

Evidence Requirements

for the Retail SVQs

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**Evidence Requirements for each Retail SVQ unit**

**(In order of People 1st’s unit reference numbers)**

**Unit No:** J08Y 04

**Unit Title:** Move goods and materials manually in a retail organisation

**Unit Summary:** This standard is about manually moving goods and materials. It does not involve using a lift truck, but it does include other types of lifting equipment. It is about working safely as well as placing goods and materials in the correct location in your retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement**: Simulation is allowed for the performanceevidence within this Unit only if no opportunities exist to gather workplace evidence.

**Unit No**: J090 04

**Unit Title**: Check stock levels in a retail organisation

**Unit Summary:** This Unit is about checking the amounts of stock held in a retail organisation by examining and counting the stock. It also involves updating the stock records. Stock could be on the shop floor or in a storage area.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement**: Simulation is allowed for the performanceevidence within this Unit only if no opportunities exist to gather workplace evidence.

**Unit No:** J091 04

**Unit Title:** Replenish stock on the sales floor in a retail organisation

**Unit Summary:** This Unit is about replenishing stock on the sales floor in a retail organisation. It is also about making sure stock, equipment, premises and people are safe from damage or injury.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J092 04

**Unit Title:** Sort and prepare donated goods in a retail-charity organisation for selling or recycling

**Unit Summary:** This Unit is about sorting donated goods and preparing them for either selling or recycling as appropriate.

This Unit is for owners, managers, team leaders, sales staff, and volunteers, predominantly in retail charity organisations, but not exclusively if your retail organisation is sorting donated goods in preparation for sale or recycling.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0D2 04

**Unit Title:** Prepare to receive deliveries in a retail organization

**Unit Summary:** This Unit is about preparing to receive deliveries of goods and materials in your retail organisation. This involves checking the receiving and storage areas, the handling equipment and the relevant paperwork.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

***Glossary: The glossary contains definitions of the terms used in unit PPL.B201. These definitions do not constitute range.***

**Goods and materials** – Retail goods for sale and your retail organisation’s materials such as consumables and equipment etc.

**Unit No:** J0EG 04

**Unit Title:** Receive deliveries and check storage arrangements of goods in a retail organisation

**Unit Summary:** This Unit is about receiving deliveries, checking goods, refusing them if they are faulty and updating the stock control systems and records. These records can be electronic/digital or paper based. This standard is also about ensuring the storage arrangements are suitable and locations are fit for purpose.

This Unit is for all staff who receive deliveries and check storage arrangements for goods in a retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0DD 04

**Unit Title:** Put goods into storage in a retail organisation

**Unit Summary:** This Unit is about storing goods in the right places so that they are safe and secure and can be reached when required. It can involve handling goods manually as well as using lift trucks in a retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0DF 04

**Unit Title:** Check the level of goods on sale in a retail organisation

**Unit Summary:** This Unit is about using a stock control system to record and check the level of goods on sale in a retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0BD 04

**Unit Title:** Replenish goods on sale in a retail organisation

**Unit Summary:** This Unit is about replenishing goods on sale in a retail organisation by ordering new supplies of goods from the stores area, preparing goods for sale, placing goods in relevant places, rotating goods and checking demand for goods.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0BE 04

**Unit Title:** Check the availability of goods for customer orders

**Unit Summary:** This Unit is about identifying customers' specific requirements for goods they want to order and checking the availability of the goods from suppliers and on which terms they will be supplied. This can include face to face, over the phone or online requests by customers. It is also about keeping customers' informed.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0E9 04

**Unit Title:** Prepare and assemble products for selling to retail customers

**Unit Summary:** This Unit is about preparing and assembling products so that they are attractive to retail customers and ready to be used in displays, demonstrations or sales activities. It also involves regularly checking the condition of assembled products on display.

'Products' includes stock that needs assembly and/or requires support equipment to display or demonstrate. This Unit is for owners, managers, team leaders and sales staff.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0DL 04

**Unit Title:** Bake (bake-off) products for sale in a retail organisation

**Unit Summary:** This Unit is about preparing bake-off products in an oven for sale in a retail organisation. These products may arrive in retail bakeries ready to be baked-off and sold in store, or prepared in the bakery and kept for future sales. It involves following specifications for baking a range of bake-off products as well as using a variety of different items of equipment safely. Hygiene and safety are important factors as well as making decisions about the quality of products, and taking suitable actions if they do not meet the quality required.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0DM 04

**Unit Title:** Finish bake-off products in a retail organisation

**Unit Summary:** This Unit is about finishing bake-off products in your retail organisation. It involves working with specifications for finishing a range of bake-off products as well as using a variety of different items of equipment safely. It includes glazing, coating and decorating finishing techniques. Hygiene and safety are important factors in the performance of this standard. The Unit also includes making decisions about the quality of the products and what to do with them if they do not meet the quality required.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0DN 04

**Unit Title:** Prepare greengrocery products for sale in a retail organisation

**Unit Summary:** This Unit is about preparing greengrocery products for sale in a retail organisation. Preparation covers unpacking, handling and removing unwanted parts of vegetables, fruits and salad products.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*Greengrocery products are to include vegetables, fruit and salad.*

**Unit No:** J0DC 04

**Unit Title:** Display and maintain greengrocery products to attract sale in a retail organisation

**Unit Summary:** This Unit is about displaying and maintaining greengrocery products on display to attract sales, regularly checking displays and dealing with substandard produce on display in your retail organisation.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*Greengrocery products are to include vegetables, fruit and salad.*

**Unit No:** J0DT 04

**Unit Title:** Quality check the suitability of meat products for finishing in a retail organisation

**Unit Summary:** This Unit is about quality checks made on meat products for their suitability for finishing in a retail organisation. It covers isolating those products that are not suitable for finishing. It involves maintaining the quality and storage temperatures when handling all meat-products

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*Finishing is to include both meat and poultry*

***Glossary: The glossary contains definitions of the terms used in unit PPL.B226. These definitions do not constitute range.***

Products:

* Meat
* poultry
* ingredients

Product quality and suitability checks:

* Temperature
* Visual
* touch
* smell

**Unit No:** J0DV 04

**Unit Title:** Prepare to finish meat products in a retail organisation

**Unit Summary:** This Unit is about preparing to finish meat products in a retail organisation. It involves following your retail organisation's instructions and using safe and hygienic working practices. It is also about preparing and maintaining tools and equipment.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*Finishing is to include both meat and poultry*

***Glossary: The glossary contains definitions of the terms used in unit PPL.B227. These definitions do not constitute range.***

Processing [needs/requirements]:

* organisation policies for storing and preparing ingredients and products
* procedures for processing meat products
* instructions for carrying out specifications
* organisation policies for storing tools and equipment

Safe and hygienic working practices:

* using checking procedures
* maintaining personal hygiene
* using personal protective clothing and equipment

Safety [needs/requirements]:

* UK and NI laws
* codes of practice and guidance notes

**Unit No:** J0DW 04

**Unit Title:** Achieve meat product yield and finish in a retail organisation

**Unit Summary:** This Unit is about finishing meat products to achieve the yield and finish required.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*Finishing is to include both meat and poultry*

***Glossary: The glossary contains definitions of the terms used in unit PPL.B228. These definitions do not constitute range.***

Products:

* meat
* poultry
* ingredients

Product specification:

* yield
* finish

Safe and hygienic working practices:

* working on your own
* working in a team
* using checking procedures
* maintaining personal hygiene

**Unit No:** J0DX 04

**Unit Title:** Maintain food safety while working with food in a retail organisation

**Unit Summary:** This Unit is about maintaining food safety in a retail organisation. This Unit applies to personnel whose main job role requires working in a food preparation area and involves any of these activities:

* handling wrapped or unwrapped food including food subject to temperature control requirements (for example, in storage, display, in the bakery or on the deli counter)
* preparing unwrapped food, including food subject to temperature control requirements

This Unit is for all personnel involved in food preparation in a retail organisation.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal food safety training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.B235. These definitions do not constitute range.***

Accessories

* Additional items apart from clothing and jewelry, for example, false nails

Correct person [to report to]

* This could be a supervisor or manager

Cross-contamination – In your retail organisation there are two kinds of cross-contamination to guard against:

1. the transfer of harmful bacteria between foods by direct contact (e.g. the juices of raw meat dripping onto cooked meat stored on a lower shelf), or indirect contact (e.g. via the hands, clothing, cloths, equipment or other surfaces)
2. the cross-contamination of foods containing specific allergens (e.g. nuts, milk, eggs) with other food (e.g. by use of common utensils on cold meat counters and salad bars, slicers on deli counters, etc., by the mixing of foods due to damaged packaging or spillages, or via hands, clothing, cloths or other surfaces)

Food handling practices – Depending on the type of food and the activities being carried out, food handling practices may include:

* keeping finished products separate from other materials
* keeping raw and cooked meat products separate
* getting rid of waste, and contaminated or damaged products

Food spoilage

* When food goes bad and has a noticeable change in its taste, smell or appearance

Indicators of potential food safety hazards – Things that could make food unsatisfactory for consumers, for example:

* damaged packaging
* spillage into another food
* out of date stock
* food not stored where it should be (for example, if customers have moved food)
* chiller cabinets or freezers that are not operating at the right temperature
* ovens or hot hold cabinets that are not operating at the right temperature
* use of the same utensils to handle different foods
* food waste that needs disposing of dirt
* pests such as rodents or insects

Infestation

* The presence of pests such as insects or rodents in the workplace which puts food safety at risk

Procedures

* A series of clear steps or instructions on how to do things: rules. Some organisations document their procedures formally in writing, and others simply have procedures that all staff understand and follow, but that are not written down

Protective clothing – Clothing your retail organisation provides for food safety reasons, which could include:

* Trousers
* tops such as jackets or tabards
* coats3. disposable gloves
* headgear such as caps or hairnets
* aprons
* shoe protectors

Right times [to wash hands] – Appropriate times to wash hands would include:

* after going to the toilet
* before going into food production areas, including after any work breaks
* after getting rid of waste
* after cleaning
* before and after changing a dressing or touching an open wound

Specified temperatures

* Temperatures specified by relevant legislation or in your retail organisation’s procedures

Unsafe behaviour – Behaviour that can make food unsafe for customers, including:

* touching the face, nose or mouth
* smoking
* chewing gum
* eating
* scratching
* coughing or sneezing

**Unit No:** J0E7 04

**Unit Title:** Prepare to receive deliveries of fuel (for driver-controlled transfers) on a forecourt

**Unit Summary:** This Unit is about preparing to receive deliveries of fuel on a forecourt for driver-controlled transfers to fuel tanks. Fuel poses serious risks to health and safety and it is vitally important that all the necessary precautions are maintained, and that relevant regulations are followed in all geographical locations of the United Kingdom (UK).

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for taking action to deal with or contain health and safety risks.

***Glossary: The glossary contains definitions of the terms used in unit PPL.B238. These definitions do not constitute range.***

Driver-controlled transfer

* when fuel is transferred to the storage tanks on the forecourt by the driver

Fuel

* all types of motor fuel stored in your retail organisation's forecourt

**Unit No:** J0E8 04

**Unit Title:** Check that driver-controlled fuel transfers have been completed

**Unit Summary:** This Unit is about making the necessary checks after a driver-controlled transfer of fuel is complete. Fuel poses serious risks to health and safety and it is vitally important that these checks are completed and that relevant regulations are followed in all geographical locations of the United Kingdom (UK).

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for taking action to deal with or contain health and safety risks.

***Glossary: The glossary contains definitions of the terms used in unit PPL.B239. These definitions do not constitute range.***

Driver-controlled transfer

* when fuel is transferred to the storage tanks on the forecourt by the driver

Fuel

* all types of motor fuel stored in your retail organisation's forecourt

**Unit No:** J0BK 04

**Unit Title:** Receive deliveries and transfer fuel on a forecourt

**Unit Summary:** This Unit is about receiving deliveries of fuel and transferring fuel to tanks. This is where authorised forecourt personnel other than the driver transfers the fuel to the tanks. Fuel poses serious risks to health and safety and it is vitally important that all the necessary precautions are taken, and that you follow relevant legal regulations relating to the UK geographical location of your retail organisation.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for taking action to deal with or contain health and safety risks.

***Glossary: The glossary contains definitions of the terms used in unit PPL.B240. These definitions do not constitute range.***

Driver-controlled transfer

* when fuel is transferred to the storage tanks on the forecourt by the driver

Fuel

* all types of motor fuel stored in your retail organisation's forecourt

**Unit No:** J0DY 04

**Unit Title:** Organise your work to meet a dough production schedule in a retailorganisation

**Unit Summary:** This Unit is about helping to ensure that dough production in a retail organisation runs to schedule and without wasting time, ingredients or other resources. This involves organising your own work to meet the dough production schedules allocated. It is also about making suggestions to improve dough production schedules to become more effective.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit.

***Glossary: The glossary contains definitions of the terms used in unit PPL.B243. These definitions do not constitute range.***

Dough

Common types of fermented dough include those used for:

* Bread
* plain and fruited buns
* Danish pastries
* croissants

Common types of non-fermented dough include those used for:

* puff pastry
* scones
* biscuits

**Unit No:** J0DH 04

**Unit Title:** Pick goods to fulfil customer orders in a retail organisation

**Unit Summary:** This Unit is about providing a service to customers by picking goods from stock in response to their orders. Personnel may be picking from a shop floor display or within a storage area of the retail organisation. This Unit is for retail organisations using it as part of its 'dot.com' online service or for other retail organisations who use it as an additional service to its customers. It is also about being able to pick out alternatives if the goods customers' require are not available.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0EA 04

**Unit Title:** Assist in loading customer orders for despatch in a retail organisation

**Unit Summary:** This Unit is about assisting - from time to time - to ensure that customer orders are loaded safely, securely, and in an order that assists the delivery process to run smoothly and efficiently in your retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0EH 04

**Unit Title**: Count stock levels and resolve problems with stock levels in a retailorganisation

**Unit Summary:** This Unit is about maintaining stock levels so that sales are not lost because stock was not available for sale. It is about counting stock and identifying and resolving problems with quality or insufficient stock.

This standard is for owners, managers, team leaders, sales and store personnel.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0E2 04

**Unit Title:** Hand-process fish in a retail organisation

**Unit Summary:** This Unit is about hand-processing fish in a retail organisation for sale to customers. This involves identifying and hand-processing common types of flat and round fish. Safe and hygienic work practices are an important aspect of this Unit.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*Candidates need to be able to fillet* ***both*** *a flat and a round fish.*

*By ‘hand-processing’ we mean filleting, skinning, heading, scaling, gutting, boning, portioning and steaking* ***either*** *flat* ***or*** *round fish.*

**Unit No:** J0AH 04

**Unit Title:** Organise staff to receive, check and record incoming deliveries in a retail organisation

**Unit Summary:** This Unit is about organising staff to receive, check and record incoming deliveries in your retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J09P 04

**Unit Title:** Manage staff and maintain stock records in a storage facility in a retail organisation

**Unit Summary:** This Unit is about managing staff and maintaining storage records in a storage facility.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0AK 04

**Unit Title:** Check the storage and care of stock in a retail organisation

**Unit Summary:** This Unit is about checking the quality of goods, checking the way stock is cared for and stored and making improvements to increase profitability.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0CD 04

**Unit Title:** Organise an audit programme and put it into practice with a team in a retail organisation

**Unit Summary**: This Unit is about organising an audit programme and putting it into practice with a team in your retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0AL 04

**Unit Title:** Investigate problems and report the findings of stock audits in a retail organisation

**Unit Summary**: This Unit is about investigating problems and reporting the findings of stock audits in a retail organisation and sending the report to relevant personnel in the retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0AM 04

**Unit Title:** Choose and contract with suppliers and order stock in a retail organisation

**Unit Summary:** This Unit is about choosing and contracting with suppliers who can provide the best prices and service, and placing orders for stock in a retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0AN 04

**Unit Title:** Check and evaluate the performance of suppliers of stock

**Unit Summary:** This Unit is about checking the performance of suppliers of stock and evaluating this against agreed service levels.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0B0 04

**Unit Title:** Monitor and contribute to improving food safety in a retail organisation

**Unit Summary:** This Unit is for personnel who supervise staff that handle or prepare wrapped or unwrapped food, including food subject to temperature control. The Unit is firstly about monitoring food safety in line with a retail organisation's food safety procedures. Secondly, the Unit is about making a contribution to continuously improving food safety.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal food safety training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.B308. These definitions do not constitute range.***

Control measures

* Actions required to prevent or remove a food safety hazard, or reduce it to an acceptable level

Control points

* Steps in the food preparation process that can be controlled, but would not result in an unacceptable health risk if control was not exercised

Corrective actions

* The actions to be taken when a critical limit is breached

Critical control points

* Steps in the food control or preparation process to deal with a food safety hazard by preventing it, removing it or reducing it to an acceptable level

Critical limits

* The minimum and maximum limits allowed in order to control a particular task or process

Food safety hazards – Something that may cause harm to the consumer and can be:

* microbiological (e.g. bacteria, moulds, viruses)
* chemical (e.g. pesticides used on fruit and vegetables, chemicals used in cleaning or for pest control)
* physical (e.g. insects, parasites, glass, nails)
* allergenic (e.g. nuts, milk, eggs)

Food safety management

* Putting into practice the policies, procedures, practices, controls and documentation that ensure that food is safe for consumers

Procedures

* A series of clear steps or instructions on how to do things: rules. Some organisations document their procedures formally in writing, and others simply have procedures that all staff understand and follow, but that are not written down

Training

* Bringing an individual up to a desired level or standard of proficiency. This can be done by means of informal instruction or by formal training courses

Variance

* The difference between the planned or standard limits allowed and the actual values monitored

Verification

* Using a selection of methods, procedures and tests to show and confirm that the system is operating in line with the plan

**Unit No:** J093 04

**Unit Title:** Package goods for customers in a retail organisation

**Unit Summary**: This Unit is about packaging goods for customers in a retail organisation. This can be to make the goods look more attractive, or to protect goods from damage. The packaging could take place at the counter or a stock area or both. This Unit is for owners, managers, department managers, team leaders and sales assistants.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement**: Simulation is allowed for the performanceevidence within this Unit only if no opportunities exist to gather workplace evidence.

***Glossary: The glossary contains definitions of the terms used in unit PPL.C101. These definitions do not constitute range.***

Packaging goods

* Wrapping or packing goods to make them more attractive or to protect them from damage

**Unit No:** J0EK 04

**Unit Title:** Prepare display areas and materials in a retail organisation in line with display plans

**Unit Summary:** This Unit is about preparing display areas and related materials in a retail organisation in line with display plans.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0EL 04

**Unit Title:** Set up and dismantle displays in line with display plans in a retail organisation

**Unit Summary:** This Unit is about setting up displays in line with display plans, and dismantling displays when they are no longer required in a retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J094 04

**Unit Title:** Label displays of stock in a retail organisation

**Unit Summary:** This Unit is about labelling stock on display in a retail organisation so that the information given to customers is accurate, clear and meets legal requirements.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0D5 04

**Unit Title:** Help retail customers find products

**Unit Summary:** This Unit is about helping retail customers find the product they are looking for. You need to do this in ways that make it more likely that retail customers will buy something immediately and that they will shop with the retail organisation again.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0B2 04

**Unit Title:** Help retail customers choose products

**Unit Summary:** This Unit is about helping retail customers choose products. This means helping retail customers decide whether specific products are suitable for their requirements, as well as helping them choose the most suitable product from a range of options. Retail customers need to be helped with their buying decisions in ways that promote sales.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0B3 04

**Unit Title:** Identify opportunities to increase sales of particular products

**Unit Summary:** This Unit is about identifying opportunities to increase the sales of a particular product using a definite campaign based on research and estimating the increase in sales. This could be based on new or current products. It does not mean just identifying opportunities to promote products as part of normal sales transactions.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

***Glossary: The glossary contains definitions of the terms used in unit PPL.C206. These definitions do not constitute range.***

Promotional opportunities

* Opportunities to increase sales of a particular product by using a definite campaign. Promotional opportunities are not just opportunities to promote products as part of normal sales transactions

**Unit No:** J095 04

**Unit Title:** Promote particular retail products

**Unit Summary:** This Unit is about identifying opportunities to increase the sales of a particular product using a definite campaign based on research and estimating the increase in sales. This could be based on new or current products. It does not mean just identifying opportunities to promote products as part of normal sales transactions.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

***Glossary: The glossary contains definitions of the terms used in unit PPL.C207. These definitions do not constitute range.***

Promotional opportunities

* Opportunities to increase sales of a particular product by using a definite campaign. Promotional opportunities are not just opportunities to promote products as part of normal sales transactions

**Unit No:** J0D6 04

**Unit Title:** Provide information and advice to meet the requirements of retail customers

**Unit Summary:** This Unit is about listening to retail customers' requirements and providing information and advice to meet those requirements. It does not involve selling directly to retail customers, but does involve treating the retail customer in ways that follow the retail organisation's customer service standards. This Unit is for owners, managers, department managers, team leaders and sales/customer assistants.

**Unit Assessment**: General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

***Glossary: The glossary contains definitions of the terms used in unit PPL.C208. These definitions do not constitute range.***

Information and advice – Examples of information and advice provided to customers might include:

* finding products in stock
* ordering products not in stock
* helping customers to make informed buying decisions
* helping customers to return goods

**Unit No:** J0D7 04

**Unit Title:** Help retail customers resolve complaints

**Unit Summary:** This Unit is about helping retail customers resolve complaints and dealing with day-to-day complaints. Retail customers' complaints are usually about the quality of products or, sometimes, service. This Unit is not for people who handle complaints as a major part of their job, for example, it is not for people working in customer contact centres.

**Unit Assessment**: General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J096 04

**Unit Title:** Work out the price of customers’ retail purchases

**Unit Summary:** This Unit is about calculating how much customers need to pay for their retail purchases. This can be with or without the use of a payment register.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0D1 04

**Unit Title:** Provide a payment service at point of sale in a retail organisation

**Unit Summary:** This Unit is about taking payment from retail customers at the payment point. It covers all payment types and also identifying suspected fraudulent or counterfeit payments.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0CS 04

**Unit Title**: Process applications from retail customers for credit facilities

**Unit Summary:** This Unit is about processing retail customers' applications for credit facilities. This includes completion of paperwork, giving information to retail customers and carrying out the necessary checks and authorisation.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0D3 04

**Unit Title:** Process payments made to retail customer accounts

**Unit Summary:** This Unit is about processing various forms of payment from retail customers and crediting them to retail customers' accounts.

This standard is for owners, managers, department managers, team leaders and sales assistants.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

***Glossary: The glossary contains definitions of the terms used in unit PPL.C217. These definitions do not constitute range.***

Legal tender

* Coins and notes that your retail organisation must accept in payment

Your country

* England, Wales, Scotland or Northern Ireland

**Unit No:** J0F1 04

**Unit Title:** Reconcile retail customers’ accounts

**Unit Summary:** This Unit is about reconciling retail customers' accounts, checking that account details are consistent with other financial records and identifying and sorting out problems. This Unit is for owners, managers, department managers, team leaders and sales assistants.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0B9 04

**Unit Title:** Assemble retail products at customer's premises and assist with installation and initial use

**Unit Summary:** This Unit is about assembling retail products and testing them in the customer's home or other place of delivery. It involves helping the customer understand how to install and use the product initially. This is not a selling role, but opportunities should be taken to promote other products when they arise.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J097 04

**Unit Title:** Explain to customers the features and benefits of a retail organisation’s loyalty scheme and how the scheme works

**Unit Summary:** This Unit is about identifying customers who are not yet members of a retail organisation's loyalty scheme, and explaining to them how the scheme works, the features of it and how they would benefit from being members of the scheme. For the purposes of this Unit a loyalty scheme means a scheme offered by a retail organisation to its customers, subject to terms and conditions under which eligible transactions are recorded as accumulated points. These points can be exchanged by customers in the future for rewards such as vouchers, discounts or air miles.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0D8 04

**Unit Title:** Gain customer commitment to a retail organisation’s loyalty scheme and assist them in completing the application

**Unit Summary:** This Unit is about recognising when customers are interested in joining your retail organisation's loyalty scheme, gaining their commitment and assisting them to complete the membership application. For the purposes of this Unit a loyalty scheme means a scheme offered by a retail organisation to its customers, subject to terms and conditions under which eligible transactions are recorded as accumulated points. These points can be exchanged by customers in the future for rewards such as vouchers, discounts or air miles

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0DA 04

**Unit Title:** Provide assistance at the self-service payment point in a retail organisation

**Unit Summary:** This Unit is about assisting customers who use self-service payment points in your retail organisation, ensuring customer queues are monitored effectively as well as supporting customers who require help. It is also about observing customers who are acting suspiciously.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0EM 04

**Unit Title:** Interpret design briefs for retail displays

**Unit Summary:** This Unit is for visual merchandising specialists. It is about interpreting design briefs for retail displays in a retail organisation.

This Unit is for staff who are visual merchandising specialists.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J0EP 04

**Unit Title:** Source Merchandise and props to be featured in retail displays

**Unit Summary:** This Unit is about sourcing the merchandise and props shown in the design brief that will be featured in retail displays.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No**: J0ER 04

**Unit Title:** Dress in-store retail displays to guidelines

**Unit Summary:** This Unit is about following guidelines for dressing in-store retail displays in ways that promote sales. It involves making judgements about how best to achieve the visual effect required, while working within your retail organisation's policy for visual design.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C232. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No**: J0ET 04

**Unit Title:** Dress window displays following a retail organisation's guidelines

**Unit Summary:** This Unit is about following guidelines for dressing window displays in ways that promote sales and follow the retail organisation's guidelines. It involves deciding how to achieve the best visual effect, whilst working within your retail organisation's policy for visual design.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No**: J0BN 04

**Unit Title:** Evaluate and improve retail displays

**Unit Summary:** This Unit is about evaluating finished retail displays to see if they are suitable, easy to reach, safe and secure, sorting out any problems you identify and then considering how they could be improved.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J0BP 04

**Unit Title:** Order graphic materials to meet retail display requirements

**Unit Summary:** This Unit is about ordering the right quantity and quality of graphic materials, including signs and tickets, within the available budget and checking the progress of orders to ensure that retail display requirements are met.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J0EV 04

**Unit Title:** Position graphic materials to support retail displays

**Unit Summary:** This Unit is about positioning graphic materials, including signs and tickets, so that they support the purpose of retail displays and meet all relevant requirements. This standard is for staff who are visual merchandising specialists and personnel responsibilities for visual displays.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C236. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J098 04

**Unit Title:** Dismantle retail displays

**Unit Summary:** This Unit is about dismantling retail displays and deciding what to do with the display parts, following safe practices.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J0EJ 04

**Unit Title:** Store equipment, props and graphics for retail displays

**Unit Summary:** This Unit is about storing retail display equipment, props and graphics and regularly checking the condition of storage facilities and stored items.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J09L 04

**Unit Title:** Confirm the requirements for props and prototypes for retail displays

**Unit Summary:** This Unit is about using design information to confirm the props and prototypes required for retail displays and working out how to obtain these items.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J09X 04

**Unit Title:** Make life-size copies of items for retail displays

**Unit Summary:** This Unit is about making life-size copies of items to use as props in visual retail displays in stores. This Unit is for staff who are visual merchandising specialists with the authority and capabilities to make life sized items.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J09Y 04

**Unit Title:** Make scale models of items for retail displays

**Unit Summary:** This Unit is about making scale models of items to be included in visual retail displays in stores.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C241. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J0A1 04

**Unit Title:** Decorate fixtures and panels for retail displays

**Unit Summary:** This Unit is about decorating fixtures and panels for use in retail displays in store.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C242. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J0A2 04

**Unit Title:** Interpret retail display layout requirements from plans, elevations and drawings

**Unit Summary:** This Unit is about interpreting plans, elevations and drawings of layouts for visual merchandising retail displays. As well as identifying the features of layouts, such as where to put them and what is required to create them, this Unit covers working out what is required to assemble layouts. For the purposes of this standard 'elevation' means scale models or drawings of retail display requirements.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J0EW 04

**Unit Title:** Follow guidelines for putting retail display layouts together

**Unit Summary:** This Unit is about putting retail display layouts together accurately following the guidelines provided and introducing creative effects when appropriate.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C244. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J0DJ 04

**Unit Title:** Identify the retail customers' requirements for lingerie

**Unit Summary:** This Unit is about explaining the lingerie-fitting service and finding out what type of lingerie your retail customers require, sometimes when they are unclear about their own requirements.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will be around the training undertaken and testimony of the Expert Witness to confirm the candidate’s competence.*

**Unit No:** J0DK 04

**Unit Title:** Measure and fit retail customers for lingerie

**Unit Summary:** This Unit is about carrying out the lingerie-fitting service including measuring and fitting retail customers and helping them to choose suitable lingerie products. It can include specialist support for retail customers who have special requirements including:

* Disability
* Mastectomy
* Minors or customers with limited mental capacity
* Gender realignment

It also covers the relevant legislation related to equality and diversity as well as dealing with minors. This Unit is for staff who conduct lingerie fitting as part of their role.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will be around the training undertaken and testimony of the Expert Witness to confirm the candidate’s competence.*

**Unit No:** J0D4 04

**Unit Title:** Follow procedures for retail sales of age-restricted products

**Unit Summary:** This Unit is about your responsibility for selling age-restricted products only to retail customers who are old enough to buy them legally. You need to follow the relevant law and your retail organisation's policies and procedures. You also need to refuse retail sales when necessary, in ways that follow your retail organisation's customer service standards as far as possible in the circumstances.

Under current law, age-restricted products include:

* air guns and pellets
* alcohol
* caps, cracker snaps, novelty matches, party poppers, serpents and throwdowns
* fireworks
* lighter refills containing butane
* liqueur chocolates
* lottery tickets and Instant Win cards
* offensive weapons, including knives
* tobacco products
* videos, DVDs and computer games classified 12, 15 and 18
* volatile substances and solvents
* painkilling drugs containing paracetamol, ibuprofen and aspirin

This Unit is for all staff members that sell the above items.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0BM 04

**Unit Title**: Demonstrate beauty products to retail customers

**Unit Summary:** This Unit is about demonstrating the features and benefits of beauty products to retail customers.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The evidence should take into account the training provided by the cosmetic house that the candidate is working for where this occurs*

**Unit No:** J0EB 04

**Unit Title**: Maintain the retail customer record-card system in a retail organisation

**Unit Summary:** This Unit is about maintaining accurate and up-to-date record-cards of retail customers to help to provide a more effective service to them. It is also about making sure that your retail organisation database is active and relevant for the purposes of promotional activities. This is a service your retail organisation may use instead of a customer database using technology

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The evidence should take into account the training provided by the cosmetic house that the candidate is working for where this occurs*

**Unit No:** J0E5 04

**Unit Title:** Establish retail customers' requirements and provide advice regarding tiling products

**Unit Summary:** This Unit is about establishing retail customers' requirements and providing the correct advice upon tiling products that are best suited for the intended application.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit.

***Glossary: The glossary contains definitions of the terms used in unit PPL.C262. These definitions do not constitute range.***

Sustainability – Any environmental considerations that apply, such as:

1. the impact of the manufacturing process upon the environment
2. the scarcity of the natural materials used in the manufacturing process
3. any effects the finished product may have on the environment

**Unit No:** J0C7 04

**Unit Title:** Advise customers upon measuring and planning for the fixing of tiles

**Unit Summary:** This Unit is about establishing customers' circumstances and advising those seeking to measure and plan for the fixing of tiles upon how best to achieve this.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0BJ 04

**Unit Title:** Advise customers upon the fixing of their own tiles

**Unit Summary:** This Unit is about establishing customers' circumstances and advising them upon the fixing of their own tiles upon surface preparation.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0DP 04

**Unit Title:** Authorise and monitor the self-service dispensing of motor fuel on a forecourt

**Unit Summary:** This Unit is about your responsibility for authorising and monitoring customers dispensing fuel safely and legally through a self-service system into modes of transport or fuel containers on a forecourt. It can involve transferring the transaction to point of sale when automated systems are not in place. Motor fuel poses serious risks to health and safety and it is vitally important that you authorise the dispensing of fuel only when it is safe to do so.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for taking action to deal with or contain safety hazards, security risks and drive-offs.

**Unit No:** J0EC 04

**Unit Title:** Maintain a display of cut flowers in a retail organisation that does not specialise in floristry

**Unit Summary:** This Unit is about maintaining displays of cut flowers in your retail organisation when it does not specialise in floristry, for example, supermarkets or petrol forecourt shops.

Cut flowers in non-specialist retailers are usually bought on impulse, so it is essential that the display always looks fresh and attractive. It involves being able to spot and get rid of flowers that make the display unattractive. It also requires being able to answer basic customer queries about the flowers on display.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0BH 04

**Unit Title:** Help customers to choose alcoholic beverages in a retail organisation by advising on and recommending relevant products

**Unit Summary:** This Unit is about helping customers to choose the alcoholic beverages that best match their requirements in a retail organisation. This involves finding out what customers are looking for, advising on products and supporting any recommendations with relevant product information.

Strict laws apply to the sale of alcohol in retail organisations in the United Kingdom and they need to be complied with at all times.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0CH 04

**Unit Title:** Cash up one or more payment registers

**Unit Summary:** This Unit is about your responsibility for cashing up one or more payment registers. This includes identifying and dealing with discrepancies. It is very important that cash and cash equivalents are kept secure when cashing up.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J09R 04

**Unit Title:** Promote a retail organisation's own credit card to customers

**Unit Summary:** This Unit is about promoting your retail organisation's own credit card. The features and benefits of the card need to be explained persuasively and responsibly to customers.

A credit card is a financial product and its promotion is subject to strict laws that must be complied with at all times.

A credit card is not simply a card that offers rewards such as points or discounts, although it may have these additional features. The difference between a credit card and a card that is purely a loyalty card is that customers incur a financial debt when they use a credit card to pay for purchases. This debt must eventually be paid, and can cost customers extra money in the form of interest if payment is not made in full on the due date.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0AP 04

**Unit Title:** Offer customers information on insurance products associated with a retail organisation's credit card

**Unit Summary:** This Unit is about offering associated insurance products to customers who apply for your retail organisation's credit card, and giving customers information to help them decide whether to take out insurance. The sale of insurance products is carefully regulated so as to protect customers from being pressurised or misled. Your retail organisation needs to ensure that you fulfil your legal responsibilities and act within the limits of your legal authority.

This Unit is for owners, managers, department managers, team leaders and sales/customer service assistants.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

***Glossary: The glossary contains definitions of the terms used in unit PPL.C271. These definitions do not constitute range.***

Compliant wording – Wording that complies with the relevant legislation, regulations and guidelines relating to the insurance products your retail organisation offers

**Unit No:** J0AS 04

**Unit Title:** Help customers to apply for a retail organisation's credit card and associated insurance products

**Unit Summary:** This Unit is about helping customers apply for your retail organisation's own credit card and any associated insurance products offered. Your retail organisation must ensure it complies with financial regulations, including mis-selling and data protection legislation throughout the application process. Customer service skills are also an important aspect of this standard, including treating customers with courtesy and tact.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0BG 04

**Unit Title:** Use the dressing room facilities to create sales opportunities

**Unit Summary:** This Unit is about using the dressing room facilities to create sales whilst assisting customers and making them feel valued. It is also about ensuring security and minimising stock losses.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J099 04

**Unit Title:** Keep dressing room facilities ready for customer use

**Unit Summary:** This Unit is about keeping dressing room facilities ready for customers to use. Confidentiality, security and safety are important aspects of this standard. This will create a positive image of your retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J09A 04

**Unit Title:** Promote sales of food or drink products by offering samples to customers and following relevant food safety requirements

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**Unit Summary:** This Unit is about offering customers samples of food or drink products to consume immediately, as a way of promoting sales. Suitable products need to be selected, prepared and displayed so they look appealing. Customers need to be actively encouraged to sample and buy products. Relevant food safety requirements need to be followed when preparing, displaying and disposing of product samples.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0ED 04

**Unit Title:** Deliver products to customers' premises making the best use of time and resources

**Unit Summary:** This Unit is about delivering products to the customer's premises or other place of delivery. It includes planning delivery schedules that make the best use of time and other resources. Giving good customer service during the delivery will encourage repeat business.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit.

**Unit No:** J09B 04

**Unit Title:** Contribute to monitoring and maintaining ease of shopping in a retail sales area

**Unit Summary:** This Unit is about contributing to making the sales area clean and tidy and to ensure the ease of shopping is monitored and maintained. It is also about making it as easy as possible for customers to move freely around the sales area and make purchases. The overall impression of a clean, tidy and un-cluttered sales floor needs to be maintained without hindering customers whilst they shop.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0E3 04

**Unit Title:** Help customers to choose delicatessen products in a specialist retail organisation

**Unit Summary:** This Unit is about helping customers to choose delicatessen products in your specialist retail organisation. It also covers providing information about delicatessen products to help customers make choices and suggesting alternatives where appropriate.

For the purposes of this Unit, delicatessen products are ready-toserve products such as cheese, cold cooked meats and salads.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0E4 04

**Unit Title:** Portion delicatessen products to meet individual customers' requirements in a specialised retail organisation or specialist counter within a general retail organisation

**Unit Summary:** This Unit is about helping customers to choose delicatessen products in your specialist retail organisation or on a specialist counter within a more general retail organisation, portioning products to meet individual customers' requirements.

For the purposes of this Unit, delicatessen products are ready-toserve products such as cheeses, cold cooked meats and salads.

Customers specify the portion size or weight and expect the resulting portions to be very close to the specified size or weight and to be in a presentable condition.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0DB 04

**Unit Title:** Demonstrate products to customers in a retail organisation

**Unit Summary:** This Unit is about demonstrating the features and benefits of products to customers in your retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0C5 04

**Unit Title:** Organise staff to display goods for retail sale

**Unit Summary:** This Unit is about organising staff to display goods for retail sale through briefing and supervising. Specialist visual merchandising skills are not required.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0C1 04

**Unit Title:** Assess how effective displays are in a retail organisation

**Unit Summary:** This Unit is about assessing how effective displays prepared by retail staff under supervision are in a retail organisation. Specialist visual merchandising skills are not required.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0CG 04

**Unit Title:** Keep stock available, correctly priced and maintain quality of stock in a retail organisation

**Unit Summary:** This standard is about making sure that stock is kept available, correctly priced and maintained for quality. It also includes making sure that displays are kept in an attractive condition. Specialist visual merchandising skills are not required.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0AT 04

**Unit Title:** Identify the retail customer’s credit or hire-purchase requirements

**Unit Summary:** This Unit is about identifying the borrowing facilities that can be offered to individual retail customers to help them fulfil their credit or hire-purchase requirements from your retail organisation. It involves agreeing with the customer how much they will pay as a deposit and working out the remaining balance including any interest. These arrangements must be legally and ethically sourced.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J09S 04

**Unit Title:** Advise retail customers on the features of borrowing facilities

**Unit Summary:** This Unit is about advising retail customers on the features of your retail organisation's borrowing facilities and helping customers to understand fully the rights and obligations involved so that they can make informed decisions. These borrowing facilities need to be legally and ethically promoted.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0AV 04

**Unit Title:** Process credit or hire-purchase application on behalf of retail customers

**Unit Summary:** This Unit is about processing applications for credit or hire-purchase facilities on behalf of retail customers, including making any credit checks required. It involves treating retail customers politely and tactfully, particularly when questioning information they have provided or telling them that their application has been refused. This Unit is for owners, managers, department managers and team leaders and sales personnel with authority to process credit arrangements.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J09T 04

**Unit Title:** Evaluate takings practices and procedures in a retail organisation

**Unit Summary:** This Unit is about evaluating takings practices and procedures in a retail organisation and how they are processed by staff at point of sale. It also involves identifying any problems and sorting these out promptly. Takings practices include interim and final takings sampling.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J09V 04

**Unit Title:** Monitor practices and procedures at the payment point in a retail organisation

**Unit Summary:** This Unit is about monitoring staff and ensuring they are following your retail organisation's practices and procedures at the payment point.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0B4 04

**Unit Title:** Make and review plans for finding new retail clients

**Unit Summary:** This Unit is about making and reviewing plans for finding new retail clients where a business relationship can be developed. It involves understanding what type of clients you should be meeting, and how to go about meeting them in ways that uses time effectively and is likely to help to meet sales targets. This Unit is for owners, managers, department managers and team leaders.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by statistics relating to performance and testimony from an Expert Witness to confirm the candidate’s competence*

**Unit No:** J0B5 04

**Unit Title:** Market a retail organisation's services to potential clients

**Unit Summary:** This Unit is about marketing your retail organisation's services to potential clients. It involves approaching potential clients and getting them interested in your retail organisation and its services. The approach needs to be tailored to different people so that a rapport can be quickly developed and their interest gained. Their trust also needs to be gained by your retail organisation keeping its promises and keeping personal information strictly confidential.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by statistics relating to performance and testimony from an Expert Witness to confirm the candidate’s competence*

**Unit No:** J0B6 04

**Unit Title:** Provide a consultative selling service to retail clients

**Unit Summary:** This Unit is about getting to know retail clients so that your retail organisation can provide a personalised service to them. Products can be recommended and sold according to the clients' individual requirements, preferences and budget. Selling in this way is known as consultative selling or relationship selling.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by statistics relating to performance and testimony from an Expert Witness to confirm the candidate’s competence*

**Unit No:** J0A9 04

**Unit Title:** Provide an after-sales service to retail clients as a result of retail client consultations

**Unit Summary:** This Unit is about following up retail client consultations by providing an after sales service. It involves keeping retail client records up-to-date and using them to keep in touch with retail clients so that they remain aware of the service and interested in doing business. It also involves providing a service and keeping retail clients' trust by carrying out the things that have been promised to them, such as placing orders or contacting them when new items are available.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by statistics relating to performance and testimony from an Expert Witness to confirm the candidate’s competence*

**Unit No:** J0B7 04

**Unit Title:** Decide on the value of items offered in part-exchange by retail customers

**Unit Summary:** This Unit is about following your retail organisation's guidelines in deciding on the value of items offered in part-exchange by retail customers.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0B8 04

**Unit Title:** Negotiate part-exchange sales transactions with retail customers

**Unit Summary:** This Unit is about negotiating part-exchange sales transactions with retail customers, where the items offered in part-exchange have been inspected and valued according to your retail organisation's policies and procedures.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0EX 04

**Unit Title:** Interpret requirements for retail displays

**Unit Summary:** This Unit is about interpreting requirements to identify what is required for retail displays. Retail displays may be in-store or window displays.

**Unit Assessment:**Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C330. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J0EY 04

**Unit Title:** Choose and agree retail merchandise to be featured in retail displays

**Unit Summary:** This Unit is about choosing and agreeing retail merchandise to feature in retail displays. Displays may be in-store or window displays.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C331. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J0BR 04

**Unit Title:** Identify and obtain graphic materials for retail displays

**Unit Summary:** This Unit is about identifying, obtaining and choosing graphic materials including signs and tickets to make retail displays more attractive and informative to customers.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C332. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J0BS 04

**Unit Title:** Co-ordinate how graphic materials are used in retail displays

**Unit Summary:** This Unit is about co-ordinating the distribution of graphic materials, including signs and tickets, and how they are used in retail displays.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C333. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J0F0 04

**Unit Title:** Check how graphic materials are used in retail displays

**Unit Summary:** This Unit is about checking that graphic materials, including signs and tickets, are being used consistently with the purpose of retail displays and any relevant requirements.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C334. These definitions do not constitute range.***

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J0BT 04

**Unit Title:** Gather information about retail customers' responses to displays and layouts

**Unit Summary:** This Unit is about gathering valid and reliable information that will allow judgements to be made about whether displays and layouts are having the desired effect on retail customers and encouraging them to purchase the items being promoted.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C335. These definitions do not constitute range.***

Customers’ responses:

1. whether they are attracted to the display
2. whether they show interest in the display features
3. whether they buy the goods or services featured in the display

Policy – Your retail organisation's policy may include a set of principles, or procedures, or both. If there is a written policy, it should work in line with this and any further instructions your manager has given. If your retail organisation has no written policy then advice should be sought on the broad guidelines to be followed if this is not already clear. If there is no written policy, it should be assumed ‘policy’ means those broad guidelines your retail organisation or manager have given

**Unit No:** J0A3 04

**Unit Title:** Assess and report the effect of retail displays and layouts

**Unit Summary:** This Unit is about assessing the effect of retail displays and layouts on retail performance. It also involves reporting findings to decisionmakers.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C336. These definitions do not constitute range.***

Customers’ responses:

1. whether they are attracted to the display
2. whether they show interest in the display features
3. whether they buy the goods or services featured in the display

**Unit No:** J0A4 04

**Unit Title:** Negotiate and agree costs for visual merchandising projects

**Unit Summary:** This Unit is about obtaining the money required to fund proposed visual merchandising projects. It involves working out the likely costs of proposed projects, negotiating and agreeing costs and justifying recommendations to decision-makers. This Unit is for trained visual merchandising personnel.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J0A5 04

**Unit Title:** Record and monitor costs for visual merchandising projects

**Unit Summary:** This Unit is about recording and monitoring visual merchandising project costs, identifying any unacceptable spending and taking prompt action to resolve it.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J0A6 04

**Unit Title:** Contribute to developing a retail organisation's visual-design policy

**Unit Summary:** This Unit is about contributing suggestions for developing your retail organisation's visual-design policy, including gathering information and analysing it to then present recommendations. This standard applies if your retail organisation has a formal written policy for visual-design that must be improved or if your retail organisation is going to have a formal written policy for the first time that needs to be written and developed.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J0A7 04

**Unit Title:** Support staff putting into practice a retail organisation's visual-design policy

**Unit Summary:** This Unit is about supporting staff putting into practice your retail organisation's visual-design policy. It involves being able to explain the policy to staff, motivating them to follow it, and making checks to make sure the policy is followed. This standard applies if your retail organisation has a formal written policy for visual design that must be put into practice.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J0A8 04

**Unit Title:** Develop and test solutions for retail display layouts

**Unit Summary:** This Unit is about developing creative solutions for retail display layout designs within the limits of time, budget and any guidelines that must be followed. It involves testing that ideas are realistic, as well as asking for and using the suggestions of decision-makers.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

**Unit No:** J09M 04

**Unit Title:** Produce guidance for putting retail display layouts together

**Unit Summary:** This Unit is about producing guidance that will allow staff to put retail display layouts together. It involves working out what is involved in putting retail display layouts together and giving instructions using schematic drawings and detailed written specifications.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*The candidate may have undertaken formal visual merchandising training that may contribute to the evidence for this unit.*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C342. These definitions do not constitute range.***

Formats – This refers to the type of document e.g. PDF, printed leaflet

Platforms – This refers to where the guidance can be found digitally e.g. intranet

**Unit No:** J0B1 04

**Unit Title:** Help customers to choose specialist products in a retail organisation

**Unit Summary:** This Unit is for a salesperson working in retail who gives expert advice and helps retail customers to choose specialist products. Specialist products are ones for which many retail customers will welcome in-depth advice to help them to choose the products that best meet their requirements.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit.

**Unit No:** J0BA 04

**Unit Title:** Demonstrate specialist products to customers in a retail organisation

**Unit Summary:** This Unit is about creating and making the most of opportunities to demonstrate specialist products to customers in a retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J09F 04

**Unit Title:** Monitor and improve retail customers' experience of a retail organisation

**Unit Summary:** The quality of the retail customer experience can help keep retail customers loyal or lose them to your competitors. This Unit is relevant if you are a retail manager, area manager or regional manager and have some responsibility for the quality of the retail customer experience.

You need to be able to monitor and improve all aspects of retail customers' experience. The Unit includes being in the retail sales area regularly, training staff and gathering feedback from retail customers.

For simplicity we have referred throughout the Unit to a single retail organisation, but if you are a regional or area manager you should understand this to mean all the locations you manage.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by statistics relating to performance and testimony from an Expert Witness to confirm the candidate’s competence*

***Glossary: The glossary contains definitions of the terms used in unit PPL.C412. These definitions do not constitute range.***

Walk the store – ‘Walking the store’ is a standard expression used in retail and is not intended to be discriminatory. You need not necessarily inspect your retail organisation by moving around on foot. The essential point is that you should be physically present in your retail organisation, moving through it in such a way that you can check the features that affect how customers experience your retail organisation

**Unit No:** J09G 04

**Unit Title:** Develop effective relationships with customers within a retail organisation

**Unit Summary:** Developing effective relationships with customers goes beyond just meeting the customer service policies and standards that have been set for a retail organisation. It involves doing that bit extra for customers thereby increasing retail customer loyalty and enhancing the reputation of your retail organisation. This is likely to involve negotiating, making an extra effort and potentially costs.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by statistics relating to performance and testimony from an Expert Witness to confirm the candidate’s competence*

**Unit No:** J09H 04

**Unit Title:** Monitor and resolve customer complaints within a retail organisation

**Unit Summary:** This Unit is about ensuring customer complaints do not escalate if a customer is not satisfied with a first level resolution offer. It is also about monitoring customer complaints to ensure complex or serious complaints are passed to those with the authority to handle difficult complaints.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** CFACSA4

**Unit Title:** Give customers a positive impression of yourself and yourorganisation

**Unit Summary:** Excellent customer service is provided by people who are goodwith people. Your behaviour affects the impression that customers have of the service they are receiving. This unit is about communicating with your customers and giving a positive impression whenever you deal with a customer. By doing this you create a positive impression of your organisation and the customer service it provides. All of us enjoy the experience of good customer service if we feel that the person serving us really wants to create the right impression, responds to us and gives us good information. Every detail of your behaviour counts when dealing with a customer.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit.

Evidence based on a realistic working environment or a work placement is permissible.

Evidence must be collected over a sufficient period of time with different customers on different occasions for the assessor to be confident that you are competent.

Communication with customers may be face to face, in writing, by telephone, text message, e-mail, internet (including social networking), intranet or by any other method you would be expected to use within your job role.

Evidence must be provided of creating a positive impression with customers:

* during routine delivery of customer service
* during a busy time in your job
* during a quiet time in your job
* when people, systems or resources have let you down

You must provide evidence that you communicate effectively by:

* using appropriate spoken or written language
* applying the conventions and rules appropriate to the methods of communication you have chosen

**Unit No:** CFACSD2

**Unit Title:** Support customer service improvements

**Unit Summary:** Organisations change the way they deliver service to theircustomers because customer expectations rise and because other organisations improve the services they offer. Often the most important ideas about how to improve customer service come from people dealing directly with customers. Your job involves delivering customer service. If your organisation has decided to make changes, it is your job to support them and to present them positively to your customers. Also, by listening to customer comments you may have your own ideas about how the service you deliver could be improved. This unit is about how you provide support for changes that your organisation has introduced. In addition, it covers how you present your own ideas for improvements to someone in your organisation who can authorise trying out the change.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit.

Evidence based on a realistic working environment or a work placement is permissible.

Evidence must be collected over a sufficient period of time with different customers on different occasions for the assessor to be confident that you are competent.

You must provide evidence that you have:

* contributed to improving customer service through your own efforts
* contributed to improving customer service by working with others

Your evidence must cover **two** changes with which you have been actively involved. In each case you must be able to identify the part you played in:

* linking customer feedback with the reasons for the change
* implementing the change
* gathering customer reactions to the change

Your evidence for each change must show how:

* the change has improved customer service
* your customers have reacted to the change

Each change that is part of your evidence must be significant enough for a regular customer to notice that the services or products you are delivering are different or that the way you and your colleagues deliver the services or products is different.

**Unit No:** CFACSB10

**Unit Title:** Organise the delivery of reliable customer service

**Unit Summary:** This unit is about how you deliver and maintain excellent andreliable 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.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit.

Evidence collected in a realistic working environment or a work placement is not permissible for this Unit.

Evidence must be collected over a sufficient period of time with different customers on different occasions for the assessor to be confident that you are competent.

You need to include evidence that you have dealt with a variety of customers including:

* customers who are easy to deal with
* customers who are difficult to deal with
* existing customers
* new customers

Your evidence must show that you have:

* taken responsibility for your own actions in the delivery of customer service
* used spontaneous customer feedback to improve customer service
* used customer feedback that you have requested to improve customer service

The system you use for recording data can be manual or electronic.

**Unit No:** CFACSB11

**Unit Title**: Improve the customer relationship

**Unit Summary:** To improve relationships with your customers you need todeliver 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.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit.

Evidence collected in a realistic working environment or a work placement is not permissible for this Unit.

Evidence must be collected over a sufficient period of time with different customers on different occasions for the assessor to be confident that you are competent.

Your evidence must include examples of using:

* organisational procedures
* exceptions to standard practice that are legal and benefit your organisation

You need to provide evidence that you have dealt with customers who:

* have different needs and expectations
* appear angry or confused
* behave unusually

**Unit No:** CFACSD8

**Unit Title:** Work with others to improve customer service

**Unit Summary:** Teamwork is a key component of delivering and improvingexcellent 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.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit.

Evidence collected in a realistic working environment or a work placement is not permissible for this Unit.

Evidence must be collected over a sufficient period of time with different customers on different occasions for the assessor to be confident that you are competent.

Your evidence must include examples of agreeing customer service roles and responsibilities which are:

* part of your own role
* part of other people’s roles

You must provide evidence that you have worked with **two** of these groups of people:

* team members or colleagues
* suppliers or service partners
* supervisors, team leaders or managers

Your evidence must show that your work with others involves communication by **two** of these methods as expected within your job role:

* face to face
* in writing
* by telephone
* using text messages
* by e-mail
* using the internet (including social networking)
* using an intranet

**Unit No:** J0AD 04

**Unit Title:** Recruit and retain staff in a retail organisation

**Unit Summary:** This Unit is about having a recruitment process that assists in retaining staff. It saves time and money as well ensures new staff settle in, thus reducing staff turnover.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0BX 04

**Unit Title:** Plan and allocate work to staff in a retail organisation

**Unit Summary:** This Unit is about being able to plan and allocate work to staff in your retail organisation equally and in ways that enable staff to be effective.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0CM 04

**Unit Title:** Identify and report security risks in a retail organisation

**Unit Summary:** This Unit is about helping to protect people, property and premises by identifying and reporting security risks. Security risks are situations where people, property or premises are at risk of theft, damage or abuse in your retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for the demonstration of emergency procedures. Simulation is also allowed for the remaining performance evidence within this Unit, but only if no opportunities exist to gather workplace evidence.

*This unit can be achieved in isolation of other unit: However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

***Glossary: The glossary contains definitions of the terms used in unit PPL.E101. These definitions do not constitute range.***

Security risks – Situations where people, property or premises are at risk of theft, damage or abuse

**Unit No:** J0CN 04

**Unit Title:** Identify and seek assistance when accidents and emergencies occur in a retail organisation

**Unit Summary:** This Unit is about identifying the types of accident and emergency that can happen, seeking assistance and acting within the limits of responsibility given to you by your retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for the demonstration of emergency procedures. Simulation is also allowed for the remaining performance evidence within this Unit, but only if no opportunities exist to gather workplace evidence.

*This unit can be achieved in isolation of other unit: However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

***Glossary: The glossary contains definitions of the terms used in unit PPL.E102. These definitions do not constitute range.***

Accidents – Incidents where people have been injured

Emergencies – Incidents where there is an immediate risk of people being seriously injured, or where serious injury or sudden illness has already happened

**Unit No:** J0EF 04

**Unit Title:** Maintain health and safety procedures in a retail organisation

**Unit Summary:** This Unit is about following your retail organisation's procedures for maintaining health and safety whilst working in ways that protects other people. It also covers rest times whilst you are still on your retail organisation's premises.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for the demonstration of emergency procedures. Simulation is also allowed for the remaining performance evidence within this Unit, but only if no opportunities exist to gather workplace evidence.

*This unit can be achieved in isolation of other unit: However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

**Unit No:** J0CP 04

**Unit Title:** Manually lift and handle goods and materials safely in a retail organisation

**Unit Summary:** This Unit is about manually lifting and handling goods and materials safely in your retail organisation without injuring yourself or other people.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*This unit can be achieved in isolation of other unit: However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

***Glossary: The glossary contains definitions of the terms used in unit PPL.E104. These definitions do not constitute range.***

Goods and materials – Retail goods for sale and your retail organisation’s materials such as consumables and equipment etc.

**Unit No:** J0CL 04

**Unit Title:** Work effectively as part of a team in a retail organisation

**Unit Summary:** This Unit is about working effectively with your colleagues in your retail organisation to achieve results together. It is about coordinating efforts, participating in a team, as well as getting along with colleagues from day to day.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement**: Simulation is allowed for the performanceevidence within this Unit only if no opportunities exist to gather workplace evidence.

*This unit can be achieved in isolation of other units. However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

**Unit No:** J08W 04

**Unit Title:** Follow a training plan for your own learning to improve your skills and knowledge in a retail organisation

**Unit Summary:** This Unit is about being an effective learner in your retail organisation. Learning new things in the workplace ensures continued improvement of skills and knowledge. Following a Specific, Measurable, Achievable, Realistic, Time bound (SMART) training plan for your own learning will help to ensure you gain the correct skills and knowledge within set timescales and become an effective worker.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement**: Simulation is allowed for the performanceevidence within this Unit only if no opportunities exist to gather workplace evidence.

**Unit No:** J0CT 04

**Unit Title:** Keep work surfaces clean in a retail organisation

**Unit Summary:** This Unit is about cleaning work surfaces in your retail organisation to keep them hygienic and ready for use. It is also about following the Control of Substances Hazardous to Health (CoSHH) guidelines when using cleaning products and using relevant Personal Protective Equipment (PPE).

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement**: Simulation is allowed for the performanceevidence within this Unit only if no opportunities exist to gather workplace evidence.

**Unit No:** J0CV 04

**Unit Title:** Safely remove and dispose of waste and litter in a retail organisation

**Unit Summary:** This standard is about keeping work areas in your retail organisation tidy and hygienic by removing and disposing of waste and litter, the health and safety involved, appropriate use of Personal Protective Equipment (PPE) and following Control of Substances Hazardous to Health (CoSHH) guidelines when dealing with hazardous waste.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement**: Simulation is allowed for the performanceevidence within this Unit only if no opportunities exist to gather workplace evidence.

**Unit No:** J0BX 04

**Unit Title:** Maintain personal hygiene in a retail organisation

**Unit Summary:** This Unit is about maintaining your personal hygiene by keeping yourself and your clothing clean enough for work duties in your retail organisation. It is also about using relevant Personal Protective Equipment PPE and uniforms to help you maintain your personal hygiene.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement**: Simulation is allowed for the performance evidence within this Unit only if no opportunities exist to gather workplace evidence.

**Unit No:** J0CW 04

**Unit Title:** Help maintain security in a retail organisation

**Unit Summary:** This Unit is about helping to maintain the security of premises, stock, cash, colleagues and customers in your retail organisation. It is also about being able to recognise behaviour that puts yourself and others at risk. How to handle risks within your area of authority, following relevant legislation and your retail organisations policies and procedures.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for taking action to deal with or contain security risks, threats & breaches and incidents of theft. Simulation is also allowed for the remaining performance evidence within this Unit, but only if no opportunities exist to gather workplace evidence.

*This unit can be achieved in isolation of other units: However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification. The evidence should take into account specialist training for evacuation*

***Glossary: The glossary contains definitions of the terms used in unit PPL.E205. These definitions do not constitute range.***

Organisation policy – This may be a set of principles, procedures or both. These may be written or not, however owners and managers need to be clear to all personnel about what procedures should be followed and when

**Unit No:** J0CX 04

**Unit Title:** Deal with accidents and emergencies within the limits of your authority in a retail organisation

**Unit Summary:** This Unit is about dealing with accidents and emergencies within the limits of your own responsibility in your retail organisation. This Unit is for team leaders, sales and storage personnel.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for the demonstration of emergency procedures.

*This unit can be achieved in isolation of other units. However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

**Unit No:** J0CY 04

**Unit Title:** Contribute to reducing risks to health and safety in a retail organisation

**Unit Summary:** This Unit is about contributing to making your retail organisation safe for everyone who works in it or visits it. It is also about ensuring the behaviour of colleagues, customers and visitors is safe within your retail organisation's requirements.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for the demonstration of emergency procedures.

*This unit can be achieved in isolation of other units. However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

**Unit No:** J0F9 04

**Unit Title:** Prepare newspapers and magazines for return to the merchandiser

**Unit Summary:** This Unit is about preparing unsold newspapers and magazines for return to the merchandiser so your retail organisation can receive the credit owed for unsold items.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

***Glossary: The glossary contains definitions of the terms used in unit PPL.E210. These definitions do not constitute range.***

Documentation – ‘Documentation’ can mean either paper records or computer records

File [documentation] – ‘File documentation’ can mean either filing paper records or storing records on a computer

**Unit No:** J0F3 04

**Unit Title:** Monitor and support secure use of the payment register and service area in a retail organisation

**Unit Summary:** This Unit is about your individual responsibility for maintaining the secure use of payment register and the service area in your retail organisation during trading hours.

The Unit refers to a single register, but can be taken to mean all the registers in service areas when you are responsible for these.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0BV 04

**Unit Title:** Check the accuracy of records of hours worked in a retail organisation

**Unit Summary:** This Unit is about checking the accuracy of records of hours worked by colleagues in your retail organisation. This can be in a store or branch of a retail organisation. It involves processing data accurately and responding to colleague's queries politely and confidentially. It is also about observing good timekeeping and attendance and maintaining relevant data protection legislation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J09D 04

**Unit Title:** Identify and analyse opportunities for solving problems and improving retail operations

**Unit Summary:** This Unit is about helping to improve the way your retail organisation operates, so that it can achieve or improve on sales targets and standards of service. Working within your area of responsibility, a thorough knowledge of day-to-day operations is required. It is also about being able to identify and analyse problems and suggest ways to improve operations that are practical and cost-effective.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by oral reports of real achievements and testimony from an Expert Witness to confirm the candidate’s competence*

**Unit No:** J0AE 04

**Unit Title:** Recommend, agree and contribute to implementing improvements to retail operations

**Unit Summary:** This Unit is about being able to present recommendations for improvements to retail operations to decision makers, clearly and persuasively, and respond positively to their questions and comments. It is about getting the agreement to go ahead with the improvement to retail operations. It is also about contributing to implementing improvements to retail operations and evaluating their impact to your retail organisation.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by oral reports of real achievements and testimony from an Expert Witness to confirm the candidate’s competence*

**Unit No:** J0CE 04

**Unit Title:** Monitor and maintain security in a retail organisation

**Unit Summary:** This Unit is about monitoring and maintaining the security of people, stock, premises (inside and out) and cash as part of a daily routine in your retail organisation. As well as personally checking the security of the work area and resolving any problems identified, it involves making sure that staff are clear about their responsibilities for maintaining security and that they understand the security procedures they must follow.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for taking action to deal with or contain security risks, threats & breaches and incidents of theft.

*This unit can be achieved in isolation of other units. However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification. The evidence should take into account specialist training for evacuation.*

**Unit No:** J09N 04

**Unit Title:** Monitor, identify and investigate loss and wastage in a retail organisation

**Unit Summary:** This Unit is about monitoring levels of stock, equipment, cash and cash equivalents and identifying and investigating any loss and wastage in your retail organisation. It also involves drawing conclusions about how wastage and loss can be prevented in future, taking preventive measures and training staff to help reduce wastage and loss as far as possible.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is allowed for the performance evidence within this Unit only if no opportunities exist to gather workplace evidence.

*This unit can be achieved in isolation of other units. However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification. The evidence should take into account specialist training for evacuation.*

**Unit No:** J09E 04

**Unit Title:** Assess, monitor and control risks to health and safety and provide training in a retail organisation

**Unit Summary:** This unit is about checking that your retail organisation is a healthy and safe place, by using day-to-day monitoring, specific regular checks and planned assessments. It is about keeping accurate records and training staff to protect health and safety. It includes checking premises, stock, and equipment including Personal Protective Equipment (PPE). Control of Substances Hazardous to Health (CoSHH) must also be monitored.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is allowed for the performance evidence within this Unit only if no opportunities exist to gather workplace evidence.

*This unit can be achieved in isolation of other units. However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

**Unit No:** J0CF 04

**Unit Title:** Take a safe and active role when accidents and emergencies occur in a retail organisation

**Unit Summary:** This Unit is about taking a safe and active role when accident and emergencies occur in your retail organisation. 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.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** It is expected that simulation will be used togather evidence for the demonstration of emergency procedures.

*This unit can be achieved in isolation of other units. However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

**Unit No:** J0AF 04

**Unit Title:** Plan staffing levels and prepare work schedules for a retail organisation

**Unit Summary:** This Unit is about planning how many staff are required to be on duty in your retail organisation to maintain the best levels of customer service and profitability. It involves producing plans and schedules so that staff know when and where they will be required to work.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

 **Unit No:** J0BY 04

**Unit Title:** Monitor work targets to make changes in staffing levels in a retail organisation

**Unit Summary:** This Unit is about collecting, monitoring information about progress towards work targets, and making justifiable recommendations for changes in staffing levels in your retail organisation.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technicalcompetence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0CJ 04

**Unit Title:** Monitor the service provided to customers by external suppliers of a retail organisation

**Unit Summary:** This Unit is about monitoring the service provided by external suppliers to customers of your retail organisation. This involves checking the progress of orders, keeping customers informed and getting customer feedback about the service provided.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by significant activity and testimony from an Expert Witness to confirm the candidate’s competence*

***Glossary: The glossary contains definitions of the terms used in unit PPL.E314. These definitions do not constitute range.***

External suppliers – These are the range of suppliers of products or services to a retail organisation’s customers. This can mean supply of products directly from the external supplier’s premises or from your retail organisation, delivery of products, or assembly/fitting of products on the customer premises

**Unit No:** J09W 04

**Unit Title:** Evaluate and improve external suppliers' service to customers of a retail organisation

**Unit Summary:** This Unit is about evaluating feedback from customers of your retail organisation to decide how the service provided by external suppliers could be improved, and encouraging suppliers to make improvements.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*It is highly unlikely that this unit will be able to be observed therefore the evidence generated will come from professional discussion supported by significant activity and testimony from an Expert Witness to confirm the candidate’s competence*

***Glossary: The glossary contains definitions of the terms used in unit PPL.E315. These definitions do not constitute range.***

External suppliers – These are the range of suppliers of products or services to a retail organisation’s customers. This can mean supply of products directly from the external supplier’s premises or from your retail organisation, delivery of products, or assembly/fitting of products on the customer premises

**Unit No:** J0AB 04

**Unit Title:** Support effective team working in a retail organisation

**Unit Summary:** This Unit is about working with colleagues in your retail organisation to achieve results and targets together. It is about supporting the team's efforts using leadership skills, by sharing the workload equally (to individual strengths), making realistic commitments and working hard to support them effectively, and contributing to team morale and good working relations.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*This unit can be achieved in isolation of other units. However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

***Glossary: The glossary contains definitions of the terms used in unit PPL.E355. These definitions do not constitute range.***

Difficulties in working together/with colleagues – Difficulties can arise for various reasons, including:

1. disagreements on work-related issues
2. personality clashes
3. unfair, insulting or threatening behaviour

**Unit No:** J0AC 04

**Unit Title:** Contribute to the planning organisation and evaluation of your own learning in a retail organisation

**Unit Summary:** This standard is about being an effective learner in your retail organisation. It assumes help and support in planning and carrying out your learning plans is available. Your responsibilities are to contribute to the planning process, carry out your plan and evaluate its effectiveness.

Specific, Measurable, Achievable, Realistic and Time bound (SMART) planning is a requirement of this standard to plan your goals, and your learning aims and objectives.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

*This unit can be achieved in isolation of other units. However evidence for this unit will be generated holistically whilst the candidate is working towards competence in their selected units for the qualification*

***Glossary: The glossary contains definitions of the terms used in unit PPL.E336. These definitions do not constitute range.***

SMART – Specific, Measurable, Achievable, Realistic, Time bound

**Unit No:** J0AG 04

**Unit Title:** Help colleagues to learn in a retail organisation

**Unit Summary:** This standard is about helping colleagues to gain the information and skills they need to learn to do their jobs in your retail organisation. It involves passing onto colleagues, knowledge and skills on a daily basis. This standard is not about being a professional trainer and it is not about assessing others' performance formally.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0BW 04

**Unit Title:** Manage a team on a temporary basis in a retail organisation

**Unit Summary:** This Unit is about managing a team in your retail organisation on a temporary basis. For example being responsible for:

* a special event
* sales preparation
* stock taking or emergency situations
* covering when managers are absent

It is about understanding your limitations: it is not about formally developing or disciplining team members.

**Unit Assessment:** General Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0E0 04

**Unit Title:** Select weigh and measure ingredients in bakery operations

**Unit Summary:** This standard covers the skills and knowledge needed to select, weigh and measure bakery ingredients by hand, in craft, artisan or in-store bakery operations.

You need to show and understand how you identify and select the correct ingredients, required by a product specification, recipe or work instructions. You will need to check and know the condition of the ingredients, weigh and measure the required quantities and store these in preparation for mixing or use later in processing. You need to know how to check weighing and measuring equipment, prevent contamination of ingredients and know the common factors affecting the quality of ingredients. Complying with and understanding health and safety, food safety, allergen and organisational requirements are essential features of this standard.

**Unit Assessment:** Specialist Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No:** J0E1 04

**Unit Title:** Divide, mould and shape fermented dough in bakery operations

**Unit Summary:** This standard covers the skills and knowledge needed to divide, mould and shape fermented dough by hand, in craft, artisan or in-store bakery operations. Fermented dough typically includes that for bread, rolls sticks, enriched, sour and laminated dough and dough for free-from products.

You need to show and understand how you hand divide dough using a knife and scales, and a manually operated dough portioning device. You will need to demonstrate hand moulding skills, and the shaping of dough by hand and using a rolling pin. You need to know how to recognise and prevent contamination during processing. You need to understand the role of yeast and the principles of the fermentation process in dough. You need to know the basic structure of dough and how processing affects gas production and retention rates. You also need to know, how the control of fermentation during processing determines product quality. Complying with and understanding health and safety, food safety, allergen and organisational requirements are essential features of this standard.

**Unit Assessment:** Specialist Unit - Awarding body own phraseology

**Specific Evidence Requirement:** Simulation is not allowed for any performanceevidence within this Unit

**Unit No.** J0C3 04

**Unit Title:** Work productively with colleagues in a multi-channel retail organisation

**Unit Summary:** This Unit is about working with colleagues both in the same channel of your organisation’s business and within other channels. Cooperation across channels is essential to the success of the organisation as a whole. This standard describes what everyone within a multi-channel retail business needs to do in order to work together effectively. It applies to everyone in the organisation regardless of their particular specialism, their level of responsibility or the channel within which they mainly work.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit

 **Unit No.** J0C4 04

**Unit Title:** Work with colleagues to encourage innovation in a multi-channel retail organisation

**Unit Summary:** This Unit is about working with your colleagues to encourage and support one another’s innovative thinking. Competition between retail businesses is fierce and unrelenting, and so a constant supply of innovative ideas is needed in order for a retail business to survive and thrive. Within a multi-channel business, innovative thinking is needed which drives sales not just within individual channels, but across the channels too.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit.

**Unit No.** J0C6 04

**Unit Title:** Update product information on a trading website

**Unit Summary:** This Unit is about your role in maintaining product databases that contribute to sales and customers’ satisfaction, with an up-to-date and readily searchable product database being key to a successful trading website.

Data concerning product details and prices must be accurate and comply with any relevant legislation.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit.

**Unit No.** J0CD 04

**Unit Title:** Provide support to individual customers of a trading website

**Unit Summary:**  This Unit is about the role of the contact centre agent in providing support to individual customers. Support could be provided by e-mail, online, phone, fax or post.

When a customer gets in touch with the customer contact centre, the quality of the support that you provide can improve customer satisfaction and increase customer loyalty, thus helping to increase future sales.

Direct contact with individual customers also provides opportunities for you to make sales, either by helping the customer to complete a purchase, or by encouraging the customer to buy additional products or services.

Such additional purchases need not be made only via the website. If your organisation operates through other channels, such as traditional stores, you need to take this into account when advising customers

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit.

**Unit No.** J0CC 04

**Unit Title:** Analyse feedback from customers of a multi-channel retail organisation when goods are returned

**Unit Summary:** This Unit is about analysing customer feedback about their shopping experience within a multi-channel retail organisation and making recommendations based on your analyses.

Customer feedback is invaluable to a multi-channel retail organisation. In order to keep improving customer satisfaction and sales, the organisation needs to know whether customers enjoyed their experience, irrespective of whether they bought anything. The organisation also needs to know the specific reasons why customers return goods and what they like or dislike about particular products or services.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit.

**Unit No.** J0AW 04

**Unit Title:** Manage a social network on a trading website

**Unit Summary:** This Unit is about monitoring and moderating a social network as part of multi-channel retail.

Comments posted by customers on social networking sites can impact on the organisation almost instantly and so need to be monitored carefully and dealt with promptly.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit.

**Unit No.** J0F6 04

**Unit Title:** Use in-store online facilities to achieve retail sales

**Unit Summary:** This Unit is about using the web-based activities available in-store to promote and achieve retail sales. It includes using the online facilities to help fulfil customers’ requirements and making customers aware of the availability and scope of the web-based retail facilities available to them. This can include checking stock availability, placing orders on behalf of customers, and processing payments using online facilities available in-store.

It also includes providing a positive and ‘seamless’ service to customers, irrespective of the customer journey, i.e. whether customers shop in person instore or online via PC, tablet or telephone etc.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit.

**Unit No.** J0CB 04

**Unit Title:** Advise and support customers in a retail organisation on the use of online retail facilities

**Unit Summary:** This Unit is about advising and supporting customers in the use of the web-based facilities available to them within your store. This includes their use of, for example, ‘kiosks’ and mobile apps, and how customers can use these to browse and research products, to check stock availability, to place orders, and where appropriate, to pay for their purchases.

In supporting customers in the use of the web-based facilities you will need to demonstrate the online processes in a manner which promotes understanding and which is sensitive to different customers’ existing understanding and attitude to online technology

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit.

**Unit No.** J0C9 04

**Unit Title:** Motivate colleagues to promote online facilities to customers

**Unit Summary:**  This Unit is about motivating your retail colleagues to use the available web-based retail facilities and to recognise and respond positively to the opportunities that these facilities provide for engaging with customers, and for building sales overall.

Your colleagues can be those who work with you in your immediate retail area, or others with whom you have contact. You need not necessarily have supervisory responsibility for these colleagues. Indeed, such colleagues might be amongst those more senior to you, and they can also include those in your peer group. As this standard is about motivating colleagues, you need not also be a ‘subject expert’ in the use of facilities, although you will know how to operate the web-based retail facilities available in your store.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit.

**Unit No.** J0F7 04

**Unit Title:** Maintain the confidentiality and security of online data regarding retail customers

**Unit Summary:**  This Unit is about taking personal responsibility for protecting information held online regarding your organisation’s retail customers. This includes managing requests for information from customers about their transactions and/or accounts, whether in person, online or by email or telephone and also from third parties, such as suppliers or partnered companies, for which permission may be required before passing on particular information.

It also includes protecting sensitive information within the workplace, with all actions being in line with relevant policies relating to data protection and confidentiality.

**Unit Assessment:** Specialist Unit - If the assessor does not have the technical competence expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate’s competence.

**Specific Evidence Requirement:** Simulation is not allowed for any performance evidence within this Unit.

**Appendix 1**

**Qualifications covered by these Evidence Requirements**

SVQ Retail Skills SCQF level 4 (GP1D 21)

SVQ Retail Skills SCQF level 5 (GP1E 22)

SVQ Retail (Sales Professional) SCQF level 6 (GP1C 23)

SVQ Retail (Visual Merchandising) SCQF level 6 (GP1F 23)

SVQ Retail (Management) SCQF level 6 (GP1C 23)

**Appendix 2**

**List of Units for which simulated activities are permitted**

|  |  |
| --- | --- |
| **Unit** number | **Unit title** |
| PPL.B101 | Move goods and materials manually in a retail organisation |
| PPL.B102 | Check stock levels in a retail organisation |
| PPL.C101 | Package goods for customers in a retail organisation |
| PPL.C266 | Authorise and monitor the self-service dispensing of motor fuel on a forecourt |
| PPL.E101 | Identify and report security risks in a retail organisation |
| PPL.E102 | Identify and seek assistance when accidents and emergencies occur in a retail organisation |
| PPL.E103 | Maintain health and safety procedures in a retail organisation |
| PPL.E105 | Work effectively as part of a team in a retail organisation |
| PPL.E106 | Follow a training plan for your own learning to improve your skills and knowledge in a retail organisation |
| PPL.E107 | Keep work surfaces clean in a retail organisation |
| PPL.E108 | Safely remove and dispose of waste and litter in a retail organisation |
| PPL.E109 | Maintain personal hygiene in a retail organisation |
| PPL.E205 | Help maintain security in a retail organisation |
| PPL.E206 | Deal with accidents and emergencies within the limits of your authority in a retail organisation |
| PPL.E207 | Contribute to reducing risks to health and safety in a retail organisation |
| PPL.E208 | Work effectively in a team to meet targets in a retail organisation |
| PPL.E304 | Monitor and maintain security in a retail organisation |
| PPL.E305 | Monitor, identify and investigate loss and wastage in a retail organisation |
| PPL.E306 | Assess, monitor and control risks to health and safety and provide training in a retail organisation |
| PPL.E307 | Take a safe and active role when accidents and emergencies occur in a retail organisation |

**Appendix 3:**

**List of Units for which Expert Witness** **Testimony is required if the assessor is** **not expert in the specialism covered by the unit**

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| **Unit Number** | **Unit Title** |
| PPL.B220 | Bake (bake-off) products for sale in a retail organisation |
| PPL.B221 | Finish bake-off products in a retail organisation |
| PPL.B224 | Prepare greengrocery products for sale in a retail organisation |
| PPL.B225 | Display and maintain greengrocery products to attract sales in a retail organisation |
| PPL.B226 | Quality check the suitability of meat products for finishing in a retail organisation |
| PPL.B227 | Prepare to finish meat products in a retail organisation |
| PPL.B228 | Achieve meat product yield and finish in a retail organisation |
| PPL.B235 | Maintain food safety while working with food in a retail organisation |
| PPL.B238 | Prepare to receive deliveries of fuel (for driver-controlled transfers) on a forecourt |
| PPL.B239 | Check that driver-controlled fuel transfers have been completed |
| PPL.B240 | Receive deliveries and transfer fuel on a forecourt |
| PPL.B243 | Organise your work to meet a dough production schedule in a retail organisation |
| PPL.B248 | Hand-process fish in a retail organisation |
| PPL.B308 | Monitor and contribute to improving food safety in a retail organisation |
| PPL.C215 | Process applications from retail customers for credit facilities |
| PPL.C216 | Set, monitor and take action with retail customers' credit accounts |
| PPL.C217 | Process payments made to retail customer accounts |
| PPL.C218 | Reconcile retail customers' accounts |
| PPL.C220 | Assemble retail products at customers' premises and assist with installation and initial use |
| PPL.C221 | Explain to customers the features and benefits of a retail organisation's loyalty scheme and how the scheme works |
| PPL.C222 | Gain customer commitment to a retail organisation's loyalty scheme and assist them in completing the application |
| PPL.C230 | Interpret design briefs for retail displays |
| PPL.C231 | Source merchandise and props to be featured in retail displays |
| **Unit Number** | **Unit Title** |
| PPL.C232 | Dress in-store retail displays to guidelines |
| PPL.C233 | Dress window displays following a retail organisation's guidelines |
| PPL.C234 | Evaluate and improve retail displays |
| PPL.C235 | Order graphic materials to meet retail display requirements |
| PPL.C236 | Position graphic materials to support retail displays |
| PPL.C237 | Dismantle retail displays |
| PPL.C238 | Store equipment, props and graphics for retail displays |
| PPL.C239 | Confirm the requirements for props and prototypes for retail displays |
| PPL.C240 | Make life-size copies of items for retail displays |
| PPL.C241 | Make scale models of items for retail displays |
| PPL.C242 | Decorate fixtures and panels for retail displays |
| PPL.C243 | Interpret retail display layout requirements from plans, elevations and drawings |
| PPL.C244 | Follow guidelines for putting retail display layouts together |
| PPL.C250 | Identify the retail customers' requirements for lingerie |
| PPL.C251 | Measure and fit retail customers for lingerie |
| PPL.C253 | Demonstrate beauty products to retail customers |
| PPL.C254 | Maintain the retail customer record-card system in a retail organisation |
| PPL.C262 | Establish retail customers' requirements and provide advice regarding tiling products |
| PPL.C263 | Advise customers upon measuring and planning for the fixing of tiles |
| PPL.C264 | Advise customers upon the fixing of their own tiles |
| PPL.C266 | Authorise and monitor the self-service dispensing of motor fuel on a forecourt |
| PPL.C267 | Maintain a display of cut flowers in a retail organisation that does not specialise in floristry |
| PPL.C268 | Help customers to choose alcoholic beverages in a retail organisation by advising on and recommending relevant products |
| PPL.C270 | Promote a retail organisation's own credit card to customers |
| PPL.C271 | Offer customers information on insurance products associated with a retail organisation's credit card |
| PPL.C272 | Help customers to apply for a retail organisation's credit card and associated insurance products |
| **Unit Number** | **Unit Title** |
| PPL.C278 | Help customers to choose delicatessen products in a specialist retail organisation |
| PPL.C279 | Portion delicatessen products to meet individual customers' requirements in a specialised retail organisation or specialist counter within a general retail organisation |
| PPL.C306 | Identify the retail customer's credit or hire-purchase requirements |
| PPL.C307 | Advise retail customers on the features of borrowing facilities |
| PPL.C308 | Process credit or hire-purchase applications on behalf of retail customers |
| PPL.C311 | Make and review plans for finding new retail clients |
| PPL.C312 | Market a retail organisation's services to potential clients |
| PPL.C313 | Provide a consultative selling service to retail clients |
| PPL.C314 | Provide an after-sales service to retail clients as a result of retail client consultations |
| PPL.C330 | Interpret requirements for retail displays |
| PPL.C331 | Choose and agree retail merchandise to be featured in retail displays |
| PPL.C332 | Identify and obtain graphic materials for retail displays |
| PPL.C333 | Co-ordinate how graphic materials are used in retail displays |
| PPL.C334 | Check how graphic materials are used in retail displays |
| PPL.C335 | Gather information about retail customers' responses to displays and layouts |
| PPL.C336 | Assess and report the effect of retail displays and layouts |
| PPL.C337 | Negotiate and agree costs for visual merchandising projects |
| PPL.C338 | Record and monitor costs for visual merchandising projects |
| PPL.C339 | Contribute to developing a retail organisation's visual-design policy |
| PPL.C340 | Support staff putting into practice a retail organisation's visual-design policy |
| PPL.C341 | Develop and test solutions for retail display layouts |
| PPL.C342 | Produce guidance for putting retail display layouts together |
| PPL.E308 | Plan staffing levels and prepare work schedules for a retail organisation |
| PPL.E309 | Monitor work targets to make changes in staffing levels in a retail organisation |
| **Unit Number** | **Unit Title** |
| IMPCB101 | Select weigh and measure ingredients in bakery operations |
| IMPCB105 | Divide, mould and shape fermented dough in bakery operations |
| PPL.MCR01 | Work productively with colleagues in a multi-channel retail organisation |
| PPL.MCR02 | Work with colleagues to encourage innovation in a multi-channel retail organisation |
| PPL.MCR03 | Update product information on a trading website |
| PPL.MCR05 | Provide support to individual retail customers of a trading website |
| PPL.MCR06 | Analyse feedback from retail customers of a multi-channel retail organisation when goods are returned |
| PPL.MCR07 | Manage a social network on a trading website |
| PPL.MCR15 | Use in-store online facilities to achieve retail sales |
| PPL.MCR16 | Advise and support customers in a retail organisation on the use of online retail facilities |
| PPL.MCR17 | Motivate colleagues to promote online retail facilities to retail customers |
| PPL.MCR18 | Maintain the confidentiality and security of online data regarding retail customers |