



Qualification Specification for:

OCN NI Level 1 Award in Retail Business

➤ **Qualification No: 601/3748/4**

OCN NI Level 1 Certificate in Retail Business

➤ **Qualification No: 601/3749/6**

Qualification Regulation Information

OCN NI Level 1 Award in Retail Business

Qualification Number: 601/3748/4

Operational start date: 01 August 2014

Operational end date: 31 December 2027

Certification end date: 31 December 2028

OCN NI Level 1 Certificate in Retail Business

Qualification Number: 601/3749/6

Operational start date: 01 August 2014

Operational end date: 31 December 2027

Certification end date: 31 December 2028

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification and the certification end date is the last date by which learners can claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

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Foreword

This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualifications:

- **OCN NI Level 1 Award in Retail Business**
- **OCN NI Level 1 Certificate in Retail Business**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Unit details
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at www.ocnni.org.uk

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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About Regulation

OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1st October 2015: the RQF provides a single framework for all regulated qualifications.

Qualification Level

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

Qualification Features

Sector Subject Area

7.1 Retailing and wholesaling

Qualifications' Aim

The OCN NI Level 1 Award and Certificate in Retail Business qualifications have been designed for learners who wish to achieve basic skills and knowledge required for working in a range of retail businesses.

Qualifications' Objectives

The objectives of the OCN NI Level 1 Award and Certificate in Retail Business qualifications are to enable learners to:

- provide learners with basic understanding of retail business and employee standards within it
- ensure learners have an awareness of the importance of health, safety and security within the retail business
- encourage effective employability skills such as teamwork, problem solving and customer service

Grading

Grading for these qualifications is pass/fail.

Qualification Target Group

The qualifications are targeted at learners who are interested in working in the retail sector.

Progression Opportunities

The OCN NI Level 1 Award and Certificate in Retail Business qualifications will enable progression into further learning in this area or into employment.

Entry Requirements

There are no formal restrictions on entry though learners should be at least 14 years old.

Qualification Support

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

Delivery Languages

These qualifications are available in English only at this time. If you wish to offer these qualifications in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

Centre Requirements for Delivering the Qualification

Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

*Note: A person cannot be an internal verifier for their own assessments.

Tutors

Tutors delivering the qualification should be occupationally competent and qualified to at least one level higher than the qualification and have a minimum of one year's relevant experience.

Assessors

The qualification is assessed within the centre and is subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

Assessors must:

- be occupationally competent to at least one level higher than the qualification
- have a minimum of one year's experience in the area they are assessing
- have direct or related relevant experience in assessment
- assess all assessment tasks and activities

Internal Verification

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualifications.

Internal Verifiers must:

- have at least one year's occupational experience in the areas they are internally verifying
- attend OCN NI's internal verifier training if not already completed

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

Structure and Content

OCN NI Level 1 Award in Retail Business

In order to achieve the OCN NI Level 1 Award in Retail Business the learner is required to complete any 12 credits from the optional units.

Total Qualification Time (TQT) for this qualification: 120 hours

Guided Learning Hours (GLH) for this qualification: 110 hours

OCN NI Level 1 Certificate in Retail Business

In order to achieve the OCN NI Level 1 Certificate in Retail Business the learner is required to complete all 9 units for a total of 24 credits.

Total Qualification Time (TQT) for this qualification: 240 hours

Guided Learning Hours (GLH) for this qualification: 222 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	Level
D/506/4730	CBA029	Problem Solving within a Retail Business	30	3	One
H/506/4731	CBA030	Employee Standards within a Retail Business	10	1	One
K/506/4732	CBA031	Individual and Team Work Skills for a Retail Business	30	3	One
M/506/4733	CBA032	Rights and Responsibilities of Retail Traders and Customers	30	3	One
T/506/4734	CBA033	Customer Service in a Retail Business	10	1	One
A/506/4735	CBA034	Display, Move and Monitor Stock in a Retail Business	40	4	One
F/506/4736	CBA035	Understanding Health and Safety in a Retail Business	30	3	One
R/506/4739	CBA036	Understanding Retail Businesses	30	3	One
J/506/4740	CBA037	Understanding Security in a Retail Business	30	3	One

Unit Details

Title	Problem Solving within a Retail Business	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	28	
OCN NI Unit Code	CBA029	
Unit Reference No	D/506/4730	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to recognise possible problems within a retail environment.		
Learning Outcomes		Assessment Criteria
1. Recognise possible problems that may arise within a retail business.	1.1 Outline possible problems that may arise within a retail business and how these may be addressed to include: a) difficult customers b) abusive customers c) young children d) health related e) disability related	
2. Recognise possible problems that may arise with colleagues within a retail business.	2.1 Outline the possible problems that may arise with colleagues within a retail business and how these may be addressed.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Employee Standards within a Retail Business	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	8	
OCN NI Unit Code	CBA030	
Unit Reference No	H/506/4731	
<i>Unit purpose and aim(s):</i> This unit will enable to gain knowledge of retail industry standards.		
Learning Outcomes		Assessment Criteria
1. Recognise employee standards at work within a retail business.	1.1 Outline retail industry standards at work to include: a) appropriate dress code b) attitudes, skills and behaviours c) codes of conduct d) effective communication e) help and advice	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Individual and Team Work Skills for a Retail Business	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	28	
OCN NI Unit Code	CBA031	
Unit Reference No	K/506/4732	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to recognise the skills, qualities and behaviours required within a retail business.		
Learning Outcomes	Assessment Criteria	
1. Know what skills, qualities and behaviours are needed to work as a retail assistant.	1.1 Outline with examples the skills, qualities and behaviours needed to work as a retail assistant.	
2. Know what makes an effective team member.	2.1 List the characteristics of an effective team and team members. 2.2 Outline how positive and negative behaviour impacts on team performance. 2.3 Define discrimination, bullying and harassment at work and how they may be addressed. 2.4 Demonstrate how to work effectively as part of a retail team. 2.5 Demonstrate how to work effectively as an individual within a retail business.	
3. Be able to plan and manage duties within a retail business.	3.1 Demonstrate how to plan and manage duties within a retail business including how to meet deadlines and deal with problems.	
4. Recognise safe working practices within a retail business.	4.1 Outline safe working practices within a retail business.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Rights and Responsibilities of Retail Traders and Customers	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	28	
OCN NI Unit Code	CBA032	
Unit Reference No	M/506/4733	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand rights and responsibilities of retail traders and how retail laws protect customers and traders.		
Learning Outcomes	Assessment Criteria	
1. Understand rights and responsibilities of retail traders.	1.1 Outline the difference between rights and responsibilities in a retail environment. 1.2 Outline the relationship between rights and responsibilities in a retail environment. 1.3 Identify the rights and responsibilities of retail customers. 1.4 Identify the importance of building relationships within a retail environment. 1.5 Outline how rights and responsibilities are protected in the retail environment. 1.6 Outline the consequences when customer rights are not protected and/or honoured.	
2. Understand how retail laws protect customers and traders.	2.1 Outline the purpose of retail laws in protecting customers and traders. 2.2 Identify the key features of the following: a) Sale of Goods Act b) Trade Descriptions Act c) Consumer Protection from Unfair Trading Regulations d) Data Protection Act	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Customer Service in a Retail Business	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	8	
OCN NI Unit Code	CBA033	
Unit Reference No	T/506/4734	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of customer service in the retail business including how to ensure effective communication and deal with customer complaints and problems.		
Learning Outcomes	Assessment Criteria	
1. Understand the importance of customer service in a retail business.	1.1. State what is meant by customer service and how it contributes to a retail business. 1.2. Outline how staff contribute to a positive customer service experience. 1.3. Outline the consequences of poor customer service and how these may be dealt with.	
2. Understand how communication contributes to good customer service.	2.1. State how written communication can contribute to good customer service. 2.2. Outline how spoken communication and body language can contribute to good customer services. 2.3. State why it is important to listen to customers.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Display, Move and Monitor Stock in a Retail Business	
Level	One	
Credit Value	4	
Guided Learning Hours (GLH)	38	
OCN NI Unit Code	CBA034	
Unit Reference No	A/506/4735	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to display, move and monitor stock in a retail business.		
Learning Outcomes	Assessment Criteria	
1. Know about the storage of goods and materials in a retail business.	1.1 Identify storage facilities and equipment used in a retail business. 1.2 Identify disposal equipment and facilities used in a retail business. 1.3 Outline how to deal with retail storage / equipment problems.	
2. Know how to display goods and materials in a retail business.	2.1 Outline with examples how to appropriately display goods and materials in a retail business. 2.2 Identify display equipment used in a retail business and their uses. 2.3 Outline what is meant by the following: a) packing out b) stock rotation 2.4 Outline the importance of good housekeeping and hygiene practices in a retail business. 2.5 Outline how to deal with retail display problems.	
3. Recognise how to use moving equipment within a retail business safely.	3.1 List equipment used to move goods and materials within a retail business and associated hazards. 3.2 Outline how to deal with problems when using moving equipment. 3.3 Create a guide for using moving equipment safely.	
4. Know how to check retail stock levels.	4.1 Outline the importance of maintaining up-to-date stock records using appropriate procedures. 4.2 Carry out a stock checking activity accurately and report findings to appropriate personnel. 4.3 Outline when stock may be unfit for sale and associated disposal.	
5. Recognise the importance of appropriate stock placement.	5.1 Outline the importance of appropriate stock placement for a range of goods/materials. 5.2 Outline the importance of good housekeeping within a retail business.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes	Learner notes/written work Learner log/diary Peer notes Record of observation

	OR A collection of documents containing work that shows the learner's progression through the course	Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Understanding Health and Safety in a Retail Business	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	28	
OCN NI Unit Code	CBA035	
Unit Reference No	F/506/4736	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to recognise the importance of health and safety regulations in a retail business and how to deal with accidents and emergencies.		
Learning Outcomes	Assessment Criteria	
1. Be aware of health and safety regulations within a retail business.	1.1 Outline sources of information on health and retail regulations within a retail business. 1.2 Outline the role of employers and employees in relation to the following: a) Health and Safety at Work Act (HASWA) b) Control of Substances Hazardous to Health Regulations (COSHH) c) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. (RIDDOR) 1.3 Outline the possible consequences if health and safety regulations are not adhered to.	
2. Recognise types of accidents and emergencies in a retail business.	2.1 Outline the types of accident and emergencies that can occur in a retail business and how to minimise risks. 2.2 List types of fire extinguishers and their uses. 2.3 Identify appropriate health and safety personnel. 2.4 Outline what to do in the event of an accident or emergency.	
3. Be able to use appropriate manual handling techniques.	3.1 Outline safe manual handling techniques. 3.2 Demonstrate safe manual handling techniques. 3.3 Identify appropriate moving equipment used in retail settings. 3.4 Demonstrate the safe use of moving equipment used in retail settings.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
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Title	Understanding Retail Businesses	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	28	
OCN NI Unit Code	CBA036	
Unit Reference No	R/506/4739	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the range and purpose of retail businesses including retail occupations and supply chain.		
Learning Outcomes	Assessment Criteria	
1. Understand the range and purpose of retail businesses.	1.1 Outline a range of retail activities and outlets to include: a) size and type b) location c) features d) resources	
2. Understand the range of retail occupations.	2.1 Identify the range of retail occupations to include: a) entry requirements b) skills c) personal attributes	
3. Understand the retail supply chain.	3.1 Outline the stages of a retail supply chain.	
4. Understand the impact of environmental and ethical issues in relation to retail.	4.1 Outline environmental and ethical issues of concern to retail customers and potential consequences if ignored.	
5. Understand the concept of the selling year.	5.1 Outline the features of seasonal, culturally-aware and special selling. 5.2 Create a calendar of the UK selling year.	
6. Understand employer requirements for staff within a retail business.	6.1 Identify employer requirements for staff within a local retail business. 6.2 Assess own skills and knowledge identifying areas for improvement.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Understanding Security in a Retail Business	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	28	
OCN NI Unit Code	CBA037	
Unit Reference No	J/506/4740	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of security within a retail business and how to report security risks.		
Learning Outcomes		Assessment Criteria
1. Understand the importance of security within a retail business.	1.1 Outline the importance of security within a retail business to include employee responsibilities. 1.2 Outline security measures used in retail settings.	
2. Know how to identify and deal with security risks within a retail business.	2.1 List types of security risks within a retail business and how employees may deal with them.	
3. Know how to report security risks within a retail business.	3.1 Outline how to report security risks and appropriate personnel. 3.2 Outline employee's responsibilities when dealing with a range of security risks.	
Assessment Guidance		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Quality Assurance of Centre Performance

External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualifications and to assure OCN NI of the maintenance of the integrity of the qualifications.

The External Verifier will review the delivery and assessment of the qualifications. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

Administration

Registration

A centre must register learners within 20 working days of commencement of a qualification.

Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

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OCN NI Level 1 Certificate in Retail Business
Qualification Number: 601/3749/6

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