify the ideas that offer the greatest benefits for the organisation and its customers						

Additional evidence (if applicable):

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Element 2: Recommend ways of improving retail operations

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 offer recommendations to management that are clear, concise, in a suitable format and supported by relevant information						
P2.2 clearly and honestly acknowledge recommendations that are based on suggestions from other people						
P2.3 clearly explain the benefits the recommended improvements could bring and the resources needed to put them into practice						
P2.4 discuss recommendations with the relevant decision makers						

Additional evidence (if applicable):

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Element 3: Contribute to putting improvements in retail operations into practice

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.1 explain plans to staff in a way which encourages understanding and involvement						
P3.2 give appropriate support, encouragement, advice and training to members of staff for as long as they need it						
P3.3 promptly ask for appropriate advice and support when you have problems putting improvements into practice						
P3.4 consistently show staff by your behaviour that you are committed to achieving the benefits of the improvement						

Additional evidence (if applicable):

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Unit 3: Recruit, select and keep colleagues

Unit code: E.13

Unit credit: 12

Unit level: 9

Introduction

This unit is mainly about recruiting and selecting people to undertake identified activities or work roles within your area of responsibility. It involves taking a fair and objective approach to recruitment and selection to ensure that individuals with the required skills, knowledge and understanding, and who are likely to perform effectively, are appointed.

As recruitment and selection can be expensive and time-consuming activities, the unit also involves taking action to understand why colleagues are leaving and taking action to keep colleagues.

Whilst you would be expected to draw on the expertise of personnel specialists, you are not expected to be a personnel specialist yourself.

For the purposes of this unit, 'colleagues' means those people for whom you have line management responsibility.

The NOS in this unit are from the Management and Leadership suite of NOS, overseen by CfA Business Skills @ Work.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
General knowledge and understanding - you need to know and understand:		
K1.1 why it is important to identify and understand why colleagues are leaving and how to do so constructively and sensitively K1.2 the types of reasons colleagues might give for leaving K1.3 how to measure staff turnover K1.4 the causes and effects of high and low staff turnover K1.5 measures which can be undertaken to address staff turnover problems K1.6 how to review the workload in your area in order to identify shortfalls in the number of colleagues and/or the pool of skills, knowledge, understanding and experience K1.7 how to identify actual skills and avoid stereotyping with regard to skills levels and work ethics K1.8 different options for addressing identified shortfalls and their associated advantages and disadvantages K1.9 what job descriptions and person specifications should cover and why it is important to consult with others in producing or updating them K1.10 different stages in the recruitment and selection process and why it is important to consult with others on the stages, recruitment and selection methods to be used, associated timings and who is going to be involved K1.11 different recruitment and selection methods and their associated advantages and disadvantages K1.12 why it is important to give fair, clear and accurate information on vacancies to potential applicants K1.13 how cultural differences in language, body language, tone of voice and dress can differ from expectations		

Knowledge	Type of evidence	Date
K1.14 how to judge whether applicants meet the stated requirements of the vacancy K1.15 sources of specialist expertise in relation to recruitment, selection and retention K1.16 how to take account of equality, diversity and inclusion issues, including legislation and any relevant codes of practice, when recruiting and selecting people and keeping colleagues K1.17 how to review the effectiveness of recruitment and selection in your area		
Industry/sector-specific knowledge and understanding		
K1.18 turnover rates within similar organisations in the industry/sector K1.19 recruitment, selection and retention issues and specific initiatives and arrangements within the industry/sector K1.20 working culture and practices of the industry/sector		
Context-specific knowledge and understanding		
K1.21 current people resources available to your area, including skills, knowledge, understanding and experience of colleagues K1.22 work requirements in your area K1.23 agreed operational plans and changes in your area K1.24 the staff turnover rate in your area K1.25 job descriptions and person specifications for confirmed vacancies K1.26 local employment market conditions K1.27 the organisation's structure, values and culture K1.28 employment policies and practices within the organisation - including recruitment, selection, induction, development, promotion, retention, redundancy, dismissal, pay and other terms and conditions K1.29 sources of specialist expertise in relation to recruitment, selection and retention used by your organisation		

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Element 1: Recruit, select and keep colleagues

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria		Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:							
P1.1	talk with colleagues who are leaving your area of responsibility to identify and discuss their reasons for leaving						
P1.2	identify ways of addressing staff turnover problems, implementing those which clearly fall within your authority and communicating others to the relevant people for consideration						
P1.3	review, on a regular basis, the work required in your area of responsibility, identifying any shortfall in the number of colleagues and/or the pool of skills, knowledge, understanding and experience						
P1.4	identify and review the options for addressing any identified shortfalls and decide on the best option(s) to follow						
P1.5	consult with others to produce or update job descriptions and person specifications where there is a clear need to recruit						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.6 consult with others to discuss and agree stages in the recruitment and selection process for identified vacancies, the methods that will be used, the associated timings and who is going to be involved						
P1.7 ensure that any information on vacancies is fair, clear and accurate before it goes to potential applicants						
P1.8 seek and make use of specialist expertise in relation to recruiting, selecting and keeping colleagues						
P1.9 ensure that the skills needed by applicants to succeed in the recruitment process are no more than are required to perform the job						
P1.10 participate in the recruitment and selection process, as agreed, making sure that the process is fair, consistent and effective						
P1.11 make sure that applicants who are offered positions are likely to be able to perform effectively and work with their new colleagues						
P1.12 judge whether the recruitment and selection process has been successful in relation to recent appointments in your area and identify any areas for improvements						

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Element 2: Behaviours which underpin effective performance

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 recognise the opportunities presented by the diversity of people						
P2.2 work to turn unexpected events into opportunities rather than threats						
P2.3 try out new ways of working						
P2.4 identify people's information needs						
P2.5 seek to understand people's needs and motivations						
P2.6 comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes						
P2.7 take and implement difficult and/or unpopular decisions, if necessary						
P2.8 act within the limits of your authority						
P2.9 show integrity, fairness and consistency in decision making						

Additional evidence (if applicable):

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Unit 4: Provide learning opportunities for colleagues

Unit code: E.14

Unit credit: 11

Unit level: 8

Introduction

This unit is about supporting colleagues in identifying their learning needs and helping to provide opportunities to address these needs.

Encouraging colleagues to take responsibility for their own learning is an aspect of this unit as is your role in providing an 'environment', for example, in your team or area of responsibility, in which learning is valued.

For the purposes of this unit, 'colleagues' means those people for whom you have line management responsibility.

The NOS in this unit are from the Management and Leadership suite of NOS, overseen by CfA Business Skills @ Work.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
General knowledge and understanding - you need to know and understand: K1.1 the benefits of learning for individuals and organisations and how to promote these to colleagues K1.2 ways in which you can develop an 'environment' in which learning is valued and willingness and efforts to learn are recognised K1.3 why it is important to encourage colleagues to take responsibility for their own learning K1.4 how to provide fair, regular and useful feedback to colleagues on their work performance K1.5 how to identify learning needs based on identified gaps between the requirements of colleagues' work roles and their current knowledge, understanding and skills K1.6 how the values, ethics, beliefs, faith, cultural conventions, perceptions and expectations of any people from other countries or cultures may impact on their personal development and learning K1.7 how to prioritise learning needs of colleagues, including taking account of organisational needs and priorities and the personal and career development needs of colleagues K1.8 the range of different learning styles and how to support colleagues in identifying the particular learning style(s) or combination of learning styles which works best for them K1.9 different types of learning activities, their advantages and disadvantages and the required resources (for example, time, fees, substitute staff) K1.10 how/where to identify and obtain information on different learning activities K1.11 why it is important for colleagues to have a written development plan and what it should contain (for example, identified learning needs, learning activities to be undertaken and the learning objectives to be achieved, timescales and required resources) K1.12 how to set learning objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-Bound)		

Knowledge	Type of evidence	Date
K1.13 sources of specialist expertise in relation to identifying and providing learning for colleagues K1.14 what type of support colleagues might need to undertake learning activities, the resources needed and the types of obstacles they may face and how they can be resolved K1.15 how to evaluate whether a learning activity has achieved the desired learning objectives K1.16 the importance of regularly reviewing and updating written development plans in the light of performance, any learning activities undertaken and any wider changes K1.17 how to take account of equality legislation, any relevant codes of practice and general diversity and inclusion issues in providing learning opportunities for colleagues		
Industry/sector specific knowledge and understanding		
K1.18 industry/sector requirements for the development or maintenance of knowledge, skills and understanding and professional development K1.19 learning issues and specific initiatives and arrangements that apply within the industry/sector K1.20 working culture and practices of the industry/sector		
Context specific knowledge and understanding		
K1.21 relevant information on the purpose, objectives and plans of your team or area of responsibility or the wider organisation K1.22 the work roles of colleagues, including the limits of their responsibilities and their personal work objectives K1.23 the current knowledge, understanding and skills of colleagues K1.24 identified gaps in the knowledge, understanding and skills of colleagues K1.25 identified learning needs of colleagues K1.26 learning style(s) or combinations of styles preferred by colleagues K1.27 the written development plans of colleagues		

Knowledge	Type of evidence	Date
K1.28 sources of specialist expertise available in/to your organisation in relation to identifying and providing learning for colleagues K1.29 learning activities and resources available in/to your organisation K1.30 your organisation's policies in relation to equality and diversity K1.31 your organisation's policies and procedures in relation to learning K1.32 your organisation's performance appraisal systems		

Additional evidence (if applicable):

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Element 1: Provide learning opportunities for colleagues

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 promote the benefits of learning to colleagues and make sure that their willingness and efforts to learn are recognised						
P1.2 give colleagues fair, regular and useful feedback on their work performance, discussing and agreeing how they can improve						
P1.3 work with colleagues to identify and prioritise learning needs based on any gaps between the requirements of their work roles and their current knowledge, understanding and skills						
P1.4 help colleagues to identify the learning style(s) or combination of styles which works best for them and ensure that these are taken into account in identifying and undertaking learning activities						
P1.5 work with colleagues to identify and obtain information on a range of possible learning activities to address identified learning need						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
P1.6 recognise and seek to find out about differences in expectations and working methods of any team members from a different country or culture and promote ways of working that take account of their expectations and maximise productivity						
P1.7 discuss and agree, with each colleague, a development plan which includes learning activities to be undertaken, the learning objectives to be achieved, the required resources and timescales						
P1.8 work with colleagues to recognise and make use of unplanned learning opportunities						
P1.9 seek and make use of specialist expertise in relation to identifying and providing learning for colleagues						
P1.10 support colleagues in undertaking learning activities, making sure any required resources are made available and making efforts to remove any obstacles to learning						
P1.11 evaluate, in discussion with each colleague, whether the learning activities they have undertaken have achieved the desired outcomes and provide positive feedback on the learning experience						
P1.12 work with colleagues to update their development plan in the light of performance, any learning activities undertaken and any wider changes						
P1.13 encourage colleagues to take responsibility for their own learning, including practising and reflecting on what they have learned						

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Element 2: Behaviours which underpin effective performance

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 recognise the opportunities presented by the diversity of people						
P2.2 find practical ways to overcome barriers						
P2.3 make time available to support others						
P2.4 seek to understand individuals' needs, feelings and motivations and take an active interest in their concerns						
P2.5 encourage and support others to make the best use of their abilities						
P2.6 recognise the achievements and the success of others						
P2.7 inspire others with the excitement of learning						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.8 confront performance issues and sort them out directly with the people involved						
P2.9 say 'no' to unreasonable requests						
P2.10 show integrity, fairness and consistency in decision making						

Additional evidence (if applicable):

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Unit 5: Develop productive working relationships with colleagues

Unit code: E.15

Unit credit: 9

Unit level: 6

Introduction

This unit is about developing working relationships with colleagues, within your own organisation and within other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation.

‘Colleagues’ are any people you are expected to work with, whether they are at a similar position or in other positions, including your manager.

The NOS in this unit are from the Management and Leadership suite of NOS, overseen by CfA Business Skills @ Work.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
General knowledge and understanding - you need to know and understand:		
K1.1 the benefits of developing productive working relationships with colleagues		
K1.2 the importance of creating an environment of trust and mutual respect where you have no authority, or shared authority, over those you are working with		
K1.3 the importance of understanding difficult situations and issues from your colleague's perspective and providing support, where necessary, to move things forward		
K1.4 principles of effective communication and how to apply them in order to communicate effectively with colleagues		
K1.5 how to identify disagreements with colleagues and the techniques for sorting them out		
K1.6 how to identify conflicts of interest with colleagues and the measures that can be used to manage or remove them		
K1.7 how to take account of diversity and inclusion issues when developing working relationships with colleagues		
K1.8 the importance of exchanging information and resources with colleagues		
K1.9 how to get and make use of feedback on your performance from colleagues		
K1.10 how to provide colleagues with useful feedback on their performance		
Industry/sector specific knowledge and understanding		
K1.11 regulations and codes of practice that apply in the industry or sector		
K1.12 standards of behaviour and performance in the industry or sector		
K1.13 working culture of the industry or sector		

Knowledge	Type of evidence	Date
Context specific knowledge and understanding		
K1.14 current and future work being carried out K1.15 colleagues who are relevant to the work being carried out, their work roles and responsibilities K1.16 processes within the organisation for making decisions K1.17 line management responsibilities and relationships within the organisation K1.18 the organisation's values and culture K1.19 power, influence and politics within the organisation K1.20 standards of behaviour and performance expected in the organisation K1.21 information and resources that different colleagues might need K1.22 agreements with colleagues		

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Element 1: Develop productive working relationships with colleagues

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 establish working relationships with all colleagues who are relevant to the work being carried out						
P1.2 recognise, agree and respect the roles and responsibilities of colleagues and, particularly in situations of matrix management, their managers' requirements						
P1.3 understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions						
P1.4 create an environment of trust and mutual respect where you have no authority, or shared authority, over those you are working with						
P1.5 understand difficult situations and issues from your colleague's perspective and provide support, where necessary, to move things forward						
P1.6 fulfil agreements made with colleagues and let them know						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.7 advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements						
P1.8 identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to work being carried out						
P1.9 exchange information and resources with colleagues to make sure that all parties can work effectively						
P1.10 provide feedback to colleagues on their performance and seek feedback from colleagues on your own performance in order to identify areas for improvement						

Additional evidence (if applicable):

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Element 2: Behaviours which underpin effective performance

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 present information clearly, concisely, accurately and in ways that promote understanding						
P2.2 seek to understand people's needs and motivations						
P2.3 make time available to support others						
P2.4 clearly agree what is expected of others and hold them to account						
P2.5 work to develop an atmosphere of professionalism and mutual support						
P2.6 model behaviour that shows respect, helpfulness and cooperation						
P2.7 keep promises and honour commitments						
P2.8 consider the impact of your own actions on others						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.9 say 'no' to unreasonable requests						
P2.10 show respect for the views and actions of others						

Additional evidence (if applicable):

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Unit 6: Allocate and check work in your team

Unit code: E.16

Unit credit: 12

Unit level: 5

Introduction

This unit is about ensuring that the work required of your team is effectively and fairly allocated amongst team members. It also involves checking on the progress and quality of the work of team members to ensure that the required level or standard of performance is being met.

The NOS in this unit are from the Management and Leadership suite of NOS, overseen by CfA Business Skills @ Work.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
General knowledge and understanding - you need to know and understand:		
K1.1 different ways of communicating effectively with members of a team		
K1.2 the importance of confirming/clarifying the work required of the team with your manager and how to do this effectively		
K1.3 how to plan the work of a team, including how to identify any priorities or critical activities and the available resources		
K1.4 how to identify sustainable resources and ensure their effective use when planning the work of a team		
K1.5 how to identify and take due account of health and safety issues in the planning, allocation and checking of work		
K1.6 why it is important to allocate work across the team on a fair basis and how to do so		
K1.7 why it is important to brief team members on the work they have been allocated and the standard or level of expected performance and how to do so		
K1.8 the values, ethics, beliefs, faith, cultural conventions, perceptions and expectations of any team members from a different country or culture and how your own values, ethics, beliefs, faith, cultural conventions, perceptions, expectations, use of language, tone of voice and body language may appear to them		
K1.9 ways of encouraging team members to ask questions and/or seek clarification and make suggestions in relation to the work which they have been allocated		
K1.10 effective ways of regularly and fairly checking the progress and quality of the work of team members		
K1.11 how to provide prompt and constructive feedback to team members		
K1.12 how to select and apply a limited range of different methods for motivating, supporting and		

Knowledge	Type of evidence	Date
encouraging team members to complete the work they have been allocated and improve their performance, and for recognising their achievements K1.13 the additional support and/or resources which team members might require to help them complete their work and how to assist in providing this K1.14 why it is important to monitor the team for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively K1.15 how to take account of diversity and inclusion issues when supporting and encouraging team members to complete the work they have been allocated K1.16 why it is important to identify unacceptable or poor performance by members of the team and how to discuss the cause(s) and agree ways of improving performance with team members K1.17 the type of problems and unforeseen events that may occur and how to support team members in dealing with them K1.18 how to log information on the ongoing performance of team members and use this information for performance appraisal purposes		
Industry/sector specific knowledge and understanding		
K1.19 industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work K1.20 industry/sector requirements for the development or maintenance of knowledge, understanding and skills		
Context-specific knowledge and understanding		
K1.21 the members, purpose and objectives of your team K1.22 the work required of your team K1.23 the available resources for undertaking the required work K1.24 the organisation's written health and safety policy statement and associated information and requirements		

Knowledge	Type of evidence	Date
K1.25 your team's plan for undertaking the required work K1.26 the skills, knowledge and understanding, experience and workloads of team members K1.27 your organisation's policy and procedures in terms of personal development K1.28 reporting lines in the organisation and the limits of your authority K1.29 organisational standards or levels of expected performance K1.30 organisational policies and procedures for dealing with poor performance K1.31 organisational grievance and disciplinary policies and procedures K1.32 organisational performance appraisal systems		

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Element 1: Allocate and check work in your team

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 confirm the work required of the team with your manager and seek clarification, where necessary, on any outstanding points and issues						
P1.2 plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources						
P1.3 allocate work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads and the opportunity for development						
P1.4 brief team members on the work they have been allocated and the standard or level of expected performance						
P1.5 recognise and seek to find out about differences in expectations and working methods of any team members from a different country or culture and promote ways of working that take account of their expectations and maximise productivity						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.6 encourage team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated						
P1.7 check the progress and quality of the work of team members on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback						
P1.8 support team members in identifying and dealing with problems and unforeseen events						
P1.9 motivate team members to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion						
P1.10 monitor the team for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively						
P1.11 identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance						
P1.12 recognise successful completion of significant pieces of work or work activities by team members and the overall team and advise your manager						
P1.13 use information collected on the performance of team members in any formal appraisal of performance						

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Element 2: Behaviours which underpin effective performance

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 make time available to support others						
P2.2 clearly agree what is expected of others and hold them to account						
P2.3 prioritise objectives and plan work to make best use of time and resources						
P2.4 state your own position and views clearly and confidently in conflict situations						
P2.5 show integrity, fairness and consistency in decision making						
P2.6 seek to understand people's needs and motivations						
P2.7 take pride in delivering high-quality work						
P2.8 take personal responsibility for making things happen						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.9 encourage and support others to make the best use of their abilities						
P2.10 be vigilant for possible risks and hazards						

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Unit 7:

Organise the receipt and storage of goods in a retail environment

Unit code:

B.14

Unit credit:

11

Unit level:

7

Introduction

This unit is firstly about organising staff to receive goods, for example when preparing for seasonal intake of stock. Secondly, the unit involves organising storage facilities and training and supervising staff in the use of the storage system.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Organise staff to receive and check incoming deliveries in a retail environment - you need to know and understand		
K1.1 how to prepare to receive and handle different types of goods K1.2 procedures for receiving goods, including dealing with incorrect, damaged and late deliveries K1.3 which staff are involved in or are affected by a delivery schedule and the information they need to receive goods efficiently K1.4 the company's standards for acceptable goods K1.5 why incoming goods must be checked against requirements straight after unloading K1.6 recording and control system including procedures for checking goods received K1.7 safety and security procedures for receiving goods		
2. Organise and maintain storage facilities in a retail environment - you need to know and understand:		
K2.1 how effective storage systems contribute to reducing stock loss K2.2 how to work out what storage facilities are needed for goods on order K2.3 how to protect goods from various causes of deterioration and damage K2.4 how to work out suitable storage layouts and solve storage problems efficiently, safely and securely K2.5 how to run the stock recording and controlling systems efficiently and accurately, including using them to monitor and record stock loss K2.6 the legal requirements for storing stock, including health and safety requirements		

Knowledge	Type of evidence	Date
3. Check the storage and care of stock in a retail environment - you need to know and understand: K3.1 when and how to check stock and storage, including both routine and spot checks K3.2 legal and company requirements for removing out-of-date stock K3.3 the company's requirements for storing and moving stock, and how to check that these requirements are being met K3.4 how to work out if ideas for improving the ways stock is stored and moved are likely to be profitable K3.5 the causes of stock deterioration and damage and how these affect products K3.6 the company's requirements and quality standards for storage K3.7 the information colleagues need to be able to use the storage system effectively K3.8 company policy and procedures for protecting goods that are at risk of damage or deterioration K3.9 the company's systems and procedures for moving and storing stock		

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Element 1: Organise staff to receive and check incoming deliveries in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 gather enough competent staff and brief them well enough before deliveries are received						
P1.2 make sure that the area for receiving goods is prepared and that you have enough storage space for the delivery						
P1.3 check that deliveries are unloaded safely and securely						
P1.4 make sure that goods are promptly checked against requirements						
P1.5 make sure that delivery records are complete and accurate and processed promptly						
P1.6 use delivery records to check that each supplier has met your company's service needs						
P1.7 spot problems with deliveries and sort them out properly						

Element 2: Organise and maintain storage facilities in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 organise storage facilities to take account of day-to-day work, safety requirements and the need to keep goods secure and in a saleable condition						
P2.2 give staff accurate, up-to-date information and suitable training so they can use the storage system securely, safely and in line with relevant legal requirements						
P2.3 give staff clear roles and responsibilities for storing and moving goods and check they understand these roles and responsibilities						
P2.4 develop and update plans to cope with unforeseen storage problems						
P2.5 check regularly that staff are storing and moving goods competently, safely, securely and in line with relevant legal requirements						
P2.6 keep complete, accurate and up-to-date stock records that can be found easily by everyone who needs them						

Additional evidence (if applicable):

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Element 3: Check the storage and care of stock in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.1 keep up a routine for checking storage facilities and stock						
P3.2 carry out spot checks of storage facilities and stock at suitable intervals						
P3.3 make sure staff have the information and training they need to spot stock that is out of date or at risk of deteriorating, and to deal with it in line with legal and company requirements						
P3.4 check the storage and movement of stock to make sure that stock is reaching the shop floor as it is needed						
P3.5 evaluate the storage, care and movement of stock and find ways of running storage and movement systems more profitably						

Additional evidence (if applicable):

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Unit 8: **Audit stock levels and stock inventories in a retail environment**

Unit code: B.15

Unit credit: 6

Unit level: 7

Introduction

This unit involves organising an audit, managing the audit team and preparing an audit report. The audit team may consist of people who don't normally work together, and you need not necessarily be a team leader in your day-to-day work.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Put an audit programme into practice in a retail environment - you need to know and understand:		
K1.1 why it is important to audit levels of stock inventories K1.2 how often you need to carry out audits K1.3 the information held in the stock inventory and how to access it K1.4 how to interpret information and correct mistakes in the stock inventory K1.5 the types of situation that can make it difficult to carry out an effective audit in the time available, and how to prevent them K1.6 the resources you need to be able to carry out an audit K1.7 when and how to tell colleagues that an audit is to take place, and how it is likely to affect colleagues' work K1.8 how to choose people to help you with the audit and give them responsibilities K1.9 how to explain to your audit team what their responsibilities are during the audit and how you want these responsibilities to be carried out K1.10 how to check on the progress of the audit		
2. Report the findings of a retail stock audit - you need to know and understand:		
K2.1 how to organise audit findings so that problems can be easily identified K2.2 methods for spotting problems in audit findings K2.3 the types of problem that can happen and how to sort them out K2.4 the layout needed for the audit report K2.5 who needs to see the report K2.6 how to distribute the report so that each person receives it on time		

Additional evidence (if applicable):

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Element 1: Put an audit programme into practice in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 find out and make sure you understand when to carry out an audit, why it is needed, what it should cover and who needs the audit report						
P1.2 find out how the report should be laid out and the level of detail needed						
P1.3 find out what resources are available to carry out the audit						
P1.4 spot any problems that are likely to prevent you from carrying out the audit effectively in the time available, and sort them out before you start the audit						
P1.5 choose staff to help with the audit, check their availability and give responsibilities to each of them						
P1.6 brief your audit team so that they know what their responsibilities are during the audit, and how to carry out those responsibilities						
P1.7 plan the work of the audit team so you make sure it is accurate and will cause as little disruption as possible to normal work						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.8 check on the audit team's progress at suitable intervals and help them to sort out any problems they may be having in completing the audit						

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Element 2: Report the findings of a retail stock audit

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 organise your findings so that you can easily spot any problems						
P2.2 spot problems and note them clearly for investigation						
P2.3 work out which problems are most important and should be investigated first						
P2.4 investigate problems methodically and sort them out as far as you can within the scope of the audit and with the resources available						
P2.5 prepare your final report in the layout needed and include comments on any problems which still exist						
P2.6 give or send your report to the people who need to see it, so that each person receives it on time						

Additional evidence (if applicable):

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	S = OUTCOME FROM SIMULATION, WHERE PERMITTED BY THE ASSESSMENT STRATEGY	RPL = EVIDENCE OF RECOGNITION OF PRIOR LEARNING

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Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Countersigning internal verifier (if applicable): _____ Date: _____

Unit 9: Monitor and help improve food safety in a retail environment

Unit code: B.22

Unit credit: 12

Unit level: 6

Introduction

This unit is for you if you supervise staff who handle or prepare wrapped or unwrapped food, including food subject to temperature control. The unit is firstly about monitoring food safety in line with your company's food safety procedures. Secondly, the unit is about making a contribution to continuously improving food safety in your work area.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit you need to know and understand:		
K1.1 what the relevant food safety management principles are and why it is important to follow them K1.2 what critical control points, control points, critical limits and relevant variance are K1.3 why it is important to monitor critical control points and control points, and how to do so K1.4 your responsibilities under your organisation's food safety procedures, including the critical control points relating to your work activity K1.5 how to communicate responsibilities for food safety procedures to staff and make sure they understand these K1.6 how to make sure staff receive appropriate training to meet their food safety responsibilities K1.7 the impact of variance at critical control points and control points on food safety, public health and your organisation K1.8 the type and frequency of checks that you should perform to control food safety within your work activities, and how to obtain verification of those checks K1.9 the reporting procedures when control measures fail K1.10 the records required for controlling food safety and how to maintain them K1.11 how traceability works and why it is important to food safety K1.12 types and methods of corrective action to reduce, control or eliminate food safety hazards K1.13 why it is important to have food safety procedures in place K1.14 what continuous improvement is and why it is important to contribute to the improvement process		

Additional evidence (if applicable):

COLUMN KEY:	O = DIRECT OBSERVATION OF THE LEARNER’S PERFORMANCE BY THEIR ASSESSOR	PD = PROFESSIONAL DISCUSSION
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Countersigning internal verifier (if applicable): _____ Date: _____

Element 2: Monitor food safety at critical control points

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 identify and monitor critical control points, which means you: • identify relevant food safety control measures • allocate and supervise food safety responsibilities • identify and meet staff training needs • complete all specified operational controls and checks at the set time frequency • keep accurate and complete records of checks • obtain verification for completed checks, following set procedures						
P1.2 troubleshoot, which means you: • take suitable corrective action with the appropriate degree of urgency when control measures fail • report to the appropriate person any procedures that are out of line with critical limits • seek expert advice and support for matters outside your own level of authority or expertise						

Additional evidence (if applicable):

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Countersigning internal verifier (if applicable): _____ Date: _____

Element 2: Contribute to continuous improvement of food safety

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 highlight areas for improvement, which means you: • identify and report any factors or issues that arise in your work activities which may affect the safety of food • identify and report any factors or issues within the environment, supplies or product which may affect the safety of food						
P2.2 contribute to improving food safety, which means you: • contribute to team meetings with ideas and suggestions to improve procedures or processes • contribute to introducing new procedures and/or reviewing existing ones in order to improve food safety						
P2.3 interpret and use food safety management procedures, which means you: • check that you understand and can use any new control measures that are introduced relating to food safety						

Additional evidence (if applicable):

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Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Unit 10:	Source required goods and services in a retail environment
Unit code:	B.16
Unit credit:	10
Unit level:	7

Introduction

This unit is suitable for you if you order stock for a small, independent store and you are responsible for choosing the store's suppliers as well as ordering stock directly from them. The unit involves working out what needs replenishing and choosing which suppliers to use. It also involves ordering stock, checking that the right stock is delivered on time, and evaluating supplier's performance.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Choose suppliers and order stock for retail sale - you need to know and understand K1.1 the types of goods the company normally needs K1.2 how to use the stock records to find out what needs to be ordered K1.3 the suppliers currently being used K1.4 the suppliers who have been used in the past and why they are no longer being used K1.5 how to find possible new suppliers and check whether they are suitable K1.6 company policy for choosing suppliers, including relevant aspects of your company's sustainability policy K1.7 what makes a legally binding contract K1.8 why you need to check suppliers' terms and conditions K1.9 company procedures for placing orders K1.10 company procedures for keeping records of orders		
2. Check and evaluate the performance of suppliers of stock for retail sale - you need to know and understand: K2.1 company systems and procedures for returning goods K2.2 the company's legal rights as a buyer K2.3 company policy for paying creditors, and who to consult in the accounts department if a supplier suspends the account		

Knowledge	Type of evidence	Date
K2.4 the records your company keeps about suppliers' performance and how to find and use them K2.5 who in your company can comment on the quality and delivery time of goods or services received, and when and how to ask for their comments K2.6 how to complain to suppliers K2.7 how to respond positively when colleagues complain to you about the speed or quality of suppliers' performance		

Additional evidence (if applicable):

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Countersigning internal verifier (if applicable): _____ Date: _____

Element 1: Choose suppliers and order stock for retail sale

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 check the stock records at suitable intervals and spot which stock needs replenishing						
P1.2 follow a suitable routine for asking colleagues if they expect to have any special orders						
P1.3 compare purchase requisitions to spot items you can order together						
P1.4 use the purchasing records to find out who the regular suppliers have been, if any						
P1.5 choose suitable suppliers to use, taking account of stock availability, prices, delivery times and the extent to which the supplier's practices are compatible with your company's sustainability policy						
P1.6 order items accurately, promptly and from suitable suppliers						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.7 accurately work out the total cost of an order						
P1.8 keep complete, accurate and up-to-date purchasing records						
P1.9 store purchasing records so that they can be easily found by the people who need them						

Additional evidence (if applicable):

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Element 2: Check and evaluate the performance of suppliers of stock for retail sale

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 promptly match deliveries with orders so you can spot overdue items						
P2.2 spot items which are overdue and promptly contact the supplier about them						
P2.3 tell colleagues promptly if their orders will not be fulfilled on time and tell them what choices they have						
P2.4 follow procedures for returning goods and getting them replaced						
P2.5 check the quality, price and times of deliveries against the company's requirements						
P2.6 ask colleagues for comments about the quality and delivery times of items received from suppliers						
P2.7 provide accurate comments to suppliers on the level of service they provide						

Additional evidence (if applicable):

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Unit 11: **Maintain the availability of goods for sale to customers in a retail environment**

Unit code: C.13

Unit credit: 11

Unit level: 6

Introduction

This unit is for team leaders responsible for organising and monitoring the display of goods. Firstly, the unit is about briefing colleagues about display requirements and supervising the assembly of displays. Secondly, the unit is about assessing the effectiveness of displays prepared by colleagues under your supervision. The third aspect of the unit is concerned with keeping stock replenished and accurately priced, and making suggestions for improving displays. You do not need specialist visual merchandising skills for this unit.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Organise staff to display goods for retail sale - you need to know and understand: K1.1 how different types of display help the store to reach its sales targets K1.2 how you can position information so that it helps to promote sales K1.3 how the layout of the selling area affects sales K1.4 the legal requirements for pricing goods for sales K1.5 the company's standards for putting displays together, including standards for cleaning and preparation K1.6 how to work out what type and quantity of resources you need to set up displays K1.7 how to brief staff in a way that encourages their involvement K1.8 how to check the work of staff preparing and putting displays together and how to give feedback to staff on their performance K1.9 the security, health and safety requirements and procedures relating to displaying goods K1.10 the customer's legal rights and the company's legal duties and responsibilities in relation to the display of goods including descriptions of goods K1.11 how to check that the information in displays is accurate and legal K1.12 how to use different price marking methods and technologies		

Knowledge	Type of evidence	Date
2. Assess how effective displays are in a retail environment - you need to know and understand:		
K2.1 the standards you should apply when assessing how effective displays are K2.2 how to assess displays against the relevant standards K2.3 how to identify displays that are unsafe or not secure enough K2.4 how to correct displays that are unsafe or not secure enough K2.5 who can authorise changes in the display K2.6 how to involve staff in assessing and changing displays		
3. Keep products available and maintain their quality in a retail environment - you need to know and understand:		
K3.1 how to collect and record information about prices K3.2 how to check stock rotation and the quality of goods on display K3.3 what can happen to stock that is not stored correctly or renewed as needed K3.4 how to replenish and rotate stock and deal with sub-standard goods K3.5 how to check pricing and price marking, correct mistakes and change prices K3.6 why it is important to record price changes accurately		

Additional evidence (if applicable):

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Countersigning internal verifier (if applicable): _____ Date: _____

Element 1: Organise staff to display goods for retail sale

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 confirm the purpose of the display and any relevant requirements and standards and, where necessary, check them with the appropriate authority						
P1.2 clearly explain to staff the purpose of the display and any relevant requirements and standards						
P1.3 provide opportunities for staff to check they understand the requirements and standards of the display						
P1.4 check that staff prepare the display area and put the display together in a way that causes the least inconvenience to customers						
P1.5 provide constructive feedback to staff on their performance						
P1.6 check that the assembled display conforms to company requirements and standards						
P1.7 obtain permission from the appropriate authority to modify or change the display						

Performance criteria		Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
P1.8	monitor that information has been placed accurately and legally, and is chosen and positioned to promote sales effectively						
P1.9	keep complete, accurate and up-to-date records of displays						

Additional evidence (if applicable):

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Element 2: Assess how effective displays are in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 identify what standards the display should meet						
P2.2 check displays against all the relevant standards to decide how effective they are						
P2.3 encourage staff to make helpful comments and identify changes that may make the display more appealing to customers						
P2.4 ask the right person for permission to make any changes that you cannot authorise yourself						
P2.5 give staff clear instructions and encouragement so that they can make any changes needed to the display						
P2.6 take prompt and suitable action to deal with any risks to security or health and safety that your assessment has revealed						

Additional evidence (if applicable):

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Element 3: Keep products available and maintain their quality in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.1 collect and record accurate information on price changes						
P3.2 give accurate, up-to-date price information to the staff who need it						
P3.3 regularly check price marking and promptly sort out any pricing problems you spot						
P3.4 make sure that stock replenishment plans are up to date and realistic						
P3.5 deal with out-of-date or deteriorating stock in line with company policy and any relevant laws						
P3.6 involve staff in spotting potential improvements to the way stock is organised and presented						
P3.7 spot realistic and effective ways of improving how stock is organised and presented						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.8 get permission from the right person, where necessary, to improve the way stock is organised and presented						
P3.9 make sure that you maintain customer goodwill and staff morale while stock is being reorganised						

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Unit 12: **Plan, monitor and adjust staffing levels and schedules in a retail environment**

Unit code: E.12

Unit credit: 11

Unit level: 7

Introduction

This unit is about working out how many staff need to be on duty in the store to maintain the levels of customer service and profitability needed. You need to produce plans and schedules that take account of all the relevant factors and that are easy to understand and use. You also need to collect, analyse and evaluate information about progress towards work targets, and make justifiable recommendations for changes in staffing.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Plan staffing levels and prepare work schedules for a retail team - you need to know and understand:		
K1.1 why staffing plans are needed K1.2 relevant laws, company policy and contract terms and conditions which affect the hours that staff must work K1.3 the relationship between staffing plans and work targets K1.4 how to work out staffing requirements K1.5 how to produce and present staffing plans in a form suitable for the needs of the relevant people K1.6 how to schedule work so that you meet operational needs and take account of operational limits		
2. Monitor staffing levels and schedules against the work targets of a retail team - you need to know and understand:		
K2.1 how staffing levels and the way in which staff are used can affect the work that can be done K2.2 how to collect and evaluate information on staffing K2.3 how to adjust staffing levels and schedules K2.4 the factors, other than staffing, that may affect progress towards work targets, and the effect these are likely to have K2.5 how to justify assessments of effectiveness K2.6 how your manner and behaviour when presenting the results of assessments is likely to influence staff's response to them		

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Countersigning internal verifier (if applicable): _____ Date: _____

Element 1: Plan staffing levels and prepare work schedules for a retail team

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 produce staffing plans and schedules that cover all operational needs and take account of operational limits						
P1.2 produce staffing plans and schedules that include accurate numbers and realistic levels of skill, work allocation, places where people will work and start and finish times						
P1.3 schedule hours of work that keep to relevant laws, company policy and contracts of employment						
P1.4 produce plans that are easy for the relevant people to understand and use						
P1.5 include realistic emergency plans to cope with abnormal situations						

Additional evidence (if applicable):

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Element 2: Monitor staffing levels and schedules against the work targets of a retail team

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 collect and organise enough information about the staff available and the work they are doing						
P2.2 assess realistically whether you have enough staff for the targets you need to achieve						
P2.3 find out what progress is being made towards achieving your work targets						
P2.4 use the information about staffing and progress towards targets to make realistic and justifiable assessments of how effective staff are						
P2.5 adjust staffing levels and schedules so that you can meet targets						
P2.6 clearly and promptly recommend changes in staffing to your manager						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.7 promptly pass on the results of assessments to the people who need them						
P2.8 use the results of assessments to encourage staff to reach their targets						

Additional evidence (if applicable):

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Candidate signature: _____ Date: _____

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Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Unit 13:	Evaluate the receipt of payments from customers
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Unit code:	C.16
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Unit credit:	9
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Unit level:	6
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Introduction

This unit is about evaluating the way payments are processed by staff at point of sale. Firstly, it involves spotting any problems with the way payments are processed and sorting these out promptly. Secondly, the unit involves monitoring that staff are following the company's takings practices and procedures.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Evaluate takings practices and procedures in a retail environment - you need to know and understand: K1.1 the aims that takings practices and procedures are designed to achieve K1.2 how the way that payment transaction procedures are carried out can affect customer goodwill K1.3 the company's takings procedures, including safety and security arrangements K1.4 the control systems available and the information they provide K1.5 how to collect and interpret information about takings K1.6 how to check takings practices and procedures K1.7 types of problems with takings you need to look for K1.8 how to sort out problems with takings K1.9 the limits of your authority for resolving problems with takings K1.10 how to report your findings on takings practices and procedures		
2. Monitor takings practices and processes at the cash point in a retail environment - you need to know and understand: K2.1 methods of payment that are accepted in your store K2.2 how to check that cash points are being correctly set up and operated K2.3 the problems that can arise in routine cash point operations and transactions, and how to sort them out K2.4 the company's approved procedures for handling cash and cash equivalents, and how to follow these efficiently		

Knowledge	Type of evidence	Date
K2.5 the types of refund and payment which need your authorisation, and the procedures for authorising these K2.6 the company's cash point security procedures K2.7 how to plan to cope with unexpected problems at the cash point		

Additional evidence (if applicable):

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 1: Evaluate takings practices and procedures in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 check that staff carry out takings practices and procedures in line with company requirements						
P1.2 spot and promptly sort out any problems with takings practices and procedures						
P1.3 check payment processes and transaction procedures to make sure they maintain and promote customer goodwill						
P1.4 check at suitable times that review and control systems are providing up-to-date and accurate information						
P1.5 promptly sort out any identified problems, or refer them promptly to the right person when problems are beyond your responsibility to sort out						

Element 2: Monitor takings practices and processes at the cash point in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 check at suitable times that staff are setting up and operating cash points correctly						
P2.2 look into and promptly sort out any problems with routine cash point operations and transactions						
P2.3 check that staff are handling cash and cash equivalents efficiently and in line with approved procedures						
P2.4 authorise refunds and payments promptly and in line with company procedures						
P2.5 correctly follow cash point security procedures						
P2.6 develop effective plans to cope with unexpected problems at the cash point						

Additional evidence (if applicable):

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Countersigning assessor signature (if applicable): _____ Date: _____

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Unit 14: Cash up in a retail store

Unit code: C.46

Unit credit: 2

Unit level: 5

Introduction

This unit is about your responsibility for cashing up one or more tills. This includes identifying and dealing with overages and shortages. It is very important that you keep cash and cash equivalents secure when cashing up.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit you need to know and understand:		
K1.1 company routines and procedures for cashing up		
K1.2 how to check for any overages and shortages		
K1.3 the reasons why overages and shortages occur		
K1.4 the level of your authority to deal with overages and shortages		
K1.5 who to contact regarding those discrepancies you cannot deal with yourself		
K1.6 company procedures for keeping cash, cash equivalents and yourself secure throughout the cashing-up process		
K1.7 what equipment to use for cashing up and how to use it safely, effectively and efficiently		

Additional evidence (if applicable):

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Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 1: Cash up in a retail store

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 cash up in line with company routines and procedures						
P1.2 identify till overages and shortages and deal with these in line with company procedures and within the limits of your authority						
P1.3 where you are not authorised to resolve problems with overages and shortages yourself, report these promptly to the right						
P1.4 follow company procedures for keeping cash, cash equivalents and yourself secure throughout the cashing-up process						
P1.5 use cashing-up equipment safely, effectively and efficiently						

Additional evidence (if applicable):

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I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Unit 15: Monitor and support secure till use during trading hours

Unit code: E.21

Unit credit: 3

Unit level: 6

Introduction

This unit is about your responsibility for maintaining the secure use of the till during trading hours.

The unit refers to a single till and service area, but you should take this to mean all the tills and service areas you are responsible for at any one time.

You contribute to keeping cash, staff and data secure, both by monitoring the service area and carrying out transactions and adjustments within the limits of your authority. You do this during trading hours, so you need to ensure that customers are not kept waiting any longer than necessary and that you project a positive image of your company at all times.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit you need to know and understand:		
K1.1 the till and service area for which you are responsible K1.2 why it is important to keep personal data confidential K1.3 the data security risks which can arise at the till and how to minimise these K1.4 the types of till transactions and adjustments you are authorised to carry out K1.5 how to carry out the till transactions and adjustments for which you are responsible K1.6 who can authorise a transaction that is outside your level of authority, and how to contact that person K1.7 how to top up the change in the till, including company procedures for keeping cash and yourself secure in the process K1.8 how to monitor the till and service area whilst completing your other tasks K1.9 who is authorised to draw cash and cash equivalents from the till during trading hours		

Additional evidence (if applicable):

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Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 1: Monitor and support secure till use during trading hours

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 during trading hours, check the till and service area often enough to ensure that personal data is kept confidential						
P1.2 authorise till transactions and adjustments within the limits of your authority and in line with company procedures for: - customer service - security - stock control						
P1.3 refer till transactions and adjustments promptly to the right person when you cannot authorise these yourself						
P1.4 top up the change in the till in a timely fashion and in line with company security procedures						
P1.5 check the authorisation of anyone who draws cash or cash equivalents from the till during trading hours						
P1.6 prioritise your tasks so as to minimise customer waiting times and queue size						

Additional evidence (if applicable):

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Unit 16:	Monitor and evaluate the quality of service provided to your customers by external suppliers
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Unit code:	E.17
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Unit credit:	9
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Unit level:	6
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Introduction

This unit involves monitoring the service provided by external suppliers your store places customer orders with. This involves checking the progress of orders, keeping customers informed and getting customer feedback about the service provided. The unit is also about using customer feedback to decide how the service provided by external suppliers could be improved, and encouraging suppliers to make improvements.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Monitor the quality of customer service provided by external suppliers to your retail customers - you need to know and understand: K1.1 which services external suppliers are giving your customers K1.2 the records you need to keep, including those the company needs K1.3 how to get feedback from customers K1.4 how to find out what is making customers dissatisfied K1.5 how to deal with dissatisfied customers in ways that promote goodwill and future sales		
2. Evaluate and improve external suppliers' service to your retail customers - you need to know and understand: K2.1 what the level of customer satisfaction is with individual suppliers K2.2 how to evaluate the quality of service given to customers K2.3 typical problems with services provided by external suppliers K2.4 how to present evaluations and suggestions to suppliers K2.5 what you can do when suppliers refuse to improve the quality of service		

Additional evidence (if applicable):

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Countersigning internal verifier (if applicable): _____ Date: _____

Element 1: Monitor the quality of customer service provided by external suppliers to your retail customers

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 keep accurate and up-to-date records of the customer orders sent from your store to external suppliers						
P1.2 regularly check the progress of orders to identify any difficulties or delays in dealing with them						
P1.3 when service is delayed, get an explanation and tell your customer promptly and accurately what is happening						
P1.4 accurately identify whether your customer is satisfied with the ordering service provided						
P1.5 identify and accurately note any customer dissatisfaction with the ordering service and the causes of this						
P1.6 tactfully explain when the problem is your customer's responsibility						
P1.7 clearly and accurately explain your customer's rights when the cause of the problem lies with the external supplier						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.8 regularly collect and accurately report, to those who need to know, feedback on the quality of suppliers' service						

Additional evidence (if applicable):

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Element 2: Evaluate and improve external suppliers' service to your retail customers

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 assess information fairly to identify external suppliers' overall quality of service to customers						
P2.2 make evaluations which are consistent with the weight of evidence you have						
P2.3 use evaluations to develop realistic and cost-effective improvements to customer service						
P2.4 present the results of evaluations and suggestions for improvement clearly to external suppliers						
P2.5 invite external suppliers to suggest improvements they can make						
P2.6 accurately note, and report to your manager, agreements to improve customer service						
P2.7 make an accurate report to your manager, together with your recommendations for action, if suppliers do not improve service						

Additional evidence (if applicable):

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Unit 17: Organise the delivery of reliable customer service

Unit code: D.13

Unit credit: 6

Unit level: 6

Introduction

This unit is about how you deliver and maintain excellent and reliable customer service. Your role may or may not involve supervisory or management responsibilities but you are expected to take some responsibility for the resources and systems you use which support the service that you give. In your job you must be alert to customer reactions and know how they can be used to improve the service that you give. In addition, customer service information must be recorded to support reliable service.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole of this unit you need to know and understand:		
K1.1 organisational procedures for unexpected situations and your role within them		
K1.2 resource implications in times of staff sickness and holiday periods and your responsibility at these times		
K1.3 the importance of having reliable and fast information for your customers and your organisation		
K1.4 organisational procedures and systems for delivering customer service		
K1.5 how to identify useful customer feedback and how to decide which feedback should be acted on		
K1.6 how to communicate feedback from customers to others		
K1.7 organisational procedures and systems for recording, storing, retrieving and supplying customer service information		
K1.8 legal and regulatory requirements regarding the storage of data		

Additional evidence (if applicable):

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Countersigning assessor signature (if applicable): _____ Date: _____

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Countersigning internal verifier (if applicable): _____ Date: _____

Element 1: Plan and organise the delivery of reliable customer service

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 plan, prepare and organise everything you need to deliver services or products to different types of customers						
P1.2 organise what you do to ensure that you are consistently able to give prompt attention to your customers						
P1.3 reorganise your work to respond to unexpected additional workloads						

Additional evidence (if applicable):

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Countersigning assessor signature (if applicable): _____ Date: _____

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Countersigning internal verifier (if applicable): _____ Date: _____

Element 2: Review and maintain customer service delivery

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 maintain service delivery during very busy periods and unusually quiet periods						
P2.2 maintain service delivery when systems, people or resources have let you down						
P2.3 consistently meet your customers' expectations						
P2.4 balance the time you take with your customers with the demands of other customers seeking your attention						
P2.5 respond appropriately to your customers when they make comments about the products or services you are offering						
P2.6 alert others to repeated comments made by your customers						
P2.7 take action to improve the reliability of your service based on customer comments						
P2.8 monitor the action you have taken to identify improvements in the service you give to your customers						

Additional evidence (if applicable):

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I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 3: Use recording systems to maintain reliable customer service

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.1 record and store customer service information accurately following organisational guidelines						
P3.2 select and retrieve customer service information that is relevant, sufficient and in an appropriate format						
P3.3 quickly locate information that will help solve a customer's query						
P3.4 supply accurate customer service information to others using the most appropriate method of communication						

Additional evidence (if applicable):

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Unit 18: **Improve the customer relationship**

Unit code: D.14

Unit credit: 7

Unit level: 6

Introduction

To improve relationships with your customers you need to deliver consistent and reliable customer service. In addition, customers need to feel that you genuinely want to give them high levels of service and that you make every possible effort to meet or exceed their expectations. This encourages loyalty from external customers or longer-term service partnerships with internal customers. You need to be proactive in your dealings with your customers and to respond professionally in all situations. You need to negotiate between your customers and your organisation or department in order to find some way of meeting your customers' expectations. In addition you need to make extra efforts to delight your customers by exceeding their customer service expectations.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge		Type of evidence	Date
For the whole unit you need to know and understand:			
K1.1	how to make best use of the method of communication chosen for dealing with your customers		
K1.2	how to negotiate effectively with your customers		
K1.3	how to assess the costs and benefits to your customer and your organisation of any unusual agreement you make		
K1.4	the importance of customer loyalty and/or improved internal customer relationships to your organisation		

Additional evidence (if applicable):

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Element 1: Improve communication with your customers

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 select and use the best method of communication to meet your customers' expectations						
P1.2 take the initiative to contact your customers to update them when things are not going to plan or when you require further information						
P1.3 adapt your communication to respond to individual customers' feelings						

Additional evidence (if applicable):

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Element 2: Balance the needs of your customer and your organisation

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 meet your customers' expectations within your organisation's service offer						
P2.2 explain the reasons to your customers sensitively and positively when their expectations cannot be met						
P2.3 identify alternative solutions for your customers either within or outside the organisation						
P2.4 identify the costs and benefits of these solutions to your organisation and to your customers						
P2.5 negotiate and agree solutions with your customers which satisfy them and are acceptable to your organisation						
P2.6 take action to satisfy your customers with the agreed solution when balancing their needs with those of your organisation						

Additional evidence (if applicable):

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Element 3: Exceed customer expectations to develop the relationship

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.1 make extra efforts to improve your relationship with your customers						
P3.2 recognise opportunities to exceed your customers' expectations						
P3.3 take action to exceed your customers' expectations within the limits of your own authority						
P3.4 gain the help and support of others to exceed your customers' expectations						

Additional evidence (if applicable):

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Unit 19: Work with others to improve customer service

Unit code: D.15

Unit credit: 8

Unit level: 6

Introduction

Teamwork is a key component of delivering and improving excellent customer service. The people you work with to improve customer service may include one or more of the following: team members, colleagues, suppliers, service partners, supervisors, managers, team leaders. The delivery of excellent customer service depends on your skills and those of others. It involves communicating with each other and agreeing how you can work together to give a more effective service. You need to work together positively. You must also monitor your own and the team's performance and change the way you do things if that improves customer service. This unit is about how you develop a relationship with others to improve your customer service performance.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge		Type of evidence	Date
For the whole unit you need to know and understand:			
K1.1	who else is involved either directly or indirectly in the delivery of customer service		
K1.2	the roles and responsibilities of others in your organisation		
K1.3	the roles of others outside your organisation who have an impact on your services or products		
K1.4	what the goals or targets of your organisation are in relation to customer service and how these are set		
K1.5	how your organisation identifies improvements in customer service		

Additional evidence (if applicable):

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Element 1: Improve customer service by working with others

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 contribute constructive ideas for improving customer service						
P1.2 identify what you have to do to improve customer service and confirm this with others						
P1.3 agree with others what they have to do to improve customer service						
P1.4 cooperate with others to improve customer service						
P1.5 keep your commitments made to others						
P1.6 make others aware of anything that may affect plans to improve customer service						

Additional evidence (if applicable):

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Element 2: Monitor your own performance when improving customer service

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 discuss with others how what you do affects customer service performance						
P2.2 identify how the way you work with others contributes towards improving customer service						

Additional evidence (if applicable):

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Element 3: Monitor team performance when improving customer service

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.1 discuss with others how teamwork affects customer service performance						
P3.2 work with others to collect information on team customer service performance						
P3.3 identify with others how customer service teamwork could be improved						
P3.4 take action with others to improve customer service performance						

Additional evidence (if applicable):

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Unit 20: Monitor and solve customer service problems

Unit code: D.16

Unit credit: 6

Unit level: 6

Introduction

Your job involves delivering and organising excellent customer service. However good the service provided, some of your customers will experience problems and you will spot and solve other problems before your customers even know about them. This unit is about the part of your job that involves solving immediate customer service problems. It is also about changing systems to avoid repeated customer service problems. Remember that some customers judge the quality of your customer service by the way that you solve customer service problems. You can impress customers and build customer loyalty by sorting out those problems efficiently and effectively. Sometimes a customer service problem presents an opportunity to impress a customer in a way that would not have been possible if everything had gone smoothly.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit you need to know and understand:		
K1.1 organisational procedures and systems for dealing with customer service problems K1.2 organisational procedures and systems for identifying repeated customer service problems K1.3 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 K1.4 how to negotiate with and reassure customers while their problems are being solved		

Additional evidence (if applicable):

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Element 1: Solve immediate customer service problems

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 respond positively to customer service problems following organisational guidelines						
P1.2 solve customer service problems when you have sufficient authority						
P1.3 work with others to solve customer service problems						
P1.4 keep customers informed of the actions being taken						
P1.5 check with customers that they are comfortable with the actions being taken						
P1.6 solve problems with service systems and procedures that might affect customers before they become aware of them						
P1.7 inform managers and colleagues of the steps taken to solve specific problems						

Additional evidence (if applicable):

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Element 2: Identify repeated customer service problems and options for solving them

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 identify repeated customer service problems						
P2.2 identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option						
P2.3 work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of your organisation						

Additional evidence (if applicable):

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Element 3: Take action to avoid the repetition of customer service problems

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.1 obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated						
P3.2 action your agreed solution						
P3.3 keep your customers informed in a positive and clear manner of steps being taken to solve any service problems						
P3.4 monitor the changes you have made and adjust them if appropriate						

Additional evidence (if applicable):

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Unit 21:	Promote continuous improvement
Unit code:	D.17
Unit credit:	7
Unit level:	7

Introduction

This unit covers the key competence of the customer service professional. You must be dedicated to the continuous improvement of customer service and this involves organising changes in the way customer service is delivered over and over again. You need to identify potential changes, think through their consequences and make them work. Above all, this unit covers the competence of organising and seeing through change that is sustainable and is in the spirit of continuous improvement in customer service.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole of this unit you need to know and understand:		
K1.1 how service improvements in your area affect the balance between overall customer satisfaction, the costs of providing service and regulatory requirements		
K1.2 how customer experience is influenced by the way service is delivered		
K1.3 how to collect, analyse and present customer feedback		
K1.4 how to make a business case to others to bring about change in the products or services you offer		

Additional evidence (if applicable):

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Element 1: Plan improvements in customer service based on customer feedback

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 gather feedback from customers that will help to identify opportunities for customer service improvement						
P1.2 analyse and interpret feedback to identify opportunities for customer service improvements and propose changes						
P1.3 discuss with others the potential effects of any proposed changes for your customers and your organisation						
P1.4 negotiate changes in customer service systems and improvements with somebody with sufficient authority to approve trial or full implementation of the change						

Additional evidence (if applicable):

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Element 2: Implement changes in customer service

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 organise the implementation of authorised changes						
P2.2 implement the changes following organisational guidelines						
P2.3 inform people inside and outside your organisation who need to know of the changes being made and the reasons for them						
P2.4 monitor early reactions to changes and make appropriate fine-tuning adjustments						

Additional evidence (if applicable):

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Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Element 3: Review changes to promote continuous improvement

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P3.1 collect and record feedback on the effects of changes						
P3.2 analyse and interpret feedback and share your findings on the effects of changes with others						
P3.3 summarise the advantages and disadvantages of the changes						
P3.4 use your analysis and interpretation of changes to identify opportunities for further improvement						
P3.5 present these opportunities to somebody with sufficient authority to make them happen						

Additional evidence (if applicable):

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Unit 22: Help to monitor and maintain the security of the retail unit

Unit code: E.11

Unit credit: 11

Unit level: 6

Introduction

This unit is about two aspects of your responsibility for keeping the store secure. Firstly, it is about monitoring and maintaining the security of people, property, premises and cash as part of your daily routine. As well as personally checking the security of the work area and sorting out any problems you identify, you need to make sure that staff are clear about their own responsibilities for maintaining security and that they understand the security procedures they must follow.

The second part of the unit is about your responsibility for monitoring levels of stock, equipment, cash and cash equivalents and identifying and investigating any losses. It also involves drawing conclusions about how wastage and losses can be prevented in future, taking preventive measures and training staff to help reduce wastage and losses as far as possible.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Put procedures into practice to maintain security in a retail environment - you need to know and understand: K1.1 the security procedures to put into practice when opening, operating and closing your retail unit K1.2 the security threats most likely to happen in a retail unit K1.3 the company's policies for responsibility for security K1.4 different methods of briefing staff about security arrangements, and when it is appropriate to use each method K1.5 who has authority to stop and search staff and customers and how to contact the relevant authorities		
2. Monitor and investigate losses in a retail environment - you need to know and understand: K2.1 the company's security policy and procedures K2.2 procedures for identifying and recording losses K2.3 the company's investigation procedures and its definition of unacceptable losses K2.4 how unacceptable losses are likely to happen in a retail unit K2.5 items most likely to be at risk in the retail unit K2.6 the purpose of loss-control and stock-taking systems K2.7 different strategies for preventing wastage and loss and when to use each one K2.8 how to check loss evaluations		

Additional evidence (if applicable):

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Element 1: Put procedures into practice to maintain security in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 monitor the work area often enough to identify possible problems with security						
P1.2 identify problems with security and deal with them promptly, legally and in line with company requirements						
P1.3 brief and update staff clearly and often enough about security procedures and their responsibilities for maintaining security						

Additional evidence (if applicable):

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Element 2: Monitor and investigate losses in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 monitor levels of stock, equipment, cash and cash equivalents thoroughly and often enough, using methods that are consistent with security policy and procedures						
P2.2 identify losses, record them accurately and investigate their causes promptly						
P2.3 identify and investigate ways of preventing wastage and loss and put them into practice						
P2.4 evaluate loss control thoroughly and accurately, using valid and reliable information						
P2.5 explain clearly to staff the nature and extent of wastage and losses, the problems caused by wastage and losses and how staff can help to reduce wastage and losses						

Additional evidence (if applicable):

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Unit 23:	Monitor and maintain health and safety in a retail environment
Unit code:	E.18
Unit credit:	13
Unit level:	6

Introduction

This unit is about your responsibility for helping to monitor and safeguard health and safety in your store. Firstly, it involves carrying out day-to-day monitoring, specific regular checks and planned assessments. You need to keep written records of the health and safety assessments you carry out. You also need to train staff to help protect health and safety.

Secondly, the unit is about taking charge of accidents and emergencies. This includes contacting the emergency services, setting off alarms, beginning and supervising evacuation, and reducing further injury or damage as far as possible until specialist help arrives.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
1. Assess and control risks to health and safety in a retail environment - you need to know and understand:		
K1.1 your rights, duties and responsibilities under current legislation relating to: • 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 K1.2 the company's procedures for managing health and safety incidents, including the type and frequency of safety checks to be carried out K1.3 where to get information and advice about health and safety laws, policy and procedures K1.4 who to report assessment results and risks to K1.5 what safety equipment and protective clothing is available and the instructions for using this K1.6 how to identify and control different dangers K1.7 why you need to assess risks and how to do this K1.8 how to communicate effectively to control risks		

Knowledge	Type of evidence	Date
2. Put accident and emergency procedures into practice in a retail environment - you need to know and understand:		
K2.1 how you are likely to react when accidents and emergencies happen, and how to stay calm in these situations K2.2 different methods of containing and controlling threatening and violent behaviour and how to decide which method to use K2.3 who is responsible for protecting your retail unit, controlling dangers and managing incidents, and how to contact them K2.4 how to set the alarm systems off K2.5 your responsibilities when the workplace needs to be evacuated K2.6 the escape routes from your retail unit and how to access them safely		

Additional evidence (if applicable):

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Element 1: Assess and control risks to health and safety in a retail environment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.1 monitor the working area continually to make sure it is clean and free from dangers						
P1.2 when you cannot control a danger, get advice immediately from the appropriate authority						
P1.3 give staff training, instructions and information to allow them to do their work safely						
P1.4 check accurately and often enough that staff are using protective equipment according to the instructions they have been given						
P1.5 regularly and accurately carry out health, safety and maintenance checks in line with legal and company requirements						
P1.6 carry out assessments which clearly and accurately identify significant dangers						
P1.7 where assessments identify risks, prioritise these in the order in which they should be dealt with						

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P1.8 review and update assessment procedures to take account of changes in factors affecting health and safety						
P1.9 record assessments accurately and make the records available to those who need them						

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Element 2: Put accident and emergency procedures into practice in a retail environment
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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Performance criteria	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:						
P2.1 act promptly and in line with company procedures to prevent injury and damage and to contain potential unsafe situations in the work area						
P2.2 immediately contact the people and services responsible for managing accidents and emergencies						
P2.3 use safety equipment in line with the manufacturer's guidelines						
P2.4 when you evacuate the building make sure that staff and customers leave immediately using approved escape routes, and that officials responding to requests for help are given access						
P2.5 identify threatening and violent behaviour, and act promptly to protect staff and customers and to isolate anyone acting violently or making threats						

Additional evidence (if applicable):

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