

**Unit Title:** Working In Retail  
**Unit Level:** Entry 2  
**Unit Credit Value:** 2  
**GLH:** 20  
**LASER Unit Code:** WJB354  
**Ofqual Unit Code:** M/504/1453

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know safety rules in a retail work place.	1.1	State health and safety rules in a retail work place.
		1.2	Maintain the safety of self and others in a retail work place.
		1.3	Identify fire procedures in a retail work place.
2.	Know types of equipment used in a retail work place.	2.1	Recognise types of equipment used in a retail work place.
		2.2	State his/her use of equipment in a retail work place.
3.	Be able to use a piece of equipment safely in a retail work place.	3.1	Participate in a given activity, using equipment in a retail work place, safely.
4.	Be able to communicate with others in a retail work place.	4.1	Respond to queries politely.
		4.2	Identify a person to refer a query to in a retail work place.
		4.3	Identify a person to refer a complaint to in a retail work place.

<b>Assessment Guidance:</b>
NA

<b>Additional Information:</b>
NA