Qualification Specification

Retail

Version 4.0

(July 2019)

This qualification specification covers the following qualifications:

Qualification Title	Qualification Number
Gateway Qualifications Level 2 Certificate In Retail Knowledge	601/6720/8
Gateway Qualifications Level 2 Diploma In Retail Skills	601/6721/X

About this qualification specification

This qualification specification is intended for Tutors, Assessors, Internal Quality Assurers, Centre Quality Managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It sets out what is required of the learner in order to achieve the qualification. It also contains information specific to managing and delivering the qualification(s) including specific quality assurance requirements.

The guide should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer this qualification, you must be a Gateway Qualifications recognised centre.

If your centre is not yet recognised, please contact our Development Team to discuss becoming Gateway Qualifications Recognised Centre:

Telephone: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

Website: https://www.gatewayqualifications.org.uk/advice-guidance/delivering-our-qualifications/become-recognised-centre/

Contents

1. Qualification Information

1.1 About the qualifications

The qualifications have been approved by the Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England.

1.2 Objective

The objective of the Gateway Qualifications Level 2 and 3 Retail qualifications is to prepare learners for employment in the retail sector.

1.3 Key Facts

Qualification Title	Total Qualification Time	Guided Learning	Credit Value
Gateway Qualifications Level 2 Certificate In Retail Knowledge	140	93	14
Gateway Qualifications Level 2 Diploma In Retail Skills	370	115	37
Gateway Qualifications Level 3 Certificate In Retail Knowledge	160	106	16

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could be reasonably expected to be required for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

Total Qualification Time is comprised of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

1.4 Funding

For information regarding potential sources of funding please visit the following the Education and Skills Funding Agency:

https://www.gov.uk/government/organisations/education-and-skills-funding-agency.

The qualification is not listed for public funding in Wales.

1.5 Achievement methodology

The qualification will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process. Achievement is therefore determined by successful completion of unit assessment with no further requirement for additional/summative assessment.

1.6 Geographical coverage

This qualification has been approved by Ofqual to be offered in England and by Qualification Wales to be delivered in Wales.

If a centre based in Northern Ireland or overseas (including Scotland) would like to offer this qualification, they should make an enquiry to Gateway Qualifications.

1.7 Progression opportunities

Learners could progress onto:

- a Retail Apprenticeship
- Level 3 or 4 vocational qualification
- further training and development, learners may wish to progress into level 3 jobs such as senior sales assistant or Team Supervisor
- into specialist roles such as warehousing or cash office administration
- higher education programmes

1.8 Relationship with other frameworks

The Gateway Qualifications in Retail are related to the National Occupational Standards (NOS) developed by People 1st. They provide a significant amount of knowledge, understanding and skills development that underpins occupational competence in the retail sector.

Relevant units within the qualification have been carefully developed according to the relevant standards as appropriate and/or in conjunction with Users of qualifications

2. Learner Entry Requirements

2.1 Age

The approved age range for these qualifications is: 16+.

2.2 Prior Qualifications or Units

There is no requirement for learners to have achieved prior qualifications or units.

2.3 Prior Skills/Knowledge/Understanding

There is no requirement for learners to have prior skills, knowledge or understanding.

2.4 Restrictions

There are no restrictions to entry.

2.5 Access to qualifications for learners with disabilities or specific needs

It is Gateway Qualifications' aim that there shall be equal opportunities within this organisation and in all the services it provides and within its recognised centres and via the services they provide and so meet the organisation's legal responsibilities to prevent discrimination.

In particular it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

Details on how to make adjustments for learners is set out in the Reasonable Adjustment and Special Considerations Policy.

2.6 Additional Requirements/Guidance

There are no additional rules or guidance regarding learner entry requirements.

2.7 Recruiting Learners with Integrity

It is vital that centres recruit with integrity with regard to qualifications. Centres must ensure that learners have the correct information and advice on their selected qualification(s) and that the qualification(s) will meet their needs.

The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualification(s).

3. Achieving the Qualification

3.1 Qualification Structure (Rules of Combination and Unit List)

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within the unit specifications. These include the learning outcomes and associated assessment criteria. To obtain unit information, please contact Gateway Qualifications who will enable access to our unit library. Please refer to the Appendix for details of barred units.

For information on Recognition of Prior Learning/Exempt and Equivalent units please see section **3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies**

Gateway Qualifications Level 2 Certificate in Retail Knowledge

Learners must achieve a total of 14 credit. 10 credits from Mandatory Group M and a minimum of 4 credits from Optional Group O. Learners cannot include more than one unit with the same or similar title. For full details see list of barred units. A maximum of 4 credits can be taken at Level 3.

Mandatory Group

Learners must achieve the 4 mandatory units totalling 10 credits.

Unit Number	Title	Level	Credit Value	GLH
M/502/5821	Understanding customer service in the retail sector	Level 2	3	22
A/502/5806	Understanding the retail selling process	Level 2	2	15
J/502/5789	Understanding how individuals and teams contribute to the effectiveness of a retail business	Level 2	3	22
A/502/5823	Understanding how a retail business maintains health and safety on its premises	Level 2	2	15

Optional Group

Learners must achieve 4 credits from this group.

Unit Number	Title	Level	Credit Value	GLH
D/502/5801	Understanding retail consumer law	Level 2	2	11
K/502/5817	Understanding security and loss prevention in a retail business	Level 2	2	15
H/502/5797	Understanding the handling of customer payments in a retail business	Level 2	2	8
F/502/5810	Understanding the control, receipt and storage of stock in a retail business	Level 2	2	17
A/600/0656	Understanding visual merchandising for retail business	Level 2	4	39
K/505/9384	Understanding the use of in-store web-based facilities in promoting retail sales	Level 2	2	15

Unit Number	Title	Level	Credit Value	GLH
M/502/5799	Understanding how the smooth operation of a payment point is maintained	Level 3	3	26
M/502/5818	Understanding security and loss prevention in a retail business	Level 3	3	15
L/502/5826	Understanding the management of stock in a retail business	Level 3	3	16
A/600/0625	Understanding the retail sale of skin care products	Level 2	3	30
A/602/2317	Understanding environmental sustainability in the retail sector	Level 2	3	16
D/602/5016	Understand how to approach work-based projects within retail business	Level 2	3	22
F/600/0643	Understanding the retail sale of beauty products	Level 2	3	30
H/600/0635	Understanding fashion trends and forecasting	Level 2	3	28
H/600/0652	Understanding how retailers sell National Lottery products and services	Level 2	2	19
J/600/0630	Understanding the retail sale of perfumery products	Level 2	3	30
K/502/0178	The principles of food safety for retail	Level 2	1	9
K/600/0653	Understanding the storage, monitoring and replenishment of fresh produce in a retail outlet	Level 2	2	17
L/600/0628	Understanding fashion retail personal shopping and styling	Level 2	3	30
M/600/0637	Understanding the fashion retail market	Level 2	3	30
M/600/0640	Understanding the retail sale of cosmetics	Level 2	3	30
M/600/0654	Understanding the storage, monitoring and replenishment of chilled food items in a retail outlet	Level 2	2	17
M/602/2234	Underage sales prevention for retail and licensed premises	Level 2	1	5
R/600/0646	Understanding the evolution of beauty retailing	Level 2	3	30
T/600/0655	Understanding the features of different types of alcoholic beverages sold in retail outlets	Level 2	4	29
Y/600/0633	Understanding the retail sale of nail care products	Level 2	3	30
Y/600/0650	Understanding how stocks of newspapers and magazines are controlled in retail outlets	Level 2	2	15
M/600/2663	Understanding plant nomenclature, terminology and identification	Level 2	5	38
D/600/0651	Understanding how retailers operate home delivery services for newspapers and magazines	Level 3	4	36
F/600/2652	Understanding the nature, uses and importance of product information in a retail outlet selling gardening products	Level 3	3	20
H/600/2661	Understanding how the growth and development of plants is promoted and monitored in a retail outlet	Level 3	4	26
K/600/2659	Understanding the management of delivery of plants into a retail business	Level 3	3	20
F/600/2666	Understanding the control of pests and diseases which may affect plants in a retail outlet	Level 3	3	20
H/502/5802	Understanding how the effectiveness of store operations can be improved	Level 3	3	23

Gateway Qualifications Level 2 Diploma in Retail Skills

To complete this qualification, learners must achieve a minimum of 37 credits. A minimum of 22 credits must be achieved at level 2, of which 8 credits will come from mandatory Group M. A minimum of 14 credits must come from group OA. A maximum of 5 credits can come from group OB. A maximum of 15 credits can come from group OC.

Mandatory Group M

Learners must achieve 8 credits from this group.

Unit Number	Title	Level	Credit Value	GLH
T/503/5735	Work effectively in a retail team	Level 2	8	37

Optional Group A

Learners must achieve a minimum of 14 credits from this group.

Unit Number	Title	Level	Credit Value	GLH
R/503/5659	Receive goods and materials into storage in a retail environment	Level 2	4	22
J/503/5660	Place goods and materials into storage in a retail environment	Level 2	4	19
L/503/5661	Keep stock on sale at required levels in a retail environment	Level 2	3	16
R/503/5662	Process customer orders for goods in a retail environment	Level 2	3	19
Y/503/5663	Process returned goods in a retail environment	Level 2	3	18
H/503/5665	Assemble products for display in a retail environment	Level 2	2	9
K/503/5666	Hand-process fish in a retail environment	Level 2	6	21
M/503/5667	Process greengrocery products for sale in a retail environment	Level 2	7	17
T/503/5668	Finish meat products by hand in a retail environment	Level 2	9	29
A/503/5672	Organise own work to meet a dough production schedule in a retail environment	Level 2	10	48
J/503/5674	Maintain food safety while working with food in a retail environment	Level 2	6	13
R/503/5676	Pick products in a retail environment to fulfil customer orders	Level 2	4	19
D/503/5678	Check stock levels and sort out problems with stock levels in a retail environment	Level 2	2	10
H/503/5679	Finish bake-off food products in a retail environment	Level 2	3	15
Y/503/5680	Glaze, coat or decorate bake-off products for sale in a retail environment	Level 2	3	15
M/503/5684	Display stock to promote sales to customers in a retail environment	Level 2	5	26
T/503/5685	Help customers to choose products in a retail environment	Level 2	6	20
A/503/5686	Carry out promotional campaigns in a retail environment	Level 2	4	18

Unit Number	Title	Level	Credit Value	GLH
F/503/5687	Deal with customer queries and complaints in a retail environment	Level 2	4	24
J/503/5688	Demonstrate products to customers in a retail environment	Level 2	3	15
L/503/5689	Process payments for purchases in a retail environment	Level 2	4	17
F/503/5690	Process applications for credit agreements offered in a retail environment	Level 2	5	25
J/503/5691	Promote loyalty schemes to customers in a retail environment	Level 2	3	11
Y/503/5694	Provide a bra fitting service in a retail environment	Level 2	10	44
D/503/5695	Follow guidelines for planning and preparing visual merchandising displays	Level 2	5	22
H/503/5696	Dress visual merchandising displays to attract customers	Level 2	7	35
K/503/5697	Order and position signage and graphics for visual merchandising displays	Level 2	3	15
M/503/5698	Dismantle and store props and graphics from visual merchandising displays	Level 2	3	15
T/503/5699	Make props and decorate fixtures and panels for visual merchandising displays	Level 2	10	45
D/503/5700	Assemble visual merchandising displays	Level 2	4	20
J/503/5707	Follow point-of-sale procedures for age-restricted products in a retail environment	Level 2	2	11
L/503/5708	Provide National Lottery products to customers	Level 2	4	25
R/503/5709	Advise customers on the fixing and care of tiles	Level 2	6	35
L/503/5711	Cash up in a retail environment	Level 2	2	9
R/503/5712	Promote a retail store's credit card to customers in a retail environment	Level 2	3	12
Y/503/5713	Provide service to customers in a dressing room in a retail environment	Level 2	3	16
D/503/5714	Promote food or drink products by offering samples to customers	Level 2	2	13
H/503/5715	Deliver goods from a retail environment to the customer's delivery address	Level 2	3	17
M/503/5717	Help customers to apply for a retail store's credit card and associated insurance products	Level 2	4	22
T/503/5718	Help customers to choose delicatessen products in a retail environment	Level 2	3	15
A/503/5719	Portion delicatessen products to meet customer requirements in a retail environment	Level 2	2	9
T/503/5721	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	Level 2	4	15
A/503/5722	Operate a customer record card system on a beauty counter in a retail environment	Level 2	2	8
Y/503/5727	Protect own and others' health and safety when working in a retail environment	Level 2	5	28
D/503/5728	Reduce security risks in a retail environment	Level 2	5	25
A/503/5736	Prepare newspapers and magazines for return to merchandisers	Level 2	2	10
J/503/5738	Check the accuracy of records of hours worked by staff in a retail environment	Level 2	4	17
D/601/4551	Select, weigh and measure bakery ingredients	Level 2	3	16
T/601/4555	Hand-divide, mould and shape fermented dough	Level 2	4	21

Unit Number	Title	Level	Credit Value	GLH
R/502/0854	Maintain moisture levels for crops or plants	Level 2	2	15
L/502/0853	Provide nutrients to crops or plants	Level 2	2	15
Y/502/1214	Remove unwanted plant growth to maintain development	Level 2	5	38
K/502/1511	Identify and report the presence of pests, diseases and disorders	Level 2	3	23
J/502/0771	Merchandise plants and other relevant products	Level 2	6	45
L/601/0933	Give customers a positive impression of yourself and your organisation.	Level 2	5	33
D/505/9379	Using web-based facilities in-store to achieve retail sales	Level 2	2	20
R/505/9380	Advising and supporting customers on the use of in-store web-based retail facilities	Level 2	3	24
D/505/9382	Maintaining data confidentiality and security when using web-based retail facilities in-store	Level 2	2	11
Y/502/1214	Remove unwanted plant growth to maintain development	Level 2	5	38
K/502/1511	Identify and report the presence of pests, diseases and disorders	Level 2	3	23

Optional Group B

Learners can achieve a maximum of 5 credits from this group.

Unit Number	Title	Level	Credit Value	GLH
D/503/5664	Sort donated goods for resale or recycling in a retail environment	Level 1	3	6
F/503/5673	Maintain food safety while working with food in a retail environment	Level 1	5	11
Y/503/5677	Load orders for despatch from a retail store to customers	Level 1	3	15
L/601/5016	Provide a counter and takeaway service	Level 1	3	30
K/503/5716	Contribute to monitoring and maintaining ease of shopping in a retail sales area	Level 1	2	8

Optional Group C

Learners can achieve a maximum of 15 credits from this group.

Unit Number	Title	Level	Credit Value	GLH
A/503/5669	Audit stock levels and stock inventories in a retail environment	Level 3	6	28
D/503/5681	Manage staff to receive goods in a retail environment	Level 3	5	24
H/503/5682	Organise and monitor the storage of stock in a retail environment	Level 3	6	27
L/503/5692	Maintain the availability of goods on display in a retail environment to promote sales	Level 3	6	30
R/503/5693	Manage the payment transaction process in a retail environment	Level 3	9	43
H/503/5701	Choose merchandise to feature in visual merchandising displays	Level 3	6	27

Unit Number	Title	Level	Credit Value	GLH
K/503/5702	Manage the use of signage and graphics in visual merchandising displays	Level 3	7	31
M/503/5703	Evaluate the effectiveness of visual merchandising displays	Level 3	9	46
T/503/5704	Manage budgets for visual merchandising projects	Level 3	10	46
A/503/5705	Contribute to improving a retail organisation's visual merchandising policy	Level 3	8	36
M/503/5720	Help customers to choose specialist products in a retail environment	Level 3	8	34
K/503/5733	Produce staffing schedules to help a retail team to achieve its targets	Level 3	5	22
F/503/5737	Monitor and support secure payment point use during trading hours	Level 3	3	13
T/503/5671	Source required goods and services in a retail environment	Level 3	10	52
L/503/5675	Monitor and help improve food safety in a retail environment	Level 3	11	50
F/503/5706	Design visual merchandising display layouts	Level 3	10	46
J/503/5710	Help customers to choose alcoholic beverages in a retail environment	Level 3	10	53
Y/503/5730	Deputise for the leader of a retail team	Level 3	11	55
D/503/5731	Contribute to the continuous improvement of retail operations within own area of responsibility	Level 3	10	47
H/503/5732	Manage the prevention of wastage and loss in a retail environment	Level 3	11	50
M/503/5734	Monitor and maintain health and safety in a retail environment	Level 3	13	60
Y/505/9381	Motivating colleagues to promote web-based retail facilities to customers	Level 3	4	30

4. Recognition of Prior Learning (RPL)

Recognition of prior learning is a process that considers if a learner can meet the specified assessment requirements through knowledge, understanding or skills that they already possess and that can contribute towards the attainment of a qualification for which they are undertaking.

Where Recognition of Prior Learning is permitted then the evidence must be mapped against the criteria for which it is being claimed for and be valid, authentic, sufficient, reliable, valid and current.

A maximum of 70% of a qualification can be achieved through the process of Recognition of Prior Learning, with at least 30% gained through new learning.

The process for claiming RPL is set out in the Gateway Qualifications' policy on Recognition of Prior Learning.

5. Assessment and Quality Assurance

The following are in addition to the standard assessment and quality assurance requirements set out in the Gateway Qualifications Centre Handbook.

5.1 Method of Assessment

The method of assessment for the qualifications is through a portfolio of evidence.

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 should, where possible, be integrated with organisations' training and HR models for developing and recognising the knowledge and competence of their workforce.

The skills-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.

5.2 Assessment Materials

There are no specific assessment materials provided for this qualification.

5.3 Qualification-Specific Centre Requirements

Centres must ensure that they have the appropriate resources in place when delivering performance units from vocational areas.

Assessment for competence-based units must always be carried out in a retail environment except where a Realistic Working Environment (as defined below) is permitted for simulation.

Simulation is allowed only where:
- 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 SSC or SSB and the originator expressly allows simulation to be used for that unit.

A list of those units for which simulation is allowed is appended to this document.

Evidence generated from simulated activities will not be acceptable for any other unit.

Where simulation is used the sector requires that:

- Simulation must be undertaken in a Realistic Working Environment
- Realistic Working Environments 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.

5.4 Qualification-Specific Tutor/Assessor Requirements

Tutor/Assessors must be fully qualified and experienced in the subject area in which they are delivering, details of which must be provided to Gateway Qualifications as part of the Qualification Approval application.

Peripatetic assessors must hold or be working towards the appropriate regulatory authority approved qualifications for assessment.

The services offered by the peripatetic assessor 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. It is also requested that specific reference be made to auditing this provision, within external verification processes.

Occupational competence of assessors

Assessors in the retail sector should have an in-depth knowledge of, and be competent in performing, the occupational requirements of the generic competence-based units as well as any specialist units for which they do not use expert witness testimony.

This competence will have been acquired either in direct employment in the occupational role to which the unit relates, or in employment as a manager, supervisor or in-house trainer of employees carrying out the role.

It is unlikely that occupational competence will have been achieved in less than twelve months of employment as a retail assistant, or less than six months in a managerial position, but individuals with less experience could be considered as assessors if sufficiently occupationally competent.

All assessors, if not currently employed within a retail organisation, will need to prove they have a current working knowledge of the sector they are assessing. This can be demonstrated by maintaining records of evidence from occupational updating activities such as:
- o   Internal or external work experience
- o   Internal or external work shadowing opportunities

Other relevant CPD activities with the prior approval of Gateway Qualifications.

5.5 Qualification-Specific Quality Assurance Requirements

Internal quality assurers must hold or be working towards the appropriate regulatory authority approved qualifications for internal quality assurance.

The services offered by a peripatetic assessor 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. It is also requested that specific reference be made to auditing this provision, within internal quality assurance processes.

Internal Quality Assurers (or equivalent quality assurance experts) in the retail sector must have a current understanding of the structure, content and occupational requirements of the units that they are internally quality assuring. This understanding will have been acquired while working directly within the relevant occupational area in either an operational or a support function.

The level of understanding should be sufficient to allow the Internal Quality Assurance to judge whether the assessor has fully assessed learners against all the assessment criteria in the unit.

It is unlikely that a person could have gained this level of understanding in less than six months of being employed in the retail sector, but individuals with less experience could be considered as Internal Quality Assurers if they have the required level of understanding.

All internal quality assurers, if not currently employed within a retail organisation, will need to prove they have a current working knowledge of the sector they are verifying. This can be demonstrated by maintaining records of evidence from occupational updating activities such as:
- o   Internal or external work experience
- o   Internal or external work shadowing opportunities

Other relevant CPD activities with the prior approval of Gateway Qualifications.

5.6 Additional Requirements/Guidance

The role of supervisors and managers in the assessment process

Wherever possible, assessment should be conducted by supervisors and/or managers in a workplace environment. Where the skill or capability of these individuals is inadequate to deliver the requirements of the organisation or the quality infrastructure, services external to the work unit or organisation may be introduced (peripatetic assessors). If the candidate is employed in the retail sector, 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.

Where in-store line managers carry out the assessment or internal verification roles, retail stores with the agreement of Gateway Qualifications may choose between:

a achieving the appropriate regulatory authority approved qualifications for assessment and internal verification

OR

b demonstrating that training and development activity undertaken by the employer to prepare, validate and review these assessment/verification roles, maps 100% to the National Occupational Standards on which these qualifications are based. The mapping process **must be agreed** by the Awarding Organisation as providing the equivalent level of rigour and robustness as the achievement of the qualification.

The role of expert witnesses in the assessment process

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.

An expert witness is an experienced peer of the candidate, or the candidate's line manager. The expert witness is not consulted as a professional assessor, but as someone who is expert in the occupation to be assessed. The assessor will make the final judgement.

A list is appended of those units for which expert witness testimony is required, should the assessor lack the necessary occupational competence.

Occupational competence of expert witnesses

Expert witnesses can be drawn from a wide range of people who can attest to performance in the workplace, including line managers and experienced colleagues from inside the candidate's organisation.

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.

6. What to do next

For existing centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as Gateway Qualifications centre please contact:

Gateway Qualifications
Gateway House
3 Tollgate Business Park
Colchester
CO3 8AB

Tel: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

7. Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation based in Colchester, Essex.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF).

8. Appendices

Appendix 1 - Retail Skills units for which simulated activities are allowed

This list includes only Skillsmart Retail's units. For guidance on assessing imported units, please refer to the relevant sector's own assessment principles.

SR ref.	Unit title	URN on RITS
B.01	Move goods and materials manually in a retail environment	F/503/5656
B.02	Keep stock at required levels in a retail environment	J/503/5657
B.17	Organise own work to meet a dough production schedule in a retail environment	A/503/5672
C.01	Wrap and pack goods for customers in a retail environment	K/503/5683
E.01	Recognise and report security risks in a retail environment	F/503/5723
E.02	Comply with workplace health and safety requirements in a retail environment	J/503/5724
E.03	Work effectively in a retail team	L/503/5725
E.04	Keep the non-food retail environment clean and tidy	R/503/5726
E.06	Protect own and others' health and safety when working in a retail environment	Y/503/5727
E.07	Reduce security risks in a retail environment	D/503/5728
E.11	Manage the prevention of wastage and loss in a retail environment	H/503/5732
E.18	Monitor and maintain health and safety in a retail environment	M/503/5734

Appendix 2 - Retail Skills units for which expert witness testimony is allowed if the assessor is not expert in the specialism covered by the unit

This list includes only Skillsmart Retail's units. For guidance on assessing imported units, please refer to the relevant sector's own assessment principles.

SR ref.	Unit title	URN on RITS
B.11	Hand-process fish in a retail environment	K/503/5666
B.12	Process greengrocery products for sale in a retail environment	M/503/5667
B.13	Finish meat products by hand in a retail environment	T/503/5668
B.17	Organise own work to meet a dough production schedule in a retail environment	A/503/5672
B.20	Maintain food safety while working with food in a retail environment	F/503/5673
B.21	Maintain food safety while working with food in a retail environment	J/503/5674
B.22	Monitor and help improve food safety in a retail environment	L/503/5675
B.35	Finish bake-off food products in a retail environment	H/503/5679
B.36	Glaze, coat or decorate bake-off products for sale in a retail environment	Y/503/5680
C.09	Process applications for credit agreements offered in a retail environment	F/503/5690
C.12	Promote loyalty schemes to customers in a retail environment	J/503/5691
C.17	Provide a bra fitting service in a retail environment	Y/503/5694
C.18	Follow guidelines for planning and preparing visual merchandising displays	D/503/5695
C.19	Dress visual merchandising displays to attract customers	H/503/5696
C.20	Order and position signage and graphics for visual merchandising displays	K/503/5697
C.21	Dismantle and store props and graphics from visual merchandising displays	M/503/5698
C.22	Make props and decorate fixtures and panels for visual merchandising displays	T/503/5699
C.23	Assemble visual merchandising displays	D/503/5700
C.24	Choose merchandise to feature in visual merchandising displays	H/503/5701
C.25	Manage the use of signage and graphics in visual merchandising displays	K/503/5702
C.26	Evaluate the effectiveness of visual merchandising displays	M/503/5703
C.27	Manage budgets for visual merchandising projects	T/503/5704
C.28	Contribute to improving a retail organisation's visual merchandising policy	A/503/5705
C.29	Design visual merchandising display layouts	F/503/5706

C.37	Provide National Lottery products to customers	L/503/5708
C.42	Advise customers on the fixing and care of tiles	R/503/5709
C.45	Help customers to choose alcoholic beverages in a retail environment	J/503/5710
C.47	Promote a retail store's credit card to customers in a retail environment	R/503/5712
C.52	Help customers to apply for a retail store's credit card and associated insurance products	M/503/5717
C.54	Help customers to choose delicatessen products in a retail environment	T/503/5718
C.55	Portion delicatessen products to meet customer requirements in a retail environment	A/503/5719
C.59	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	T/503/5721
C.60	Operate a customer record card system on a beauty counter in a retail environment	A/503/5722
E.12	Produce staffing schedules to help a retail team to achieve its targets	K/503/5733

Appendix 3 – Barred Unit Tables

Level 2 Certificate In Retail Knowledge

This Unit	Is Barred Against These Units
Understanding the handling of customer payments in a retail business (H/502/5797)	Understanding how the smooth operation of a payment point is maintained (M/502/5799)
Understanding the management of stock in a retail business (L/502/5826)	Understanding the control, receipt and storage of stock in a retail business (F/502/5810)
Understanding security and loss prevention in a retail business (M/502/5818)	Understanding security and loss prevention in a retail business (K/502/5817)

Gateway Qualifications
Gateway House
3 Tollgate Business Park
Colchester
CO3 8AB

01206 911211

enquiries@gatewayqualifications.org.uk

www.gatewayqualifications.org.uk