



National Unit Specification: general information

UNIT Retailing: Storing, Replenishing and Displaying Stock
(Intermediate 2)

CODE F33H 11

COURSE Retailing (Intermediate 2)

SUMMARY

This Unit has been designed as a mandatory Unit of the Intermediate 2 Retailing Course but can also be taken as a free-standing Unit.

This Unit focuses on providing candidates with the opportunity to learn about stock presentation, storage and replenishment, the legal requirements of pricing, and health and safety. In addition, candidates will have the opportunity to develop skills relating to working co-operatively with others, ability to follow instructions and planning and organising their work while undertaking this Unit.

On completion of the Unit candidates will be able to demonstrate knowledge and understanding of the importance of following health and safety procedures in retail and be able to handle stock in an appropriate way to ensure it is kept in optimum condition for sale.

OUTCOMES

- 1 Explain the importance of following health and safety procedures when handling stock.
- 2 Carry out a risk assessment for a specified task in a retail environment.
- 3 Assist in the storage and replenishment of stock.
- 4 Assist in setting up, stocking and dismantling a merchandise display, to a given brief.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

Administrative Information

Superclass: BC

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CREDIT VALUE

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Learning and Teaching Approaches for this Unit*.

National Unit Specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME 1

Explain the importance of following health and safety procedures when handling stock.

Performance Criteria

- (a) Identify the responsibilities placed on employers under the Health and Safety at Work Act, when arranging for stock to be moved.
- (b) Identify the responsibilities placed on employees under the Health and Safety at Work Act, when moving stock.
- (c) Explain the procedure for lifting and moving an item of stock.
- (d) Explain the procedure that must be followed if someone is injured while stock is being moved.

OUTCOME 2

Carry out a risk assessment for a specified task in a retail environment.

Performance Criteria

- (a) Identify the main hazards for the task.
- (b) Identify the associated risks to health and safety relating to the task.
- (c) Identify controls required to minimise risk when undertaking the task.

OUTCOME 3

Assist in the storage and replenishment of stock.

Performance Criteria

- (a) Place items correctly in the appropriate area.
- (b) Replenish stock in the selling area as required.
- (c) Check carefully that relevant security devices and procedures are in place.
- (d) Tidy working area, disposing of waste materials in an appropriate manner.
- (e) Comply with health and safety requirements at all times.

National Unit Specification: statement of standards (cont)

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OUTCOME 4

Assist in setting up, stocking and dismantling a merchandise display, to a given brief.

Performance Criteria

- (a) Apply the five 'Rs' to the brief.
- (b) Carry out quality checks to maintain the condition and quality of stock.
- (c) Ensure labelling and ticketing of stock is accurate.
- (d) Advise on corrective action when inaccurate pricing is found.
- (e) Comply with health and safety requirements at all times.

EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence must be produced to demonstrate that all Outcomes and Performance Criteria have been met.

Performance and Written and/or Oral evidence that covers all the Outcomes and performance criteria is required for this Unit.

- ◆ Practical activities for the assessment of this Unit should be carried out under supervision in a realistic working environment. They should provide opportunities to learn about and demonstrate good working practice and allow candidates to work with others.
- ◆ Written and/or Oral evidence is required that demonstrates knowledge and understanding of health and safety legislation, pricing and labelling legislation and care of stock.

Outcome 1 — Written and/or Oral Evidence

Written and/or Oral Evidence must be provided that the candidate can:

- ◆ identify the responsibilities placed on employers under the Health and Safety at Work Act, when arranging for stock to be moved
- ◆ identify the responsibilities placed on employees under the Health and Safety at Work Act, when moving stock
- ◆ explain the procedure for lifting and moving an item of stock
- ◆ explain the procedure that must be followed if someone is injured while stock is being moved

Evidence should be gathered under supervised, open-book conditions on a single occasion.

National Unit Specification: statement of standards (cont)

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Outcome 2 — Written and/or Oral Evidence

Candidates are required to carry out a risk assessment for a specified task in a retail environment. A completed record of the risk assessment must be retained as evidence that the candidate is able to:

- ◆ identify the main hazards for the specified task
- ◆ identify the associated risks to health and safety relating to the task
- ◆ identify the controls required to minimise risk when undertaking the task

The risk assessment should be carried out under supervision using open-book conditions.

Outcome 3 — Performance Evidence

Performance Evidence is required that demonstrates the candidate has on one occasion assisted in the storage and replenishment of stock by and is able to:

- ◆ place items correctly in the appropriate area
- ◆ replenish stock in the selling area as required
- ◆ check carefully that relevant security devices and procedures are in place
- ◆ tidy working area, disposing of waste materials in an appropriate manner
- ◆ comply with health and safety requirements at all times

An assessor observation checklist will be completed and retained as evidence.

Performance evidence should be gathered while the candidate completes one task that involves moving stock in a realistic working environment. An observation checklist should be completed by the assessor while the candidate carries out the specified task.

Outcome 4 — Written and/or Oral Evidence and Performance Evidence

Performance evidence is required that demonstrates that the candidate can:

- ◆ apply the five 'Rs' to the given brief
- ◆ carry out quality checks to maintain the condition and quality of stock
- ◆ ensure labelling and ticketing of stock is accurate
- ◆ comply with health and safety requirements at all times

The five 'Rs' of retailing relate to the retail mix and cover the right product, in the right place, at the right time, at the right price and in the right quantity.

Performance evidence will be gathered by the assessor using an observation checklist while the candidate assists fully in dismantling, setting up and stocking a merchandise display on one occasion.

National Unit Specification: statement of standards (cont)

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Written and/or Oral evidence is required that demonstrates that the candidate can:

- ◆ advise on corrective action when inaccurate pricing is found

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes questions and answers, a template for risk assessment and an assessor observation checklist. If a centre wishes to devise its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

UNIT Retailing: Storing, Replenishing and Displaying Stock (Intermediate 2)

This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

The Unit will introduce candidates to the everyday needs of retailing and should be undertaken in a realistic working environment.

The focus of this Unit is practical as it provides the opportunity for candidates to apply their knowledge during practical activities.

The five 'Rs' of retailing relate to the retail mix and cover the right product, in the right place, at the right time, at the right price and in the right quantity. This is a key aspect of this Unit and the principles of the retail mix should be emphasised when teaching this Unit.

Candidates must be given an induction in the area of health and safety when commencing this Unit. Particular reference should be made to handling regulations, and health and safety requirements relating to the specified tasks should be given prime importance at all times.

It is not envisaged that candidates will necessarily need to be involved in accepting goods from a delivery vehicle and so it is acceptable for them to assist in dealing with a delivery that may have been made when they were not present.

Through assisting with stock that has been delivered, candidates will learn about the care requirements of different stock items. They will also become familiar with those items that are demand lines, promotional lines and staple lines. The teacher/lecturer should ensure time is taken to discuss the differences between demand, promotional and staple lines.

Security devices are many and varied but could be as little as a strategically placed mirror or ensuring particular types of product are displayed next to a payment point that is staffed during trading hours.

In addition, the candidate must be able to relate to the importance of legal price ticketing and labelling.

National Unit Specification: support notes (cont)

UNIT Retailing: Storing, Replenishing and Displaying Stock (Intermediate 2)

Employability skills

Achievement of the following employability skills will be clearly identified as a result of the evidence generated through the assessment activities for this Unit:

- ◆ ability to follow instructions
- ◆ awareness of health and safety at work
- ◆ flexibility and adaptability
- ◆ planning and organisation skills
- ◆ problem solving
 - understanding roles and responsibilities in the workplace

In addition, depending on the nature of the practical activities undertaken, there may be opportunities for candidates to develop the following employability skills:

- ◆ efficient use of time and resources
- ◆ positive attitude to workplace and learning
- ◆ working co-operatively with others

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

This Unit is designed to offer practical and experiential learning opportunities to candidates.

Candidates will be able to demonstrate underpinning knowledge of health and safety and pricing while carrying out a number of activities such as correctly dealing with the storage of stock, stock replenishment and assisting in setting up a display. These will be set within a realistic working environment. Teachers/ lecturers may wish to make use of on line resources that may support candidates' learning in the area of health and safety.

It is useful to consider Outcomes 2 and 3 together or Outcomes 2 and 4 together. By doing so, naturally occurring opportunities arise for holistic assessment of both Outcomes while undertaking a practical task.

Outcome 4 involves three key learning opportunities — assisting in dismantling, setting up and stocking a display, pricing and labelling of stock and care requirements of different items of stock.

If this Unit is being taken as part of the Retailing Intermediate 2 Course candidates will also be working towards gaining the Unit *Retail: Working in Retail* (Intermediate 2) by demonstrating employability skills and attitudes in specified practical activities and reviewing and evaluating their own employability skills in specified practical activities. The practical tasks specified in this Unit can therefore offer opportunities for assessment.

National Unit Specification: support notes (cont)

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OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

The nature of the tasks carried out in this Unit requires the candidate to work with others when storing and replenishing stock and setting up a display. This will provide the opportunity to further develop the Core Skills:

- ◆ Numeracy
- ◆ Working with Others

Candidates should be informed that the skills developed while undertaking this Unit in terms of employability and Core Skill development are skills that can be transferred to a range of activities and situations both in day to day living and in employment.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment that is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres that wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education* (AA1641, March 2003), *SQA Guidelines on e-assessment for Schools* (BD2625, June 2005).

Outcome 1 assesses candidates' knowledge of the importance of following health and safety procedures when handling stock and will be assessed under supervised, open-book conditions. This may be done by restricted response questions or by objective test questions.

Outcomes 2 and 3 or Outcomes 2 and 4 could be assessed together. It is recommended that consideration be given to this, as before undertaking the practical activities specified in Outcomes 3 and 4, candidates will have a naturally occurring opportunity to carry out a risk assessment. Candidates will be provided with a template relating to risk assessment which, in order to achieve Outcome 2, they are required to complete accurately in relation to the specified task. The completed template for risk assessment will be retained as evidence. Performance evidence for Outcome 3 will be recorded using an assessor observation checklist that will be retained to provide evidence of the candidate's performance of the task.

In Outcome 4, through assisting in setting up, stocking and dismantling a display, candidates will have the opportunity to demonstrate their knowledge of labelling and ticketing through having to check for accuracy in the pricing and labelling of display items. Knowledge of what to do if pricing is found to be inaccurate can be assessed orally, while the teacher/lecturer is observing the display being dealt with. In this case the candidate's answer would be recorded in the comments column of the observation checklist. Alternatively the answer may be given in writing.

National Unit Specification: support notes (cont)

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CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).