

**Now live on SmartScreen!**

**7536 Level 1  
Award/Certificate/Diploma in  
Retail Skills**



## **Level 1 units supported on SmartScreen:**

- Unit 101: Work effectively in your retail team
- Unit 102: Move goods and materials manually in a retail environment
- Unit 103: Process donated goods for resale or recycling in a retail environment
- Unit 104: Contribute to food safety in a retail environment
- Unit 105: Keep stock at required levels in a retail environment
- Unit 106: Wrap and pack goods for customers in a retail environment
- Unit 107: Help to keep the retail unit secure
- Unit 108: Help to maintain health and safety in a retail environment
- Unit 109: Keep the retail environment clean and hygienic (non-food)



## Support for each unit includes:

- Handouts
- PLTS guidance
- worksheets
- interactive activities
- revision cards
- knowledge test



## **Additional support includes:**

- assessment guidance for tutors
- learner guidance on being observed
- guidance on different types of assessment
- tutor forum
- recommended resources
- glossary



## Unit 101: Work effectively in your retail team

### Handout 1: Work effectively in your retail team

Working in retail, there will always be tasks to be carried out. These will fall into three general areas:



- **daily tasks** – these are carried out every day and might include opening the payment point, serving customers, maintaining security, general housekeeping etc.
- **regular tasks** – these are carried out on specific days and might include stock counts, more detailed housekeeping, dealing with deliveries etc.
- **tasks given to you** – there may be a rota sharing out tasks to individual team members at particular times of day or the team leader may simply ask individuals to carry out tasks such as manning the fitting rooms, changing displays, setting up promotions etc.

Each day you will need to make sure you have enough time to carry out all your tasks for the day. You will know how long daily and regular tasks will take from experience. You will also know how long some of the tasks given to you will take, either because you have done them before or because they are given times on the rota. From this you will be able to work out how long you have to complete any other tasks. Check that you have enough time for everything you need to do. If necessary ask your colleagues for information.

## Example handout



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Unit 108 Knowledge test

## Unit 108: Help to maintain health and safety in a retail environment

### Knowledge test

1. How do you get help in the event of an accident or emergency? **(1 mark)**

2. What could happen if you don't follow health and safety procedures? **(1 mark)**

3. Who should you ask for help and advice if you are worried about working safely? **(1 mark)**

## Example knowledge test



## Unit 104 Activity 1

Question 1 of 5

Point Value: 10

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Dedicated online support

Which of the following items of clothing should be worn when working with food?



Hairnet



Hard hat



White hat

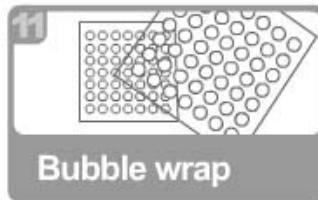
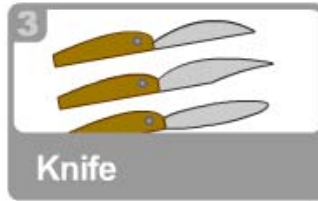
Score so far: 0 points out of 0

SUBMIT

# Example activity



You are working in a jeweller's shop and a customer asks you to gift wrap a watch in a presentation box which she is giving to her son as an 18th birthday present. Which of the tools and materials shown would you use?



## Example activity



**For more information please email:**

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