



Towards Independence  
**World of Work:**  
**Retail Assistant**

Name:

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This module has been developed as the result of collaborative work between ASDAN and practitioners delivering the Towards Independence programme. Our thanks go to all those who contributed to the development of these materials.

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# Welcome

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You are starting a module called

## World of Work: Retail Assistant

In doing the activities in this module you will be asked to:

- say
- show
- choose
- make things

You can say things by talking or signing, or by using any other means to let someone know what you want to say.

You can choose and show things by using:

- pictures
- digital recording
- other means
- photographs
- computer

or by telling someone else so they can write or do it for you. All the way through you can have as much help as you need.

As you complete each activity, you or your tutor can tick  the box shown alongside the activity and the corresponding box on the **Record of Activities** page.

When you have finished the module, remember to complete the **Module Review** and **Next Steps** at the end of the book.

# Record Boxes

At the end of each section you will find a page of record boxes:

This box can be used by your tutor to write an extra activity for you to do. This might ask you to practise some of the skills you have already shown, or it might ask you to do an extension activity.

This box can be used in any way to show your achievements throughout the section. It might also show what you need to work on next.

This box can be used to record your achievement by allocating a P level or other descriptor and subject area.

This box shows skills you have used well. These might be Basic Skills, Key Skills or other important life skills.

This box shows what sort of help you had.

This box shows where the work is kept in your ring binder (or other place).

The diagram shows a record box form with the following fields and sections:

- Activity: (with an optional label)
- Comments: (with a label 'Tutor/Supervisor/Learner' and an optional label)
- P level or other centre assessment tool: (with an optional label)
- Subject area:
- Level of support:
- Skills:
- Evidence ref:
- Verified by:
- Date:

Your tutor will sign and date these boxes when all the other boxes have been filled in.

# Levels of Support

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Ask your tutor to talk to you about these:



**NH No Help** – you can do things on your own



**SH Spoken/Signed Help** – you are helped by someone speaking or signing suggestions to you



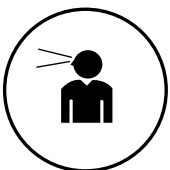
**GH Gestural Help** – you are helped by someone using hand signals or other gestural prompts



**PH Physical Help** – you are helped by someone holding you and/or helping you to move



**SE Sensory Experience** – you are given the opportunity of being involved through a sensory experience, e.g. hearing, touch, sight or taste



**ER Experience Recorded** – you are provided with an experience of the activity but are unable to take part

## Section A:

### Preparing for the workplace

- 1 Show you know the name of your workplace.
- 2 Show you know the name of the person who will be supporting you in your workplace.
- 3 Show you know how you will travel to your workplace.
- 4 Show you know which days you will be working.
- 5 Show you know what time you have to be at work and what time you will finish work.
- 6 Show you know what to do if you have a problem and cannot go to work.
- 7 Show you know what you will be wearing at work.



## Section A:

### Preparing for the workplace

Activity:

optional

Comments:

Tutor/Supervisor/Learner

optional

P level or other centre assessment tool:

optional

Subject area:

Level of support:

Skills:

Evidence ref:

Verified by:

Date:

## Section D:

### Health and safety in retail

- 1 Show you know what clothing people wear for working in a retail environment.
- 2 Show you know what the safety signs mean at your workplace.
- 3 Show you know about manual handling when working in retail.
- 4 Show you know about personal hygiene when working in retail.

For example:

- Wearing clean, smart clothes
- Having clean hair
- Washing your hands
- Wearing clean shoes
- Other

- 5 Show you know some of the hazards in the retail environment you are working in.

For example:

- Making sure the fire exit is not blocked
- Moving rubbish and disposing of it correctly
- Making sure the aisles are clear
- Making sure items are not stacked too high
- Other





## Section D: Health and safety in retail

optional

Activity:

optional

Comments:

Tutor/Supervisor/Learner

optional

P level or other centre assessment tool:

Subject area:

Level of support:

Skills:

Evidence ref:

Verified by:

Date:

# Section G:

## Project

In this section you can choose your own activity.

Here are some ideas:

- Keep a work diary
- Complete some customer service training
- Produce a poster showing the different jobs available in retail
- Visit different types of retail environment
- Find out more about working in retail
- Practise going for an interview
- Other

- 1 Decide what your project will be.
- 2 Plan your project.
- 3 Make a list of the things you need.
- 4 Do your project.
- 5 Show what went well in your project.

✓

# Section G:

## Project

optional

Activity:

optional

Comments:

Tutor/Supervisor/Learner

optional

P level or other centre assessment tool:

Subject area:

Level of support:

Skills:

Evidence ref:

Verified by:

Date:

# Next Steps

My next challenge:

Activities and modules that will help:

Who can help me and when:

Remember to record that you have completed this module and review on the **Record Page** in your **Starting Out** module.

Learner signature:

Tutor/supervisor signature:

Date:

Sample



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