

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Understanding How Individuals and Teams Contribute to the Effectiveness of a Retail Business

Unit Reference Number: R/615/8503

Level: One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 15

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know the key employment rights and responsibilities of employees and the employer	1.1 State the purpose of a contract of employment
	1.2 List the main content typically included in a contract of employment
	1.3 Outline the actions which can be taken by the individual and the employer if either part fails to keep to the terms of the contract of employment
	1.4 Identify the legislation which protects individuals from harassment and discrimination
2. Know the characteristics of effective team working in retail business	2.1 State the benefits to individual employees and to the retail business as a whole of working in teams
	2.2 Identify different roles and levels of responsibility within retail teams
	2.3 List the typical characteristics of effective and ineffective teams
	2.4 List different techniques for communicating effectively within a team
3. Understand a range of activities for improving own skills and performance	3.1 State the benefits to the retail business of improving employee's skills and performance

3.2 State why it is important for employees to identify own strengths and development needs

3.3 List the different methods for reviewing and improving the performance and skills of individual employees