

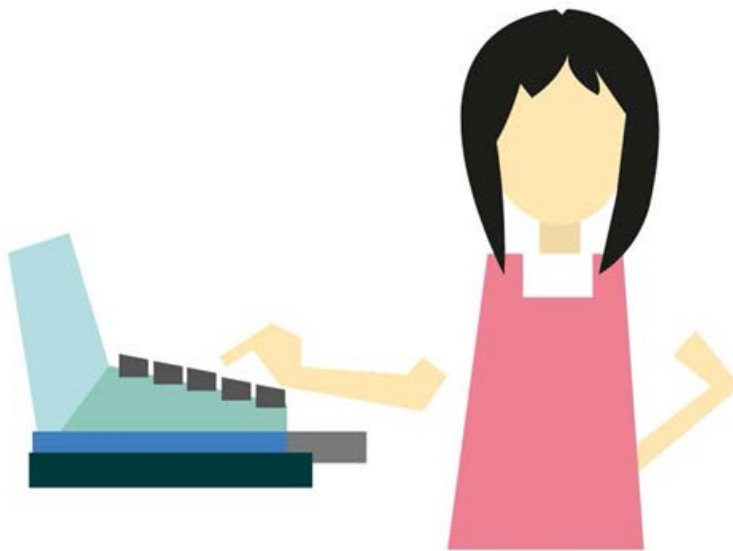


openawards

Open Awards Level 1 Award and Certificate in Retail Knowledge (RQF)

Award (600/2318/1)

Certificate (600/2317/X)



QUALIFICATION GUIDE

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About the Qualification

Title	Open Awards Level 1 Award/Certificate in Retail Knowledge (RQF)
QAN	Award (600/2318/1) Certificate (600/2317/X)
Sector	7.1 Retailing and Wholesaling
Level	Level 1
Funding	Please click here for more information
Pricing Information	Please click here for more information
Review Date	30/06/2019

Ofqual Purpose	Prepare for further learning or training and/or develop knowledge and/or skills in a subject area
Ofqual Sub-Purpose	Prepare for further learning or training

Total Qualification Time/Guided Learning	
Award	
Total Qualification Time (hours)	70
Guided Learning (hours)	54
Certificate	
Total Qualification Time (hours)	130
Guided Learning (hours)	102

Age Range and Restrictions:	
Pre -16	✓
16 – 18	✓
19+	✓
Any other restrictions specific to the qualification(s)	None

Any specified entry requirements
There are no age restrictions for working towards this qualification and no specific prior achievements required.

Recommended Assessment Method
The recommended assessment method is a Portfolio of evidence. Candidates must provide sufficient evidence that they have the required knowledge, skills and understanding of the assessment criteria and that it is their own work. Types of evidence could include: a) Videos/Photographs

- b) Observation of performance
- c) Questioning (written or oral)
- d) Practical Activities
- e) Personal statements
- f) Project work
- g) Worksheets
- h) Witness testimonies
- i) Group discussion
- j) Recognition of Prior Learning

Assessment practices must reflect the [Equality and Diversity Policy](#) of Open Awards. Reasonable adjustments may be required for individual learners to enable them to undertake assessments fairly. Please see our [Access to Fair Assessment Policy](#), which includes our Reasonable Adjustments guidance, for applying for Access to Fair Assessment.

Other Qualifications in this suite

[Open Awards Level 2 Certificate in Retail Knowledge \(RQF\)](#)

Purpose Statement

Open Awards Level 1 Award/Certificate in Retail Knowledge (RQF)

The primary purpose of the Open Awards Level 1 Award/Certificate in Skills for the Creative and Cultural Industries is to support you to progress to the next level of learning and/or develop knowledge and skills in a subject area. These qualifications are designed to enrich your work skills by providing some of the underpinning knowledge and understanding of the National Occupational Standards for the sector. The qualifications also provide you with an opportunity to develop and demonstrate personal qualities and skills which are essential to successful employment within the sector.



Who is it for?

This qualification is for you if you are interested in working in the retail sector and who do not already have a formal qualification in this area.



What does this qualification cover?

To achieve the Award, you will need to complete 7 credits and commit to approximately 70 hours of learning. To achieve the Certificate, you will need to complete 13 credits and commit to approximately 130 hours of learning.

Both qualifications are made up of a range of units from Mandatory Group A. These units focus on the underpinning knowledge required for a role in the retail sector, including:

- Understanding Customer Service in the Retail Sector
- Understanding the Retail Selling Process
- Understanding the Control, Handling and Replenishment of Stock in a Retail Business

For the Certificate you will be required to complete an additional 2 credits from Optional Unit Group B, including:

- Understanding Retail Consumer Law
- Planning an Enterprise Activity
- Being Responsible for Other People's Money

Units within Optional Unit Group B contain a mix of knowledge-based learning outcomes and practical learning outcomes.



What are the Entry Requirements?

This qualification is appropriate for those aged 11+. There are no specific prior achievements and it may be studied alongside other vocational qualifications.

As this a knowledge based qualification, there is an expectation for you to produce some written evidence for your portfolio. It is recommended that you are working at a minimum of Entry Level 3 for written English or working towards this. There may be exceptions to this and you should discuss any support needs with your tutor/teacher.

What are the Progression Opportunities?

The achievement of the qualification will prepare you for progression to the next level of learning in Science. Examples of this include, but are not exclusive to:

- **Level 2 Certificate in Retail Knowledge**
- **Level 2 Award/Certificate/Diploma in Skills for Further Learning and Employment**

At the same time, a level 1 qualification can be your passport to other types of learning, for example:

- **An Apprenticeship**

This is a programme that combines practical training in a job with study. They are available in all types of sectors, from administration to horticulture, engineering to catering. All apprentices must take either Functional Skills English at Level 2 or GCSE English as part of their studies and by achieving the Level 1 qualification you will be able to evidence that you have got the ability to do this.



What are the Assessment Methods?

You will be required to produce a portfolio of evidence to demonstrate the required knowledge, skills and understanding of the assessment criteria and that it is your own work. Evidence, within your portfolio of assessment, may include:

- Assignments or projects
- Professional discussion
- Written answers
- Observation of performance



Who supports this qualification?

The development of this qualification was supported by Skillsmart Retail and the Sector Skills Council (SSC) for this area.



Qualification Structure

Award	
Credit Value of the Qualification:	7
Minimum Credits to be achieved at the Level of the Qualification:	7
Mandatory Unit Group A:	7 credits to be achieved
Certificate	
Credit Value of the Qualification:	13
Minimum Credits to be achieved at the Level of the Qualification:	13
Mandatory Unit Group A:	11 credits to be achieved
Optional Unit Group B:	Minimum of 2 credits to be achieved

Qualification Units

Open Awards Level 1 Award in Retail Knowledge (RQF)

Optional Units A

Unit Reference Number	Unit Name	Credits	Level
F/615/6293	Understanding Customer Service in the Retail Sector	2	Level One
L/615/8502	Understanding How a Retail Business Maintains Health, Safety and Security on its Premises	2	Level One
R/615/8503	Understanding How Individuals and Teams Contribute to the Effectiveness of a Retail Business	2	Level One
A/615/8625	Understanding the Business of Retail	2	Level One
H/615/8506	Understanding the Control, Handling and Replenishment of Stock in a Retail Business	2	Level One
J/615/8627	Understanding the Retail Selling Process	2	Level One

Open Awards Level 1 Certificate in Retail Knowledge (RQF)

Mandatory Units A

Unit Reference Number	Unit Name	Credits	Level
J/615/8532	Being Responsible for Other People's Money	1	Level One
F/615/6293	Understanding Customer Service in the Retail Sector	2	Level One
A/615/8625	Understanding the Business of Retail	2	Level One
J/615/8627	Understanding the Retail Selling Process	2	Level One
L/615/8502	Understanding How a Retail Business Maintains Health, Safety and Security on its Premises	2	Level One
R/615/8503	Understanding How Individuals and Teams Contribute to the Effectiveness of a Retail Business	2	Level One
H/615/8506	Understanding the Control, Handling and Replenishment of Stock in a Retail Business	2	Level One

Optional Units B

Unit Reference Number	Unit Name	Credits	Level
M/615/8539	Introduction to Manual Handling and Vehicle Loading in a Retail Setting	4	Level One
K/615/8538	Moving or Handling Goods Manually in a Retail Environment	2	Level One
L/615/8533	Planning an Enterprise Activity	1	Level One
R/615/7013	Recognising and Supporting Equality and Diversity at Work	2	Level One
R/615/8534	Running an Enterprise Activity	1	Level One
M/615/9464	Understanding Retail Consumer Law	2	Level Two
H/615/8537	Understanding the Handling of Customer Payments in a Retail Business	2	Level Two
H/615/8540	Wrap and Pack Goods for Customers in a Retail Environment	3	Level One

Delivering this Qualification

Becoming a Centre

To deliver this qualification you must be a recognised Open Awards centre. For more information, [click here](#) or contact the team on 0151 494 2072

Already Recognised? How to Deliver

If you are already a recognised Open Awards centre, you can deliver this qualification by completing a [New Qualification Request Form](#) via the Open Awards portal. For more information, see the [Centre Handbook](#), or contact the team on 0151 494 2072.

Registering Learners

Once you are ready to deliver this qualification, you will need to register your learners in line with the timescales below:

Short courses (15 weeks or less) within 25 working days of the course start date.

Full year long courses (over 15 weeks) within 60 working days of the course start date.

You will need to register your learners via the Open Awards portal. More information can be found in our [Centre Handbook](#).

Quality Assurance

Delivery of this qualification must be done so in accordance with Ofqual regulatory guidelines and in line with Open Awards' quality assurance processes. Please [see our website](#) for more information.

Centre Staff Requirements

It is expected that centres will have occupationally competent staff with relevant sector experience for their role in the delivery of the units/qualifications being offered.

Although not mandatory, best practice would be for Assessors to hold the relevant D32/D33/A1/AQA unit(s) and Level 3 Award in Education or Training. Likewise, best practice would be for Internal Verifiers to hold the relevant D34/V1/IQA unit(s).

Centres are responsible for ensuring that their staff are occupationally competent and have access to appropriate training and support. They are also responsible for notifying Open Awards of staff changes.

Assessment

Open Awards units and qualifications have been designed around the principle that the learner will build evidence towards the achievement of the assessment criteria over a period of time.

Each learner is required to build a portfolio of evidence to demonstrate that all the assessment criteria associated with each unit has been met.

Tutors and Assessors need to ensure that all evidence presented in a portfolio is:

Valid: it should be clearly demonstrating the knowledge or skills that are set out in the assessment criteria. It should be clearly the work of the learner.

Reliable: which means that it will in general, produce the same range of responses from learners, as long as they are used in similar circumstances and with similar groups of learners.

Inclusive: so that no individual learner is excluded from the opportunity to show their achievement because of their individual background or experience.

Assessors are required to review and assess all learner evidence and must be satisfied that learners have achieved all learning outcomes and assessment criteria relating to the unit being assessed prior to deciding the learner has completed the unit. Assessors will also ensure that the evidence produced by the learner is their own work.

Assessors retain records (e.g. Feedback Sheets, Individual Progress Record, Group Progress Record) on behalf of the centre which are made available and used by the centre's internal verifier / AIV and Open Awards Quality Reviewer / External Verifier.

Verification and Standardisation

Verification is the process by which assessment decisions are confirmed. Centres delivering this qualification have a responsibility to conduct internal verification led by a trained internal verifier.

Centre approval compliance monitoring and External verification is carried out by Open Awards Quality Reviewers/External Verifiers who will confirm that the centre is assessing to standard and ensure that there are robust quality assurance systems embedded.

Further guidance on Internal Verification and Training Support for centres can be found on [our website](#)

Centres are required to contribute to national standardisation as requested by Open Awards and also to carry out appropriate internal standardisation. Open Awards offers Standardisation events that are held throughout the year. Such events will also provide an opportunity to identify and share best practice. Up to date details of training and standardisation events can be found on [our website](#).

Internal standardisation involves ensuring that, where there is more than one tutor/assessor delivering Open Awards provision or more than one site, internally set tasks and the outcomes of internal assessment are consistent across the range of courses.

Recognition of Prior Learning and Achievement (RPL)

RPL is a method of assessment (leading to the award of credit) that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they may already possess. RPL enables recognition of achievement from a range of achievements and experiences whether at work, home and at leisure and is acceptable for accrediting a unit, units or a whole qualification. Evidence of learning must be sufficient, reliable and valid.

Credit based qualifications enable learners to avoid duplication of learning and assessment through equivalences or exemptions. It is the responsibility of the centre to inform Open Awards at registration of any exemptions and/or equivalences for which a claim may be made. These claims will be subject to external verification by the Open Awards Quality Reviewer for the centre.

For more information, please see our [Recognition of Prior Learning Policy](#).

Appendices and Links

Appendix Name
Access to Fair Assessment Policy
Centre Handbook
Customer Service Statement
Enquiries, Complaints and Appeals Policy
Equality and Diversity Policy
Glossary of Terms
Invoicing Policy
Malpractice and Maladministration Policy
Marketing Your Open Awards Course
Plagiarism Policy
Privacy Policy
Recognition of Prior Learning Policy and Procedures
Sanctions Policy
Standardisation Policy
Unannounced Visits Guidance

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Open Awards
17 De Havilland Drive,
Estuary Commerce Park
Speke
Liverpool
L24 8RN
0151 494 2072
info@openawards.org.uk
www.openawards.org.uk
@openawards