

# Qualification handbook

for

## **BIIAB Level 2 Certificate In Retail Skills**

QN 601/6556/X

QW C00/0718/8

and

## **BIIAB Level 2 Diploma In Retail Skills**

QN 601/6579/0

QW C00/0719/0

Version 1.3

# **BIIAB Level 2 Certificate and Diploma In Retail Skills Handbook**

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## **1. About the BIIAB Level 2 Certificate and Diploma In Retail Skills**

BIIAB is regulated to deliver these qualifications by Ofqual, Qualifications Wales and CCEA Regulations in England, Wales and Northern Ireland respectively. The qualifications have a unique Qualification Number (QN) which is shown below. Every unit within the qualifications will also have a Regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

<b>Qualification title</b>	<b>Qualification Number (QN)</b>
BIIAB Level 2 Certificate In Retail Skills	601/6556/X C00/0718/8
BIIAB Level 2 Diploma In Retail Skills	601/6579/0 C00/0719/0

The qualifications have been designed to allow learners to obtain and then demonstrate the knowledge and skills to work effectively in Retail at level 2.

## **2. About this pack**

This support pack has been developed to provide guidance for learners, assessors and verifiers undertaking, delivering, or quality assuring these qualifications.

The purpose of the support pack is to provide the majority of the key information that may be needed to prepare for, and help support, the successful delivery of the qualifications, in one place. If this pack is updated, centres will be notified via the BIIAB monthly newsletter which goes to approved centres.

### **3. BIIAB Customer Service**

BIIAB is committed to giving the highest possible levels of customer service. The BIIAB's Service Level Agreement is available via [www.biiab.org](http://www.biiab.org).

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Service Contact Details: 01276 684449

Email: [customersupport@bii.org](mailto:customersupport@bii.org)

Our Customer Service team will be happy to assist with any administration-related enquiries you may have. For example:

- registration and certification enquiries
- re-certification issues
- Centres available in the local area
- appeals
- whistleblowing.

### **4. What are Rules of Combination (ROC)?**

Under the Regulatory Framework qualifications can be made up of a combination of mandatory and/or optional units. The units and credits required to complete a qualification are set out by the rules of combination (ROC). The ROC allows for flexibility and transferability.

The ROC will specify:

- The total credit value of the qualification
- The minimum credit which must be achieved at the level or above the level of the qualification.

When choosing the appropriate route for a learner or group of learners, it is the responsibility of the centre to ensure the rules of combination are adhered to.

## 5.BIIAB Level 2 Certificate in Retail Skills Rules of Combination (ROC) and structure

To achieve the BIIAB Level 2 Certificate in Retail Skills learners **must** gain a **total of 24** credits. This **must** consist of:

- **Minimum total credit: 24**
- Mandatory group A **minimum** credit: **8**
- Optional unit groups B, C and D **minimum** credit: **16**. This **must** consist of:
  - Optional unit group B **minimum** credit: **7**
  - Optional group C **maximum** credit: **5**
  - Optional group D **maximum** credit: **9**
- A **minimum of 19** credits **must** be achieved through the completion of units at **Level 2** and above, of which a **minimum of 15** credits **must** be achieved through the completion of units specifically at **Level 2**.
- GLH: **73**
- TQT: **240**

The qualification has been developed based upon industry feedback as to the fundamental knowledge and skills required to work in the sector at the level.

Listed below are the qualification units.

### Mandatory Group A

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
R86	T/503/5735	Work effectively in a retail team	8	2	37	Portfolio

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### Optional Unit Group B

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
R36	R/503/5659	Receive goods and materials into storage in a retail environment	4	2	22	Portfolio
R37	J/503/5660	Place goods and materials into storage in a retail environment	4	2	19	Portfolio
R38	L/503/5661	Keep stock on sale at required levels in a retail environment	3	2	16	Portfolio
R39	R/503/5662	Process customer orders for goods in a retail environment	3	2	19	Portfolio
R40	Y/503/5663	Process returned goods in a retail environment	3	2	18	Portfolio
R41	H/503/5665	Assemble products for display in a retail environment	2	2	9	Portfolio
R42	K/503/5666	Hand-process fish in a retail environment	6	2	21	Portfolio
R43	M/503/5667	Process greengrocery products for sale in a retail environment	7	2	17	Portfolio
R87	T/503/5668	Finish meat products by hand in a retail environment	9	2	29	Portfolio
R88	A/503/5672	Organise own work to meet a dough production schedule in a retail environment	10	2	48	Portfolio
R46	J/503/5674	Maintain food safety while working with food in a retail environment	6	2	13	Portfolio
R47	R/503/5676	Pick products in a retail environment to fulfil customer orders	4	2	19	Portfolio
R48	D/503/5678	Check stock levels and sort out problems with stock levels in a retail environment	2	2	10	Portfolio
R53	H/503/5679	Finish bake-off food products in a retail environment	3	2	15	Portfolio
R54	Y/503/5680	Glaze, coat or decorate bake-off products for sale in a retail environment	3	2	15	Portfolio
R55	M/503/5684	Display stock to promote sales to customers in a retail environment	5	2	26	Portfolio
R56	T/503/5685	Help customers to choose products in a retail environment	6	2	20	Portfolio
R57	A/503/5686	Carry out promotional campaigns in a retail environment	4	2	18	Portfolio
R58	F/503/5687	Deal with customer queries and complaints in a retail environment	4	2	24	Portfolio
R59	J/503/5688	Demonstrate products to customers in a retail environment	3	2	15	Portfolio
R60	L/503/5689	Process payments for purchases in a retail environment	4	2	17	Portfolio
R61	F/503/5690	Process applications for credit	5	2	25	Portfolio

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		agreements offered in a retail environment				
R62	J/503/5691	Promote loyalty schemes to customers in a retail environment	3	2	11	Portfolio
R89	Y/503/5694	Provide a bra fitting service in a retail environment	10	2	44	Portfolio
R63	D/503/5695	Follow guidelines for planning and preparing visual merchandising displays	5	2	22	Portfolio
R64	H/503/5696	Dress visual merchandising displays to attract customers	7	2	35	Portfolio
R65	K/503/5697	Order and position signage and graphics for visual merchandising displays	3	2	15	Portfolio
R66	M/503/5698	Dismantle and store props and graphics from visual merchandising displays	3	2	15	Portfolio
R90	T/503/5699	Make props and decorate fixtures and panels for visual merchandising displays	10	2	45	Portfolio
R67	D/503/5700	Assemble visual merchandising displays	4	2	20	Portfolio
R68	J/503/5707	Follow point-of-sale procedures for age-restricted products in a retail environment	2	2	11	Portfolio
R69	L/503/5708	Provide National Lottery products to customers	4	2	25	Portfolio
R70	R/503/5709	Advise customers on the fixing and care of tiles	6	2	35	Portfolio
R71	L/503/5711	Cash up in a retail environment	2	2	9	Portfolio
R72	R/503/5712	Promote a retail store's credit card to customers in a retail environment	3	2	12	Portfolio
R73	Y/503/5713	Provide service to customers in a dressing room in a retail environment	3	2	16	Portfolio
R74	D/503/5714	Promote food or drink products by offering samples to customers	2	2	13	Portfolio
R75	H/503/5715	Deliver goods from a retail environment to the customer's delivery address	3	2	17	Portfolio
R76	M/503/5717	Help customers to apply for a retail store's credit card and associated insurance products	4	2	22	Portfolio
R77	T/503/5718	Help customers to choose delicatessen products in a retail environment	3	2	15	Portfolio
R78	A/503/5719	Portion delicatessen products to meet customer requirements in a retail environment	2	2	9	Portfolio

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R80	T/503/5721	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	4	2	15	Portfolio
R81	A/503/5722	Operate a customer record card system on a beauty counter in a retail environment	2	2	8	Portfolio
R82	Y/503/5727	Protect own and others' health and safety when working in a retail environment	5	2	28	Portfolio
R83	D/503/5728	Reduce security risks in a retail environment	5	2	25	Portfolio
R84	A/503/5736	Prepare newspapers and magazines for return to merchandisers	2	2	10	Portfolio
R85	J/503/5738	Check the accuracy of records of hours worked by staff in a retail environment	4	2	17	Portfolio
R44	D/601/4551	Select, weigh and measure bakery ingredients	3	2	16	Portfolio
R45	T/601/4555	Hand-divide, mould and shape fermented dough	4	2	21	Portfolio
R49	R/502/0854	Maintain moisture levels for crops or plants	2	2	15	Portfolio
R50	L/502/0853	Provide nutrients to crops or plants	2	2	15	Portfolio
R51	Y/502/1214	Remove unwanted plant growth to maintain development	5	2	38	Portfolio
R52	K/502/1511	Identify and report the presence of pests, diseases and disorders	3	2	23	Portfolio
R79	J/502/0771	Merchandise plants and other relevant products	6	2	45	Portfolio
CFAQ60	L/601/0933	Give customers a positive impression of yourself and your organisation	5	2	33	Portfolio
R92	D/505/9379	Using web-based facilities in-store to achieve retail sales	2	2	20	Portfolio
R93	R/505/9380	Advising and supporting customers on the use of in-store web-based retail facilities	3	2	24	Portfolio
R94	D/505/9382	Maintaining data confidentiality and security when using web-based retail facilities in-store	2	2	11	Portfolio



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### Optional Group C

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
R27	D/503/5664	Sort donated goods for resale or recycling in a retail environment	3	1	6	Portfolio
R28	F/503/5673	Maintain food safety while working with food in a retail environment	5	1	11	Portfolio
R29	Y/503/5677	Load orders for despatch from a retail store to customers	3	1	15	Portfolio
P1	L/601/5016	Provide a counter and takeaway service	3	1	30	Portfolio
R31	K/503/5716	Contribute to monitoring and maintaining ease of shopping in a retail sales area	2	1	8	Portfolio

### Optional Group D

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
R95	A/503/5669	Audit stock levels and stock inventories in a retail environment	6	3	28	Portfolio
R96	D/503/5681	Manage staff to receive goods in a retail environment	5	3	24	Portfolio
R97	H/503/5682	Organise and monitor the storage of stock in a retail environment	6	3	27	Portfolio
R98	L/503/5692	Maintain the availability of goods on display in a retail environment to promote sales	6	3	30	Portfolio
R99	R/503/5693	Manage the payment transaction process in a retail environment	9	3	43	Portfolio
R100	H/503/5701	Choose merchandise to feature in visual merchandising displays	6	3	27	Portfolio
R101	K/503/5702	Manage the use of signage and graphics in visual merchandising displays	7	3	31	Portfolio
R102	M/503/5703	Evaluate the effectiveness of visual merchandising displays	9	3	46	Portfolio
R103	A/503/5705	Contribute to improving a retail organisation's visual merchandising policy	8	3	36	Portfolio
R105	M/503/5720	Help customers to choose specialist products in a retail environment	8	3	34	Portfolio
R106	K/503/5733	Produce staffing schedules to help a retail team to achieve its targets	5	3	22	Portfolio
R91	F/503/5737	Monitor and support secure payment point use during trading hours	3	3	13	Portfolio
R107	Y/505/9381	Motivating colleagues to promote web-based retail facilities to customers	4	3	30	Portfolio

## 6.BIIAB Level 2 Diploma in Retail Skills Rules of Combination (ROC) and structure

To achieve the BIIAB Level 2 Diploma in Retail Skills learners **must** gain a **total of 37** credits. This **must** consist of:

- **Minimum total credit: 37**
  - Mandatory group A **minimum** credit: **8**
- Optional unit groups B, C and D **minimum** credit: **29**. This **must** consist of:
  - Optional unit group B **minimum** credit: **14**
  - Optional group C **maximum** credit: **5**
  - Optional group D **maximum** credit: **15**
- A **minimum of 32** credits **must** be achieved through the completion of units at **Level 2** and above. Of this a **minimum** of 22 credits **must** be achieved through the completion of units at Level 2.
- GLH: **115**
- TQT: **370**

The qualification has been developed based upon industry feedback as to the fundamental knowledge and skills required to work in the sector at the level.

Listed below are the qualification units.

### Mandatory Group A

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
R86	T/503/5735	Work effectively in a retail team	8	2	37	Portfolio

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### Optional Unit Group B

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
R36	R/503/5659	Receive goods and materials into storage in a retail environment	4	2	22	Portfolio
R37	J/503/5660	Place goods and materials into storage in a retail environment	4	2	19	Portfolio
R38	L/503/5661	Keep stock on sale at required levels in a retail environment	3	2	16	Portfolio
R39	R/503/5662	Process customer orders for goods in a retail environment	3	2	19	Portfolio
R40	Y/503/5663	Process returned goods in a retail environment	3	2	18	Portfolio
R41	H/503/5665	Assemble products for display in a retail environment	2	2	9	Portfolio
R42	K/503/5666	Hand-process fish in a retail environment	6	2	21	Portfolio
R43	M/503/5667	Process greengrocery products for sale in a retail environment	7	2	17	Portfolio
R87	T/503/5668	Finish meat products by hand in a retail environment	9	2	29	Portfolio
R88	A/503/5672	Organise own work to meet a dough production schedule in a retail environment	10	2	48	Portfolio
R46	J/503/5674	Maintain food safety while working with food in a retail environment	6	2	13	Portfolio
R47	R/503/5676	Pick products in a retail environment to fulfil customer orders	4	2	19	Portfolio
R48	D/503/5678	Check stock levels and sort out problems with stock levels in a retail environment	2	2	10	Portfolio
R53	H/503/5679	Finish bake-off food products in a retail environment	3	2	15	Portfolio
R54	Y/503/5680	Glaze, coat or decorate bake-off products for sale in a retail environment	3	2	15	Portfolio
R55	M/503/5684	Display stock to promote sales to customers in a retail environment	5	2	26	Portfolio
R56	T/503/5685	Help customers to choose products in a retail environment	6	2	20	Portfolio
R57	A/503/5686	Carry out promotional campaigns in a retail environment	4	2	18	Portfolio
R58	F/503/5687	Deal with customer queries and complaints in a retail environment	4	2	24	Portfolio
R59	J/503/5688	Demonstrate products to customers in a retail environment	3	2	15	Portfolio
R60	L/503/5689	Process payments for purchases in a retail environment	4	2	17	Portfolio
R61	F/503/5690	Process applications for credit	5	2	25	Portfolio

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		agreements offered in a retail environment				
R62	J/503/5691	Promote loyalty schemes to customers in a retail environment	3	2	11	Portfolio
R89	Y/503/5694	Provide a bra fitting service in a retail environment	10	2	44	Portfolio
R63	D/503/5695	Follow guidelines for planning and preparing visual merchandising displays	5	2	22	Portfolio
R64	H/503/5696	Dress visual merchandising displays to attract customers	7	2	35	Portfolio
R65	K/503/5697	Order and position signage and graphics for visual merchandising displays	3	2	15	Portfolio
R66	M/503/5698	Dismantle and store props and graphics from visual merchandising displays	3	2	15	Portfolio
R90	T/503/5699	Make props and decorate fixtures and panels for visual merchandising displays	10	2	45	Portfolio
R67	D/503/5700	Assemble visual merchandising displays	4	2	20	Portfolio
R68	J/503/5707	Follow point-of-sale procedures for age-restricted products in a retail environment	2	2	11	Portfolio
R69	L/503/5708	Provide National Lottery products to customers	4	2	25	Portfolio
R70	R/503/5709	Advise customers on the fixing and care of tiles	6	2	35	Portfolio
R71	L/503/5711	Cash up in a retail environment	2	2	9	Portfolio
R72	R/503/5712	Promote a retail store's credit card to customers in a retail environment	3	2	12	Portfolio
R73	Y/503/5713	Provide service to customers in a dressing room in a retail environment	3	2	16	Portfolio
R74	D/503/5714	Promote food or drink products by offering samples to customers	2	2	13	Portfolio
R75	H/503/5715	Deliver goods from a retail environment to the customer's delivery address	3	2	17	Portfolio
R76	M/503/5717	Help customers to apply for a retail store's credit card and associated insurance products	4	2	22	Portfolio
R77	T/503/5718	Help customers to choose delicatessen products in a retail environment	3	2	15	Portfolio
R78	A/503/5719	Portion delicatessen products to meet customer requirements in a retail environment	2	2	9	Portfolio

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R80	T/503/5721	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	4	2	15	Portfolio
R81	A/503/5722	Operate a customer record card system on a beauty counter in a retail environment	2	2	8	Portfolio
R82	Y/503/5727	Protect own and others' health and safety when working in a retail environment	5	2	28	Portfolio
R83	D/503/5728	Reduce security risks in a retail environment	5	2	25	Portfolio
R84	A/503/5736	Prepare newspapers and magazines for return to merchandisers	2	2	10	Portfolio
R85	J/503/5738	Check the accuracy of records of hours worked by staff in a retail environment	4	2	17	Portfolio
R44	D/601/4551	Select, weigh and measure bakery ingredients	3	2	16	Portfolio
R45	T/601/4555	Hand-divide, mould and shape fermented dough	4	2	21	Portfolio
R49	R/502/0854	Maintain moisture levels for crops or plants	2	2	15	Portfolio
R50	L/502/0853	Provide nutrients to crops or plants	2	2	15	Portfolio
R51	Y/502/1214	Remove unwanted plant growth to maintain development	5	2	38	Portfolio
R52	K/502/1511	Identify and report the presence of pests, diseases and disorders	3	2	23	Portfolio
R79	J/502/0771	Merchandise plants and other relevant products	6	2	45	Portfolio
CFAQ60	L/601/0933	Give customers a positive impression of yourself and your organisation	5	2	33	Portfolio
R92	D/505/9379	Using web-based facilities in-store to achieve retail sales	2	2	20	Portfolio
R93	R/505/9380	Advising and supporting customers on the use of in-store web-based retail facilities	3	2	24	Portfolio
R94	D/505/9382	Maintaining data confidentiality and security when using web-based retail facilities in-store	2	2	11	Portfolio

## BIIAB Level 2 Certificate and Diploma In Retail Skills Handbook



### Optional Group C

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
R27	D/503/5664	Sort donated goods for resale or recycling in a retail environment	3	1	6	Portfolio
R28	F/503/5673	Maintain food safety while working with food in a retail environment	5	1	11	Portfolio
R29	Y/503/5677	Load orders for despatch from a retail store to customers	3	1	15	Portfolio
P1	L/601/5016	Provide a counter and takeaway service	3	1	30	Portfolio
R31	K/503/5716	Contribute to monitoring and maintaining ease of shopping in a retail sales area	2	1	8	Portfolio

## BIIAB Level 2 Certificate and Diploma In Retail Skills Handbook



### Optional Group D

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
R95	A/503/5669	Audit stock levels and stock inventories in a retail environment	6	3	28	Portfolio
R96	D/503/5681	Manage staff to receive goods in a retail environment	5	3	24	Portfolio
R97	H/503/5682	Organise and monitor the storage of stock in a retail environment	6	3	27	Portfolio
R98	L/503/5692	Maintain the availability of goods on display in a retail environment to promote sales	6	3	30	Portfolio
R99	R/503/5693	Manage the payment transaction process in a retail environment	9	3	43	Portfolio
R100	H/503/5701	Choose merchandise to feature in visual merchandising displays	6	3	27	Portfolio
R101	K/503/5702	Manage the use of signage and graphics in visual merchandising displays	7	3	31	Portfolio
R102	M/503/5703	Evaluate the effectiveness of visual merchandising displays	9	3	46	Portfolio
R104	T/503/5704	Manage budgets for visual merchandising projects	10	3	46	Portfolio
R103	A/503/5705	Contribute to improving a retail organisation's visual merchandising policy	8	3	36	Portfolio
R105	M/503/5720	Help customers to choose specialist products in a retail environment	8	3	34	Portfolio
R106	K/503/5733	Produce staffing schedules to help a retail team to achieve its targets	5	3	22	Portfolio
R91	F/503/5737	Monitor and support secure payment point use during trading hours	3	3	13	Portfolio
R108	T/503/5671	Source required goods and services in a retail environment	10	3	52	Portfolio
R109	L/503/5675	Monitor and help improve food safety in a retail environment	11	3	50	Portfolio
R110	F/503/5706	Design visual merchandising display layouts	10	3	46	Portfolio
R111	J/503/5710	Help customers to choose alcoholic beverages in a retail environment	10	3	53	Portfolio
R112	Y/503/5730	Deputise for the leader of a retail team	11	3	55	Portfolio
R113	D/503/5731	Contribute to the continuous improvement of retail operations within own area of responsibility	10	3	47	Portfolio
R114	H/503/5732	Manage the prevention of wastage and loss in a retail environment	11	3	50	Portfolio
R115	M/503/5734	Monitor and maintain health and	13	3	60	Portfolio

R107	Y/505/9381	safety in a retail environment Motivating colleagues to promote web-based retail facilities to customers	4	3	30	Portfolio
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## 7. Age Restriction

The qualification in this handbook is appropriate for use in the following age ranges:

- 16-18
- 19+.

## 8. Entry Requirements and Progression

There are no entry requirements for this qualification. However, learners must be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

Learners will maximise their chance of achievement if they first undertake the 601/6578/9 BIIAB Level 2 Certificate In Retail Knowledge, which provides and assesses learners on the knowledge required to act in this area at this level.

The qualification is designed to equip learners with the knowledge and skills to work effectively within Retail. It also will allow for a number of progression routes to employment and into other areas of learning.

Achievement of the qualification offers opportunities for progression, including:

- 601/6557/1 BIIAB Level 3 Certificate In Retail Knowledge
- Career progression.



## **9. Assessment**

The qualification contains competence units. Competence units are assessed following NVQ principles.

Assessments provided by BIIAB will ensure that effective learning has taken place and that learners have the opportunity to:

- Meet the assessment criteria
- Achieve the learning outcomes.

### **Assessment process**

Assessment is the process used to judge the competence, of a learner, against set standards. The assessor is the person who is responsible for determining learners' competence. The assessor may be a work place supervisor or an external person who is trained and qualified, or working towards a qualification relevant to the assessor role.

Assessors base their judgement on performance and decide how it compares to the national standard. The assessor will also ask questions based on the knowledge required to do the work, to ascertain the knowledge and understanding of the learner.

When the required units have been completed and the assessor is satisfied that the learner has met the national standard, a recommendation for a certificate will be made.

An Internal Quality Assurer (IQA) is responsible for the quality assurance of the qualifications within the training organisation and will provide advice, guidance and support to the assessors. IQAs also ensure that the assessors apply the standards consistently and fairly. The IQA will see review the portfolio of evidence during the assessment process.

An External Quality Assurer (EQA), who is appointed by BIIAB, will verify the assessment and internal verification decisions involved in the development of the portfolio. The EQA will quality assure the qualification process, which ensures that certification of the qualification is reliable, consistent and to the national standard, by checking the consistency of assessments made by the training provider, and across training providers.

## **Assessment Strategy**

### **Key principles**

Assessment methodologies and guidance for qualifications in the retail sector are developed and interpreted in accordance with the following key principles:

**Principle 1:** Assessment should contribute to developing a skilled workforce. Assessment practice in the retail sector should contribute to the development of a skilled workforce. The choice and application of assessment methods must be consistent with this principle.

**Principle 2:** Systems for capturing evidence of competence should be integrated. Skills formation in the retail sector, as delivered through staff induction and ongoing training and development programmes, reflects the unique character and culture of the organisation. To this end, the assessment systems for both competence-based and the knowledge-based qualifications should, where possible, be integrated with organisations' training and HR models for developing and recognising the knowledge and competence of their workforce.

**Principle 3:** Assessment methods should be appropriate for the level and nature of the qualification units to be assessed. Methods of assessing achievement against learning outcomes and assessment criteria **must** be appropriate for the level being assessed and sector expectations of candidates at that level.

**Principle 4:** Evidence of competence should come from workplace activity. The sector's competence-based qualifications recognise competence in the workplace. Evidence of competence should therefore come from workplace activity and aim to reflect attainment within an organisational context. Observation should be the principle method to assess individuals at Level 2, but other methods such as professional discussion and assignments may be appropriate to assess achievement at Levels 3 and above.

### **Requirements of Assessors, Expert Witnesses, Internal and External Quality Assurers**

Candidates may be assessed, moderated or verified at work either by one or several appointed individuals.

**Assessors** - The primary responsibility of an assessor is to assess candidates' performance in a range of tasks and to ensure the evidence submitted by the candidate meets the requirements of the assessment criteria. It is important that an assessor can recognise occupational competence as specified by the national standard. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in-depth technical understanding related to the qualifications for which they are assessing candidates. To be able to assess candidates, assessors **must**:

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to assess candidates undertaking competence-based units and qualifications. Assessors holding older qualifications **must** be able to demonstrate that they are assessing to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. Any assessors working towards an appropriate qualification **must** ensure their decisions are countersigned by a suitably-qualified assessor/verifier and should be supported by a qualified assessor throughout their training period.
- be competent to a high level. Assessors must provide current evidence of competence, knowledge and understanding in the areas to be assessed. This will normally be achieved through demonstrating competence in the roles which are to be assessed, or demonstrated by relevant experience and continuing professional development (CPD) which may include the achievement of qualifications relevant to the areas being assessed.
- have a full and current understanding of the National Occupational Standards, units of competence and requirements of the qualifications being assessed, including the quality of assessment and the assessment process. It is the responsibility of approved centres to select and appoint assessors.

**Wherever possible**, and where qualified to do so, assessment should be conducted by supervisors and/or managers in a workplace environment. In **no circumstances** may a competence-based qualification for the retail sector be delivered without the involvement of the candidate's line manager or the owner/manager to confirm the candidate's competence.

If assessment services are offered by the peripatetic assessor they **must** complement the activity of a line manager or owner/manager and the competence of a candidate employed in the retail sector may **not** be confirmed without the participation of a line manager or owner/manager in the process.

A form is provided at the end of this handbook for the recording of this confirmation.

**Expert Witnesses** – Witnesses don't have to be "expert". They can be drawn from a wide range of people who can attest to the candidate's performance in the workplace, such as line managers, experienced workplace colleagues, customers or clients. They need to:

- provide a written statement about the quality and authenticity of the candidate's work
- have first-hand experience of the candidate's performance and understanding.

As the assessment decision lies with the Assessor, it is their responsibility to verify this and, where challenged, to justify their acceptance of third party 'witness testimony' to the Internal Quality Assurer.

There are a number of specialist sub-sectors in retail. Consequently the sector has competence-based units relating to specialisms such as bakery, beauty consultancy and visual merchandising. In many cases assessors will **not** have the requisite experience of these specialist areas. In these instances the assessor must use an expert witness to provide evidence in confirming to the candidate's competence.

It is detailed in the unit if expert witness testimony is required, should the assessor lack the necessary occupational competence. It is **required** that expert witnesses have proven practical experience and knowledge relating to the content of the unit being assessed.

It is unlikely that someone could become an expert in their entire job role in less than six to twelve months of being employed in the retail sector. They could, however, very quickly become an expert in the content of a single unit if this was the focus of their job role. The assessor should make a judgement as to the level of expertise held by a potential expert witness and, where necessary, confirm this with a member of the store management team.

**Internal Quality Assurer (IQA)** - A primary responsibility of IQAs is to assure the quality and consistency of assessments by the assessors for whom they are responsible. IQAs therefore need to have a thorough understanding of quality assurance and assessment practices, as well as sufficient technical understanding related to the qualifications that they are internally verifying. It will be the responsibility of the approved centre to select and appoint IQAs.

**IQAs must:**

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to internally verify competence-based assessments and candidates. IQAs holding older qualifications **must** be able to demonstrate that they are verifying to the current standards

**OR**

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If an IQA is working towards an appropriate qualification, his/her decisions **must** be countersigned by a suitably qualified IQA and should be supported by a qualified IQA throughout the training period.
- be competent to a high level. IQAs **must** demonstrate sufficient and current understanding of the qualifications to be internally verified, and know how they are applied in business.
- demonstrate competent practice in internal verification of assessment, and demonstrate understanding of the principles and practices of internal verification of assessment, including the quality of assessment and the assessment process.

**External Quality Assurer (EQA)** - The primary responsibility of EQAs is to assure quality of internal verification and assessments across the centres for which they are responsible. EQAs **must** have a thorough understanding of quality assurance and assessment practices, as well as in-depth technical knowledge related to the qualifications that they are externally verifying.

EQAs **must**:

- hold an appropriate qualification as specified by the appropriate regulatory authority, confirming their competence to verify competence-based assessments. EQAs holding older qualifications **must** be able to demonstrate that they are verifying to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If EQAs are working towards an appropriate qualification, their decisions **must** be countersigned by a suitably qualified EQA and should be supported by a qualified EQA throughout their training period.
- be competent to a high level. EQAs must demonstrate sufficient and current understanding of the qualifications to be verified, and know how they are applied in business.
- demonstrate competent practice in external verification of assessment, and demonstrate understanding of the principles and practices of external verification of assessment, including the quality of assessment and the assessment process. It is the responsibility of the awarding organisation to select and appoint EQAs.

Awarding Organisations require all assessors, moderators and verifiers to maintain current subject competence to deliver these functions and recognise this can be achieved in many ways. However, such information **must** be formally recorded in individual CPD records that are maintained in assessment centres.

### **Evidence from Workplace Performance**

- Evidence of occupational competence of all competence units at any level, should be generated and collected through performance under workplace conditions. This includes the knowledge-based learning outcomes and assessment criteria of the competence units.
- These conditions would be those typical to the candidate's normal place of work. The evidence collected under these conditions should also be as naturally occurring as possible. It is accepted that not all employees have identical workplace conditions and therefore there cannot be assessment conditions that are identical for all candidates. However, assessors **must** ensure that, as far as possible, the conditions for assessment should be those under which the candidate usually works.

## **Simulation**

The retail sector holds the view that simulation is a practical and effective tool for establishing skill and understanding, where naturally occurring evidence of competence is unavailable or infrequent. However the sector feels that there is very little that can be assessed by simulation with the exception of:

- some aspects of Health & Safety and Security, and
- some basic functions that do not involve interaction with customers.

Awarding Organisations are required to:

- Discourage the inappropriate use of competence-based qualifications by organisations that do **not** assess candidates in a working environment. Competence-based qualifications are suitable **only** for learners who are in some form of employment in the sector, or, in a limited set of contexts, are being prepared for work and will be assessed in a realistic working environment (see RWE section below for definition).
- Ensure that simulation is **not** used as the sole form of evidence for any unit of a competence-based qualification, **except** where allowed for in specific units that meet the criteria set out in the Assessment Principles.
- Provide clear guidance to centres to indicate that evidence towards a competence-based qualification should come from the workplace except where simulation is expressly allowed in the evidence requirements for a particular unit. Where simulation is permitted it is detailed in the individual unit.
- Workplace evidence may be gathered in the context of full, part-time, casual or voluntary employment. Assessment may be undertaken in a 'work placement' (i.e. fulltime students placed into a working environment for a day per week) although supporting evidence from a supervisor or manager, associated with some form of work activity, must supplement the assessment process.

### **Use of simulation as an assessment method**

Assessment for competence-based units **must** always be carried out in a retail environment except where a Realistic Working Environment is permitted for simulation. Simulation is allowed only where specified in the unit. This will be in the following circumstances:

- the assessment criteria require the learner to respond to an emergency;
- a unit covers a limited selection of basic functions which need **not** involve interacting with customers;
- a unit originates from another sector and the originator expressly allows simulation to be used for that unit.

Evidence generated from simulated activities will **not** be acceptable for any other units other than those detailed.

### **Definition of a Realistic Working Environment (RWE)**

Where simulation is permitted for units the sector requires that:

- Simulation **must** be undertaken in a Realistic Working Environment
- A RWE **must** provide an environment that replicates the key characteristics of the workplace in which the skill to be assessed is normally employed.
- A Realistic Working Environment (for the purpose of simulated work activities) is regarded as one that replicates a real working environment. For example, a college shop that operates on a commercial basis (i.e. it has a profit and loss account) is acceptable for retail environments but a shop laid out in a classroom environment is **not**. However, in order to prevent any barriers to achievement, simulated activity may be used for assessment purposes within a real working environment for permitted units.

### **Appeals**

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The main reasons for an appeal are likely to be:

- Learners do **not** understand why they are **not** yet regarded as competent, because of unsatisfactory feedback from the assessor
- Learners believe they are competent and that the assessor has misjudged them, or has failed to utilise some vital evidence.

BIIAB expects most appeals from candidates to be resolved within the centre. BIIAB will only consider a candidate's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIAB's appeals procedure please refer to [www.biiab.org](http://www.biiab.org).



## **10. Initial Assessment and Induction**

Prior to the start of any programme it is recommended that centres should make an initial assessment of each learner. This is to ensure that the learners are entered for an appropriate type and level of qualification.

The initial assessment should identify the specific training needs that the learner has, and the support and guidance that they may require when working towards their qualification.

The centre must also identify any units the learner has already completed, or credits they have accumulated, relevant to the qualification.

BIIAB suggests that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre.

## **11. Delivery**

Centres **must** refer to the units that form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes and assessment criteria that form part of the delivery.

## **12. Resources**

BIIAB provides the following additional resources for this qualification:

- Evidence matrixes for the competence / 'Skills' units, including a Summative Reflective account template
- Access to the units.

All of these resources are available for download via The Hub on [centrezone.bii.org](https://centrezone.bii.org).

The Hub is a secure area within CentreZone which centres approved for the qualification can access. The Hub contains documents relevant to the qualification. Centres will find The Hub on the list of tabs in CentreZone.

### **Evidence matrixes**

BIIAB provide a matrix that supports each competence unit. These are also identified within each of the unit information sections identified below. It is not essential that these resources are used to support the delivery of the content of the qualification; however they have been mapped against the learning outcomes and assessment criteria.

The evidence matrix is designed to help the learner and assessor with evidence collection. It is a mapping activity to ensure that all the 'Assessment Criteria' contained in the learning outcomes and covered, and is intended to help to keep the volume of evidence to a minimum. One matrix (or appropriate equivalent recording device) **must** be completed for each unit.

It is expected that a selection of various types of evidence is used as appropriate; columns in the matrix enable the assessor to enter the evidence type, e.g. Report, Log, Written Statement, and also the assessment method, e.g. Obs (= Observation), as shown in the assessment method key. By inserting portfolio reference numbers in the box provided, it will enable the assessor, IQA and EQA quickly to locate the evidence which is being submitted to demonstrate competence.

Examples of types of evidence learners could provide to prove competence:

- Record of observation of performance in the workplace
- Professional discussion
- Reflective account
- Product evidence (eg implementation plans, correspondence, work records)
- Testimony from senior colleagues/clients
- Personal report of actions and circumstances
- Recognition of Prior Achievement (RPA)
- Records of questioning
- Other.

### **Access to the units**

Units form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes, assessment criteria and the indicative content that form part of the delivery. The majority of these units are written by the Sector Skills Council, although some are written by other organisations. BIIAB includes the mandatory units within this pack, and makes all units available via [centrezon.bii.org](http://centrezon.bii.org)

### **Summative Reflective Account**

In order to claim the unit(s) for the qualification, the learner will need to complete a summative reflective account, to reflect on their qualification, what they have learnt and how they have been able to apply this within their work role.

## **13. Design and delivery**

Each unit within this qualification has been allocated a number of guided learning hours (GLH). GLH are defined as the times when a tutor, trainer, mentor or line manager is giving specific advice relating to a learning outcome of the unit. This can include activities such as training sessions, tutorials, supervised study or 'on-the-job' learning. It could also include time spent by managers or mentors assessing learner's achievements. When planning how to deliver the qualification it is important to refer to this definition.

BIIAB will not prescribe how the qualification is delivered, but centres must ensure the delivery chosen meets their learner's needs.

## **14. Format of Units**

All units within this qualification will be presented in a standard format that is consistent with the format for all units of assessment. The format will give tutors and learners guidance as to the requirements of the unit for successful completion. Each unit within this specification will be in the format below:

### **Unit Title**

This will be shown as it appears on the Register of Regulated Qualifications (<http://register.ofqual.gov.uk>).

### **Unit Number / Unique Reference Number (URN)**

The Unique Reference Number is the unique code that the unit is given by the Regulator. This unit will be referenced on the final qualification certificate. The same unique code for the unit applies in whichever qualification the unit is included within. BIIAB also assign their own unique unit numbers which will in most instances be the same number when the unit is used in multiple BIIAB qualifications.

### **Level**

This identifies the level of demand for the unit, but may be a different level to that of the overall qualification. The level of the units will be set according to National Occupational Standards and the level descriptors.

### **Credit**

When a whole unit is completed the learner will achieve credits specified by the number of hours learning time it will take an average learner to complete the unit including the assessment.

### **Guided Learning Hours (GLH)**

The time required by the unit for specific guidance to be provided by a tutor, mentor or expert in the subject area, for example in a training session or a one-to-one.

### **Learning Outcomes and Assessment Criteria**

Learning Outcomes are what is expected that the learner will know, understand or be able to do upon successful completion of the unit.

Assessment Criteria are descriptions of the requirements that a learner is expected to meet in order to demonstrate that a learning outcome has been achieved.

## **15. Initial Registration**

### **Registration and certification**

Learners should be registered and certificated via BIIAB's On-line Registration and Certification Service (ORCS) [www.orcs.biiab.org](http://www.orcs.biiab.org). Please refer to BIIAB's Centre Guidance for using ORCS.

### **Equal Opportunities and Diversity Policy**

BIIAB has in place an equal opportunities policy, a copy can be found at <http://centrezon.bii.org/thehub/apprenticeships/qadocuments>.

BIIAB is committed to ensure that:

- Approved centres operate an equal opportunities policy
- Approved centres communicate the policy to staff and learners
- Approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware
- Approved centres are aware of their responsibilities in providing equality of opportunity, particularly with regard to provision for learners with particular assessment requirements.

### **Reasonable Adjustment Policy**

Learners who require reasonable adjustments for their assessments must inform their assessor at the beginning of their course of their requirements. BIIAB has a reasonable adjustment policy in place, a copy of which is provided to all BIIAB approved centres and can be found at <http://centrezon.bii.org/thehub/apprenticeships/qadocuments>.

## **16. Mandatory Units**

The following units are mandatory for these qualifications. For access to all optional units please visit [centrezon.bii.org](http://centrezon.bii.org).

<b>Unit Title</b>	<b>Work effectively in a retail team</b>	
<b>BIIAB Reference</b>	<b>R86</b>	
<b>Level</b>	<b>2</b>	
<b>Credit Value</b>	<b>8</b>	
<b>GLH</b>	<b>37</b>	
<b>Unit Reference No.</b>	<b>T/503/5735</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Understand how to recognise discrimination, bullying and harassment in own workplace	1.1	Explain how legislation and own employer define discrimination, bullying and harassment
	1.2	Explain own employer's procedures for dealing with discrimination, bullying and harassment
2 Be able to work effectively in a retail team	2.1	Ask for help and information from colleagues when needed
	2.2	Respond to colleagues' requests for help and information: <ul style="list-style-type: none"> <li>•when own workload allows</li> <li>•within the limits of own responsibility</li> <li>•in ways that attempt to maintain working relationships</li> </ul>
	2.3	Offer help to colleagues when own workload allows and within the limits of own responsibility
	2.4	Explain how to resolve difficulties with colleagues in a polite and constructive way
	2.5	Identify the people who can provide advice if problems in working with colleagues cannot be resolved without help
	2.6	Follow organisational procedures for safeguarding own and others' health and safety while at work
3 Be able to improve own work performance in a retail team	3.1	Explain the importance of being an effective learner at work
	3.2	Identify training needs to improve own work performance
	3.3	Agree own training programme, including action points and deadlines
	3.4	Explain the importance of asking for feedback on own work performance
	3.5	Request feedback on own work performance, including what is going well and what needs improving
	3.6	Evaluate own work performance against agreed training programme
<b>Assessment Strategy</b>		Simulated Activities are allowed for this unit.



## Learner Summative Reflection



The purpose of this summative reflection is to enable you, the learner, to reflect on your qualification, what you have learnt and how you have been able to apply this within your work role.

You will need to complete your statement in the space provided below and sign and date the document. Alternatively you and your assessor may wish to record your reflection on a voice recorder.

**Learner Name:** \_\_\_\_\_

### Qualification Unit Summary

Unit No.	Completion Date	Assessor Signature	Unit No.	Completion Date	Assessor Signature

### Learner Reflection

Learner Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Assessor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### Notices

This book does not purport to contain an authoritative or definitive statement of the law or practice on any subject and the publishers supply the information on the strict understanding that no legal or other liability attaches to them in respect of it. References to sources of further guidance or information have been made where appropriate.

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