



openawards

Open Awards Level 2 Certificate in Retail Knowledge (RQF)

Certificate 601/5055/5



QUALIFICATION GUIDE

Contents		
1.	About the Qualification	Page 3
3.	Qualification Units	Page 5
4.	Delivering this Qualification	Page 7
5.	Appendices and Links	Page 9

About the Qualification

Title	Open Awards Level 2 Certificate in Retail Knowledge (RQF)
QAN	601/5055/5
Sector	7.1 Retailing and Wholesaling
Level	2
Funding	Please click here for more information
Pricing Information	Please click here for more information
Review Date	30/07/2023

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	
Certificate	
Total Qualification Time (hours)	180
Guided Learning (hours)	133

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 Summary

Learners will be required to complete a portfolio of evidence set and marked by the education provider and externally quality assured by Open Awards.

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

Assessment practices must reflect the Equality and Diversity Policy of Open Awards.

Qualification Units

Rules of Combination	
Certificate	
Credit Value of the Qualification	18
Minimum Credits to be achieved at the Level of the Qualification	13
Mandatory Units A	10 credits to be achieved
Optional Group B	Minimum of 8 credits to be achieved

Mandatory Units Group (A)

QAC Code	Unit Name	Credits	Level
K/615/9463	Understand How a Retail Business Maintains Health and Safety on its Premises	2	Level Two
Y/615/9460	Understanding Customer Service in the Retail Sector	3	Level Two
H/615/9462	Understanding How Individuals and Teams Contribute to the Effectiveness of a Retail Business	3	Level Two
D/615/9461	Understanding the Retail Selling Process	2	Level Two

Optional Units Group (B)

QAC Code	Unit Name	Credits	Level
L/615/9486	The Principles of Food Safety for Retail	2	Level Two
T/615/9501	Underage Sales Prevention for Retail and Licenses Premises	1	Level Two
F/615/9470	Understand How to Approach Work-Based Projects within Retail Business	3	Level Two
J/615/9471	Understanding Environmental Sustainability in the Retail Sector	3	Level Two
L/615/9472	Understanding Fashion Retail Personal Shopping and Styling	3	Level Two
R/615/9473	Understanding Fashion Trends and Forecasting	3	Level Two
M/615/9500	Understanding How Retailers Operate Home Delivery Services for Newspapers and Magazines	3	Level Two
A/615/9497	Understanding How Retailers Sell national Lottery Products and Services	2	Level Two
J/615/9499	Understanding How Stocks of Newspapers and Magazines are Controlled in Retail Outlets	2	Level Two

L/615/9469	Understanding How the Effectiveness of Store Operations can be Improved	3	Level Three
K/615/9494	Understanding how the Growth and Development of Plants is Promoted and Monitored in a Retail Outlet	4	Level Three
R/615/9487	Understanding Plant Nomenclature, Terminology and Identification	4	Level Two
M/615/9464	Understanding Retail Consumer Law	2	Level Two
A/615/9466	Understanding Security and Loss Prevention in Retail Business	2	Level Two
D/615/9489	Understanding the Control of Pests and Diseases Which May Affect Plants in a Retail Outlet	3	Level Two
F/615/9467	Understanding the Control, Receipt and Storage of Stock in a Retail Business	2	Level Two
D/615/9475	Understanding the Evolution of Beauty Retailing	3	Level Two
Y/615/9474	Understanding the Fashion Retail Market	3	Level Two
F/615/9498	Understanding the Features of Different Types of Alcoholic Beverages Sold in Retail Outlets	4	Level Two
H/615/8537	Understanding the Handling of Customer Payments in a Retail Business	2	Level Two
T/615/9496	Understanding the Management of Delivery of Plants into a Retail Business	3	Level Three
D/615/9492	Understanding the Nature, Uses and Importance of Product Information in a Retail Outlet and Selling Gardening Products	3	Level Two
M/615/9481	Understanding the Retail Sale of Beauty Products	3	Level Two
K/615/9477	Understanding the Retail Sale of Cosmetics	3	Level Two
M/615/9478	Understanding the Retail Sale of Nail Care Products	3	Level Two
H/615/9476	Understanding the Retail Sale of Perfumery Products	3	Level Two
M/615/9738	Understanding the Retail Sale of Skin Care products	3	Level Two
A/615/9483	Understanding the Storage, Monitoring and Replenishment of Chilled Food Items in a Retail Outlet	2	Level Two
F/615/9484	Understanding the Storage, Monitoring and Replenishment of Fresh Produce in a Retail Outlet	2	Level Two
J/615/9468	Understanding Visual Merchandising for Retail Business	4	Level Two

Delivering this Qualification

Becoming a Centre

To deliver this qualification you must be a recognised Open Awards centre. For more information, head to our website or contact the team on 0151 494 2072

How to Deliver

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](#).

Quality Assurance and Standardisation

Delivery of this qualification must be done so in accordance with Ofqual regulatory guidelines and in line with Open Awards' quality assurance processes. Template forms and guidance documents are available via the Open Awards portal.

Centre Staff Requirements

Centres are responsible for ensuring that their staff are suitably skilled and experienced. Tutors/ assessors and internal quality assurance (IQA) staff must have relevant occupational knowledge and/or occupational competence at the same level or higher as the units being delivered.

Centres are responsible for notifying Open Awards of staff changes.

Training and support

Open Awards offers training and support events in Delivery & Assessment and Quality Assurance. These events are held throughout the year. Such events will also provide an opportunity to identify and share best practice. Up to date details of these training events are on our [website](#).

Internal Quality Assurance (IQA)

All centres delivering Open Awards provision must operate rigorous internal quality assurance systems. A centre must identify how they will internally quality assure and standardise their delivery and assessment before delivering a course.

External Quality Assurance (EQA)

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

Please refer to Internal and External Quality Assurance within the Centre Handbook.

Standardisation

Centres are required to contribute to national standardisation as requested by Open Awards. 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.

Further guidance on Quality Assurance and Standardisation please refer to the [Centre Handbook](#)

Recognition of Prior Learning and Achievement (RPL)

RPL is a method of assessment 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. Evidence of learning must be sufficient, reliable and valid.

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' Lead Quality Reviewer for the centre.

For more information, please see our Recognition of Prior Learning Policy found on the Open Awards [portal](#).

Appendices and Links

Appendix Name
Centre Handbook
Enquiries, Complaints and Appeals Policy
Equality and Diversity Policy
Invoicing Policy
Privacy Policy

© Copyright Open Awards 2016.

All rights reserved. Permission is granted to reproduce for personal and educational use only. Commercial copying, hiring or lending is prohibited.

Open Awards
17 De Havilland Drive,
Estuary Commerce Park
Speke
Liverpool
L24 8N

0151 494 2072

enquiries@openawards.org.uk

www.openawards.org.uk

@openawards