

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Understanding How Individuals and Teams Contribute to the Effectiveness of a Retail Business
Unit Reference Number:	H/615/9462
Level:	Level 2
Credit Value:	3
Minimum GLH:	22

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know the employment rights and responsibilities of an employee and the employer	1.1 State the key requirements in a contract of employment in retail business
	1.2 State which organisations are able to help individuals in the cases of violation of employee rights
	1.3 State the key areas covered by 'equality' legislation
	1.4 State the purpose of laws that promote equality within the workplace
	1.5 Define diversity in relation to promoting equality and diversity within the workplace
2. Understand the importance and characteristics of effective team work in retail work	2.1 Explain what is meant by 'team work' in retail business
	2.2 Describe the benefits that team work can bring to team members and to retail business as a whole
	2.3 Describe the general qualities and abilities required to be an effective member of a team in retail business
3. Understand the impact of effective communication skills when working in a retail team	3.1 Describe the relevance and importance of communication skills in clarifying and resolving misunderstandings

	3.2	Describe effective methods of communication used within teams
	3.3	Describe how poor communication skills can affect a team's performance
4. Understand how the roles and responsibilities of retail teams relate to the structure and function of organisations	4.1	Describe broad functional teams in retail and identify the different job roles and career pathways within these
	4.2	Describe the relationships between different job roles within functional teams and identify the lines of accountability in retail business
5. Understand how to improve personal performance	5.1	Explain the benefit to individual employees and the retail business as a whole of a personal development plan
	5.2	Describe the range of methods available to identify own learning needs
	5.3	Explain the main learning styles and state which learning methods and activities suit each style
	5.4	Identify potential learning resources available for improving own performance
6. Understand how personal performance contributes to business success	6.1	Explain how work objectives are agreed and state the benefit they can bring to the individual and the retail business
	6.2	Explain how a team's goals impact on the roles and responsibilities of individual team members
	6.3	Describe the benefits to the retail business of identifying more effective ways of working