

Awards, Certificates and Diplomas in Retail Skills

- Level 1 Award in Retail Skills – (10284)**
- Level 1 Certificate in Retail Skills – (10285)**
- Level 1 Diploma in Retail Skills – (10286)**
- Level 2 Award in Retail Skills – (10287)**
- Level 2 Certificate in Retail Skills – (10288)**
- Level 2 Diploma in Retail Skills – (10289)**
- Level 3 Certificate in Retail Skills (Management) – (10290)**
- Level 3 Certificate in Retail Skills (Sales Professional) – (10291)**
- Level 3 Certificate in Retail Skills (Visual Merchandising) – (10292)**
- Level 3 Diploma in Retail Skills (Management) – (10293)**
- Level 3 Diploma in Retail Skills (Sales Professional) – (10294)**
- Level 3 Diploma in Retail Skills (Visual Merchandising) – (10295)**

Key features

- *The qualifications are designed to develop a good understanding of the Retail Environment*
- *Learners can evidence sector relevant skills, knowledge and experience that are high in demand*
- *Qualifications can be delivered in bite-sized chunks, allowing for flexible learning to suit individual needs*
- *All units have a level and credit value assigned and can be achieved independently*
- *The qualifications are accredited onto the Qualifications and Credit Framework (QCF)*
- *The Level 1 Qualifications are suitable for Foundation Learning*
- *Specified Level 2 and 3 qualifications form the competence component of the Retail Apprenticeship frameworks*

Introduction

The Retail Skills qualifications are competence-based and provide flexible routes to accreditation for members of the Retail workforce.

The suite assesses the skills, knowledge and understanding a candidate has within a real work situation. The qualifications are suitable for candidates of any age who have current work experience within the retail environment.

The units that make up these qualifications describe the level and breadth of performance expected of the Retail workforce. The units are based on the National Occupational Standards for Retail, developed by the Sector Skills Council, Skillsmart Retail.

The flexible nature of the qualifications means that learning and achievement can happen in bite-sized chunks, allowing candidates to complete units at their own pace. Each of the units carries an individual credit value. The number of credits needed for achievement of each qualification is determined by the type of qualification the candidate is working towards.

Target Audience

Level 1 Retail Skills Qualifications

The Level 1 qualifications are designed to reflect the role of candidates working at a basic level in a retail environment. They may be most appropriate for those who are new to the retail sector, or are following training programmes in preparation for work. They are ideal for candidates who wish to develop a broad understanding of the retail sector in which they work.

The Level 1 qualifications are suitable for Foundation Learning.

Level 2 Retail Skills Qualifications

The Level 2 qualifications are ideal for those with some experience of working in the retail sector. They may already have a basic competence in retail skills and require recognition for a wider range of abilities in retailing.

The Level 2 Certificate and Diplomas form the competence element of the Retail Apprenticeship Framework.

Level 3 Retail Skills Qualifications

The Level 3 qualifications are available as Certificates or Diplomas and offer candidates a choice of three pathways: Sales Professional, Visual Merchandising and Management. The qualifications are designed to reflect the work of those employed in senior roles within the retail sector.

The Level 3 qualifications will be appropriate for candidates who are already competent in a significant variety of retail work activities and requiring recognition for a wider and more complex range of abilities.

The Level 3 Diplomas form the competence element of the Retail Higher Apprenticeship Framework.

Qualification Content

The qualifications comprise of units developed by Skillsmart Retail, the Sector Skills Council for Retail, and partner Awarding Bodies, including OCR, meaning that learners will gain sector knowledge that is highly sought after by employers.

Each individual unit has been assigned a level and credit value, making it worthwhile learning in its own right. However, if candidates choose to achieve a full qualification, they can accumulate credit as detailed below:



Level 1 Award in Retail Skills – 600/3884/6

(minimum of 7 credits)

To achieve this qualification, candidates must achieve a **minimum of 7 credits**. **All 7 credits** must be achieved at **Level 1**.

A minimum of 7 credits must come from the units detailed below:

Unit	Title	URN	Level	Credit	GLH
1	Move goods and materials manually in a retail environment	F/503/5656	1	3	16
2	Keep stock at required levels in a retail environment	J/503/5657	1	3	16
3	Sort donated goods for resale or recycling in a retail environment	D/503/5664	1	3	6
4	Maintain food safety while working with food in a retail environment	F/503/5673	1	5	11
5	Load orders for despatch from a retail store to customers	Y/503/5677	1	3	15
6	Wrap and pack goods for customers in a retail environment	K/503/5683	1	3	18
7	Provide a counter and takeaway service	L/601/5016	1	3	30
8	Contribute to monitoring and maintaining ease of shopping in a retail sales area	K/503/5716	1	2	8
9	Recognise and report security risks in a retail environment	F/503/5723	1	4	26
10	Comply with workplace health and safety requirements in a retail environment	J/503/5724	1	5	28
11	Keep the non-food retail environment clean and tidy	R/503/5726	1	3	16



Level 1 Certificate in Retail Skills – 600/3883/4

(minimum of 19 credits)

To achieve this qualification, candidates must achieve a **minimum of 19 credits**.

A **minimum of 12 credits** must be achieved at **Level 1**, of which:

- **7 credits** must come from the mandatory unit in **Group A**
- **a minimum of 5 credits** must come from the Level 1 optional units in **Group B**

The remaining credits can come from either Group B or Group C, with a maximum of **7 credits** allowed from the Level 2 units in **Group C**.

Seven credits must come from Group A:

Unit	Title	URN	Level	Credit	GLH
1	Work effectively in a retail team	L/503/5725	1	7	35

and

- **a minimum of 5 credits** must come from **Group B:**

Unit	Title	URN	Level	Credit	GLH
2	Move goods and materials manually in a retail environment	F/503/5656	1	3	16
3	Keep stock at required levels in a retail environment	J/503/5657	1	3	16
4	Sort donated goods for resale or recycling in a retail environment	D/503/5664	1	3	6
5	Maintain food safety while working with food in a retail environment	F/503/5673	1	5	11
6	Load orders for despatch from a retail store to customers	Y/503/5677	1	3	15
7	Wrap and pack goods for customers in a retail environment	K/503/5683	1	3	18
8	Provide a counter and takeaway service	L/601/5016	1	3	30
9	Contribute to monitoring and maintaining ease of shopping in a retail sales area	K/503/5716	1	2	8
10	Recognise and report security risks in a retail environment	F/503/5723	1	4	26
11	Comply with workplace health and safety requirements in a retail environment	J/503/5724	1	5	28
12	Keep the non-food retail environment clean and tidy	R/503/5726	1	3	16

and

- **a maximum of 7 credits** can come from **Group C:**

Unit	Title	URN	Level	Credit	GLH
13	Receive goods and materials into storage in a retail environment	R/503/5659	2	4	22
14	Place goods and materials into storage in a retail environment	J/503/5660	2	4	19
15	Keep stock on sale at required levels in a retail environment	L/503/5661	2	3	16
16	Process customer orders for goods in a retail environment	R/503/5662	2	3	19
17	Process returned goods in a retail environment	Y/503/5663	2	3	18
18	Assemble products for display in a retail environment	H/503/5665	2	2	9

19	Hand-process fish in a retail environment	K/503/5666	2	6	21
20	Process greengrocery products for sale in a retail environment	M/503/5667	2	7	17
21	Select, weigh and measure bakery ingredients	D/601/4551	2	3	16
22	Hand-divide, mould and shape fermented dough	T/601/4555	2	4	21
23	Maintain food safety while working with food in a retail environment	J/503/5674	2	6	13
24	Pick products in a retail environment to fulfil customer orders	R/503/5676	2	4	19
25	Check stock levels and sort out problems with stock levels in a retail environment	D/503/5678	2	2	10
26	Maintain moisture levels for crops or plants	R/502/0854	2	2	15
27	Provide nutrients to crops or plants	L/502/0853	2	2	15
28	Remove unwanted plant growth to maintain development	Y/502/1214	2	5	38
29	Identify and report the presence of pests, diseases and disorders	K/502/1511	2	3	23
30	Finish bake-off food products in a retail environment	H/503/5679	2	3	15
31	Glaze, coat and decorate bake-off products for sale in a retail environment	Y/503/5680	2	3	15
32	Display stock to promote sales to customers in a retail environment	M/503/5684	2	5	26
33	Help customers to choose products in a retail environment	T/503/5685	2	6	20
34	Carry out promotional campaigns in a retail environment	A/503/5686	2	4	18
35	Deal with customer queries and complaints in a retail environment	F/503/5687	2	4	24
36	Demonstrate products to customers in a retail environment	J/503/5688	2	3	15
37	Process payments for purchases in a retail environment	L/503/5689	2	4	17
38	Process applications for credit agreements offered in a retail environment	F/503/5690	2	5	25
39	Promote loyalty schemes to customers in a retail environment	J/503/5691	2	3	11
40	Follow guidelines for planning and preparing visual merchandising displays	D/503/5695	2	5	22
41	Dress visual merchandising displays to attract customers	H/503/5696	2	7	35
42	Order and position signage and graphics for visual merchandising displays	K/503/5697	2	3	15
43	Dismantle and store props and graphics from visual merchandising displays	M/503/5698	2	3	15
44	Assemble visual merchandising displays	D/503/5700	2	4	20
45	Follow point-of-sale procedures for age-restricted products in a retail environment	J/503/5707	2	2	11
46	Provide National Lottery products to customers	L/503/5708	2	4	25
47	Advise customers on the fixing and care of tiles	R/503/5709	2	6	35
48	Cash up in a retail environment	L/503/5711	2	2	9



49	Promote a retail store's credit card to customers in a retail environment	R/503/5712	2	3	12
50	Provide service to customers in a dressing room in a retail environment	Y/503/5713	2	3	16
51	Promote food or drink products by offering samples to customers	D/503/5714	2	2	13
52	Deliver goods from a retail environment to the customer's delivery address	H/503/5715	2	3	17
53	Help customers to apply for a retail store's credit card and associated insurance products	M/503/5717	2	4	22
54	Help customers to choose delicatessen products in a retail environment	T/503/5718	2	3	15
55	Portion delicatessen products to meet customer requirements in a retail environment	A/503/5719	2	2	9
56	Merchandise plants and other relevant products	J/502/0771	2	6	45
57	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	T/503/5721	2	4	15
58	Operate a customer record card system on a beauty counter in a retail environment	A/503/5722	2	2	8
59	Give customers a positive impression of yourself and your organisation	L/601/0933	2	5	33
60	Protect own and others' health and safety when working in a retail environment	Y/503/5727	2	5	28
61	Reduce security risks in a retail environment	D/503/5728	2	5	25
62	Prepare newspapers and magazines for return to merchandisers	A/503/5736	2	2	10
63	Check the accuracy of records of hours worked by staff in a retail environment	J/503/5738	2	4	17



Level 1 Diploma in Retail Skills - 600/3882/2

(minimum of 37 credits)

To achieve this qualification, candidates must achieve a **minimum of 37 credits**.

A minimum of 22 credits must be achieved at **Level 1**, of which:

- **7 credits** must come from the mandatory unit in **Group A**
- **a minimum of 15 credits** must come from the Level 1 units in **Group B**

The remaining credits can come from either Group B or Group C, with a maximum **of 15 credits** allowed from the Level 2 units **Group C**.

Seven credits must come from Group A:

Unit	Title	URN	Level	Credit	GLH
1	Work effectively in a retail team	L/503/5725	1	7	35

and

- **a minimum of 15 credits** must come from **Group B:**

Unit	Title	URN	Level	Credit	GLH
2	Move goods and materials manually in a retail environment	F/503/5656	1	3	16
3	Keep stock at required levels in a retail environment	J/503/5657	1	3	16
4	Sort donated goods for resale or recycling in a retail environment	D/503/5664	1	3	6
5	Maintain food safety while working with food in a retail environment	F/503/5673	1	5	11
6	Load orders for despatch from a retail store to customers	Y/503/5677	1	3	15
7	Wrap and pack goods for customers in a retail environment	K/503/5683	1	3	18
8	Provide a counter and takeaway service	L/601/5016	1	3	30
9	Contribute to monitoring and maintaining ease of shopping in a retail sales area	K/503/5716	1	2	8
10	Recognise and report security risks in a retail environment	F/503/5723	1	4	26
11	Comply with workplace health and safety requirements in a retail environment	J/503/5724	1	5	28
12	Keep the non-food retail environment clean and tidy	R/503/5726	1	3	16

and

- **a maximum of 15 credits** can come from **Group C:**

Unit	Title	URN	Level	Credit	GLH
13	Receive goods and materials into storage in a retail environment	R/503/5659	2	4	22
14	Place goods and materials into storage in a retail environment	J/503/5660	2	4	19
15	Keep stock on sale at required levels in a retail environment	L/503/5661	2	3	16
16	Process customer orders for goods in a retail environment	R/503/5662	2	3	19
17	Process returned goods in a retail environment	Y/503/5663	2	3	18
18	Assemble products for display in a retail environment	H/503/5665	2	2	9

19	Hand-process fish in a retail environment	K/503/5666	2	6	21
20	Process greengrocery products for sale in a retail environment	M/503/5667	2	7	17
21	Finish meat products by hand in a retail environment	T/503/5668	2	9	29
22	Organise own work to meet a dough production schedule in a retail environment	A/503/5672	2	10	48
23	Select, weigh and measure bakery ingredients	D/601/4551	2	3	16
24	Hand divide, mould and shape fermented dough	T/601/4555	2	4	21
25	Maintain food safety while working with food in a retail environment	J/503/5674	2	6	13
26	Pick products in a retail environment to fulfil customer orders	R/503/5676	2	4	19
27	Check stock levels and sort out problems with stock levels in a retail environment	D/503/5678	2	2	10
28	Maintain moisture levels for crops or plants	R/502/0854	2	2	15
29	Provide nutrients to crops or plants	L/502/0853	2	2	15
30	Remove unwanted plant growth to maintain development	Y/502/1214	2	5	38
31	Identify and report the presence of pests, diseases and disorders	K/502/1511	2	3	23
32	Finish bake-off food products in a retail environment	H/503/5679	2	3	15
33	Glaze, coat and decorate bake-off products for sale in a retail environment	Y/503/5680	2	3	15
34	Display stock to promote sales to customers in a retail environment	M/503/5684	2	5	26
35	Help customers to choose products in a retail environment	T/503/5685	2	6	20
36	Carry out promotional campaigns in a retail environment	A/503/5686	2	4	18
37	Deal with customer queries and complaints in a retail environment	F/503/5687	2	4	24
38	Demonstrate products to customers in a retail environment	J/503/5688	2	3	15
39	Process payments for purchases in a retail environment	L/503/5689	2	4	17
40	Process applications for credit agreements offered in a retail environment	F/503/5690	2	5	25
41	Promote loyalty schemes to customers in a retail environment	J/503/5691	2	3	11
42	Provide a bra fitting service in a retail environment	Y/503/5694	2	10	44
43	Follow guidelines for planning and preparing visual merchandising displays	D/503/5695	2	5	22
44	Dress visual merchandising displays to attract customers	H/503/5696	2	7	35
45	Order and position signage and graphics for visual merchandising displays	K/503/5697	2	3	15
46	Dismantle and store props and graphics from visual merchandising displays	M/503/5698	2	3	15
47	Make props and decorate fixtures and panels for visual merchandising displays	T/503/5699	2	10	45



48	Assemble visual merchandising displays	D/503/5700	2	4	20
49	Follow point-of-sale procedures for age-restricted products in a retail environment	J/503/5707	2	2	11
50	Provide National Lottery products to customers	L/503/5708	2	4	25
51	Advise customers on the fixing and care of tiles	R/503/5709	2	6	35
52	Cash up in a retail environment	L/503/5711	2	2	9
53	Promote a retail store's credit card to customers in a retail environment	R/503/5712	2	3	12
54	Provide service to customers in a dressing room in a retail environment	Y/503/5713	2	3	16
55	Promote food or drink products by offering samples to customers	D/503/5714	2	2	13
56	Deliver goods from a retail environment to the customer's delivery address	H/503/5715	2	3	17
57	Help customers to apply for a retail store's credit card and associated insurance products	M/503/5717	2	4	22
58	Help customers to choose delicatessen products in a retail environment	T/503/5718	2	3	15
59	Portion delicatessen products to meet customer requirements in a retail environment	A/503/5719	2	2	9
60	Merchandise plants and other relevant products	J/502/0771	2	6	45
61	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	T/503/5721	2	4	15
62	Operate a customer record card system on a beauty counter in a retail environment	A/503/5722	2	2	8
63	Give customers a positive impression of yourself and your organisation	L/601/0933	2	5	33
64	Protect own and others' health and safety when working in a retail environment	Y/503/5727	2	5	28
65	Reduce security risks in a retail environment	D/503/5728	2	5	25
66	Prepare newspapers and magazines for return to merchandisers	A/503/5736	2	2	10
67	Check the accuracy of records of hours worked by staff in a retail environment	J/503/5738	2	4	17



Level 2 Award in Retail Skills – 600/3837/8

(minimum of 9 credits)

To achieve this qualification, candidates must achieve a **minimum of 9 credits**. **All 9 credits** must be achieved at **Level 2**.

A minimum of 9 credits must come from the units detailed below:

Unit	Title	URN	Level	Credit	GLH
1	Receive goods and materials into storage in a retail environment	R/503/5659	2	4	22
2	Place goods and materials into storage in a retail environment	J/503/5660	2	4	19
3	Keep stock on sale at required levels in a retail environment	L/503/5661	2	3	16
4	Process customer orders for goods in a retail environment	R/503/5662	2	3	19
5	Process returned goods in a retail environment	Y/503/5663	2	3	18
6	Assemble products for display in a retail environment	H/503/5665	2	2	9
7	Hand-process fish in a retail environment	K/503/5666	2	6	21
8	Process greengrocery products for sale in a retail environment	M/503/5667	2	7	17
9	Finish meat products by hand in a retail environment	T/503/5668	2	9	29
10	Organise own work to meet a dough production schedule in a retail environment	A/503/5672	2	10	48
11	Maintain food safety while working with food in a retail environment	J/503/5674	2	6	13
12	Pick products in a retail environment to fulfil customer orders	R/503/5676	2	4	19
13	Check stock levels and sort out problems with stock levels in a retail environment	D/503/5678	2	2	10
14	Finish bake-off food products in a retail environment	H/503/5679	2	3	15
15	Glaze, coat and decorate bake-off products for sale in a retail environment	Y/503/5680	2	3	15
16	Display stock to promote sales to customers in a retail environment	M/503/5684	2	5	26
17	Help customers to choose products in a retail environment	T/503/5685	2	6	20
18	Carry out promotional campaigns in a retail environment	A/503/5686	2	4	18
19	Deal with customer queries and complaints in a retail environment	F/503/5687	2	4	24
20	Demonstrate products to customers in a retail environment	J/503/5688	2	3	15
21	Process payments for purchases in a retail environment	L/503/5689	2	4	17
22	Process applications for credit agreements offered in a retail environment	F/503/5690	2	5	25
23	Promote loyalty schemes to customers in a retail environment	J/503/5691	2	3	11
24	Provide a bra fitting service in a retail environment	Y/503/5694	2	10	44
25	Follow guidelines for planning and preparing visual merchandising displays	D/503/5695	2	5	22
26	Dress visual merchandising displays to attract customers	H/503/5696	2	7	35
27	Order and position signage and graphics for visual merchandising displays	K/503/5697	2	3	15



28	Dismantle and store props and graphics from visual merchandising displays	M/503/5698	2	3	15
29	Make props and decorate fixtures and panels for visual merchandising displays	T/503/5699	2	10	45
30	Assemble visual merchandising displays	D/503/5700	2	4	20
31	Follow point-of-sale procedures for age-restricted products in a retail environment	J/503/5707	2	2	11
32	Provide National Lottery products to customers	L/503/5708	2	4	25
33	Advise customers on the fixing and care of tiles	R/503/5709	2	6	35
34	Cash up in a retail environment	L/503/5711	2	2	9
35	Promote a retail store's credit card to customers in a retail environment	R/503/5712	2	3	12
36	Provide service to customers in a dressing room in a retail environment	Y/503/5713	2	3	16
37	Promote food or drink products by offering samples to customers	D/503/5714	2	2	13
38	Deliver goods from a retail environment to the customer's delivery address	H/503/5715	2	3	17
39	Help customers to apply for a retail store's credit card and associated insurance products	M/503/5717	2	4	22
40	Help customers to choose delicatessen products in a retail environment	T/503/5718	2	3	15
41	Portion delicatessen products to meet customer requirements in a retail environment	A/503/5719	2	2	9
42	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	T/503/5721	2	4	15
43	Operate a customer record card system on a beauty counter in a retail environment	A/503/5722	2	2	8
44	Protect own and others' health and safety when working in a retail environment	Y/503/5727	2	5	28
45	Reduce security risks in a retail environment	D/503/5728	2	5	25
46	Prepare newspapers and magazines for return to merchandisers	A/503/5736	2	2	10
47	Check the accuracy of records of hours worked by staff in a retail environment	J/503/5738	2	4	17
48	Enable customers to dispense motor fuel on a forecourt	L/504/3744	2	7	43



Level 2 Certificate in Retail Skills – 600/3838/X

(minimum of 24 credits)

To achieve this qualification, candidates must achieve a **minimum of 24 credits**.

A minimum of 15 credits must be achieved at **Level 2**, of which:

- **8 credits** must come from the mandatory unit in **Group A**
- **a minimum of 7 credits** must come from the Level 2 units in **Group B**

The remaining credits can come from either Group B or Group C, with **a maximum of 9 credits** in total allowed from **Group C**. Group C is divided into subgroups C1 and C2. From these:

- **a maximum of 5 credits** can come from the Level 1 units in **Group C1**
- **a maximum of 9 credits** can come from the Level 3 units in **Group C2**

Eight credits must come from Group A:

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

and

- **a minimum of 7 credits** must come from **Group B:**

Unit	Title	URN	Level	Credit	GLH
2	Receive goods and materials into storage in a retail environment	R/503/5659	2	4	22
3	Place goods and materials into storage in a retail environment	J/503/5660	2	4	19
4	Keep stock on sale at required levels in a retail environment	L/503/5661	2	3	16
5	Process customer orders for goods in a retail environment	R/503/5662	2	3	19
6	Process returned goods in a retail environment	Y/503/5663	2	3	18
7	Assemble products for display in a retail environment	H/503/5665	2	2	9
8	Hand-process fish in a retail environment	K/503/5666	2	6	21
9	Process greengrocery products for sale in a retail environment	M/503/5667	2	7	17
10	Finish meat products by hand in a retail environment	T/503/5668	2	9	29
11	Organise own work to meet a dough production schedule in a retail environment	A/503/5672	2	10	48
12	Select, weigh and measure bakery ingredients	D/601/4551	2	3	16
13	Hand divide, mould and shape fermented dough	T/601/4555	2	4	21
14	Maintain food safety while working with food in a retail environment	J/503/5674	2	6	13
15	Pick products in a retail environment to fulfil customer orders	R/503/5676	2	4	19
16	Check stock levels and sort out problems with stock levels in a retail environment	D/503/5678	2	2	10
17	Maintain moisture levels for crops or plants	R/502/0854	2	2	15
18	Provide nutrients to crops or plants	L/502/0853	2	2	15
19	Remove unwanted plant growth to maintain development	Y/502/1214	2	5	38
20	Identify and report the presence of pests, diseases and disorders	K/502/1511	2	3	23



21	Finish bake-off food products in a retail environment	H/503/5679	2	3	15
22	Glaze, coat and decorate bake-off products for sale in a retail environment	Y/503/5680	2	3	15
23	Display stock to promote sales to customers in a retail environment	M/503/5684	2	5	26
24	Help customers to choose products in a retail environment	T/503/5685	2	6	20
25	Carry out promotional campaigns in a retail environment	A/503/5686	2	4	18
26	Deal with customer queries and complaints in a retail environment	F/503/5687	2	4	24
27	Demonstrate products to customers in a retail environment	J/503/5688	2	3	15
28	Process payments for purchases in a retail environment	L/503/5689	2	4	17
29	Process applications for credit agreements offered in a retail environment	F/503/5690	2	5	25
30	Promote loyalty schemes to customers in a retail environment	J/503/5691	2	3	11
31	Provide a bra fitting service in a retail environment	Y/503/5694	2	10	44
32	Follow guidelines for planning and preparing visual merchandising displays	D/503/5695	2	5	22
33	Dress visual merchandising displays to attract customers	H/503/5696	2	7	35
34	Order and position signage and graphics for visual merchandising displays	K/503/5697	2	3	15
35	Dismantle and store props and graphics from visual merchandising displays	M/503/5698	2	3	15
36	Make props and decorate fixtures and panels for visual merchandising displays	T/503/5699	2	10	45
37	Assemble visual merchandising displays	D/503/5700	2	4	20
38	Follow point-of-sale procedures for age-restricted products in a retail environment	J/503/5707	2	2	11
39	Provide National Lottery products to customers	L/503/5708	2	4	25
40	Advise customers on the fixing and care of tiles	R/503/5709	2	6	35
41	Cash up in a retail environment	L/503/5711	2	2	9
42	Promote a retail store's credit card to customers in a retail environment	R/503/5712	2	3	12
43	Provide service to customers in a dressing room in a retail environment	Y/503/5713	2	3	16
44	Promote food or drink products by offering samples to customers	D/503/5714	2	2	13
45	Deliver goods from a retail environment to the customer's delivery address	H/503/5715	2	3	17
46	Help customers to apply for a retail store's credit card and associated insurance products	M/503/5717	2	4	22
47	Help customers to choose delicatessen products in a retail environment	T/503/5718	2	3	15
48	Portion delicatessen products to meet customer requirements in a retail environment	A/503/5719	2	2	9



49	Merchandise plants and other relevant products	J/502/0771	2	6	45
50	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	T/503/5721	2	4	15
51	Operate a customer record card system on a beauty counter in a retail environment	A/503/5722	2	2	8
52	Give customers a positive impression of yourself and your organisation	L/601/0933	2	5	33
53	Protect own and others' health and safety when working in a retail environment	Y/503/5727	2	5	28
54	Reduce security risks in a retail environment	D/503/5728	2	5	25
55	Prepare newspapers and magazines for return to merchandisers	A/503/5736	2	2	10
56	Check the accuracy of records of hours worked by staff in a retail environment	J/503/5738	2	4	17
74	Enable customers to dispense motor fuel on a forecourt	L/504/3744	2	7	43

and

- a maximum of 9 credits can come from **Group C** in total, of which:
 - o a maximum of 5 credits can come from **Group C1** below:

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



- o a maximum of 9 credits can come from **Group C2** below:

Unit	Title	URN	Level	Credit	GLH
62	Audit stock levels and stock inventories in a retail environment	A/503/5669	3	6	28
63	Manage staff to receive goods in a retail environment	D/503/5681	3	5	24
64	Organise and monitor the storage of stock in a retail environment	H/503/5682	3	6	27
65	Maintain the availability of goods on display in a retail environment to promote sales	L/503/5692	3	6	30
66	Manage the payment transaction process in a retail environment	R/503/5693	3	9	43
67	Choose merchandise to feature in visual merchandising displays	H/503/5701	3	6	27
68	Manage the use of signage and graphics in visual merchandising displays	K/503/5702	3	7	31
69	Evaluate the effectiveness of visual merchandising displays	M/503/5703	3	9	46
70	Contribute to improving a retail organisation's visual merchandising policy	A/503/5705	3	8	36
71	Help customers to choose specialist products in a retail environment	M/503/5720	3	8	34

72	Produce staffing schedules to help a retail team to achieve its targets	K/503/5733	3	5	22
73	Monitor and support secure payment point use during trading hours	F/503/5737	3	3	13



Level 2 Diploma in Retail Skills – 600/3839/1

(minimum of 37 credits)

To complete this qualification, candidates must achieve a **minimum of 37 credits**.

A minimum of 22 credits must be achieved at **Level 2**, of which:

- **8 credits** must come from the mandatory unit in **Group A**
- **a minimum of 14 credits** must come from the Level 2 units in **Group B**

The remaining credits can come from either Group B or Group C, with a maximum **a maximum of 15 credits** in total allowed from **Group C**. Group C is divided into sub-groups C1 and C2. From these:

- **a maximum of 5 credits** can come from the Level 1 units in **Group C1**
- **a maximum of 15 credits** can come from the Level 3 units in **Group C2**

Eight credits must come from Group A:

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

and

- **a minimum of 14 credits** must come from **Group B:**

Unit	Title	URN	Level	Credit	GLH
2	Receive goods and materials into storage in a retail environment	R/503/5659	2	4	22
3	Place goods and materials into storage in a retail environment	J/503/5660	2	4	19
4	Keep stock on sale at required levels in a retail environment	L/503/5661	2	3	16
5	Process customer orders for goods in a retail environment	R/503/5662	2	3	19
6	Process returned goods in a retail environment	Y/503/5663	2	3	18
7	Assemble products for display in a retail environment	H/503/5665	2	2	9
8	Hand-process fish in a retail environment	K/503/5666	2	6	21
9	Process greengrocery products for sale in a retail environment	M/503/5667	2	7	17
10	Finish meat products by hand in a retail environment	T/503/5668	2	9	29
11	Organise own work to meet a dough production schedule in a retail environment	A/503/5672	2	10	48
12	Select, weigh and measure bakery ingredients	D/601/4551	2	3	16
13	Hand divide, mould and shape fermented dough	T/601/4555	2	4	21
14	Maintain food safety while working with food in a retail environment	J/503/5674	2	6	13
15	Pick products in a retail environment to fulfil customer orders	R/503/5676	2	4	19
16	Check stock levels and sort out problems with stock levels in a retail environment	D/503/5678	2	2	10
17	Maintain moisture levels for crops or plants	R/502/0854	2	2	15
18	Provide nutrients to crops or plants	L/502/0853	2	2	15
19	Remove unwanted plant growth to maintain development	Y/502/1214	2	5	38
20	Identify and report the presence of pests, diseases and disorders	K/502/1511	2	3	23



21	Finish bake-off food products in a retail environment	H/503/5679	2	3	15
22	Glaze, coat and decorate bake-off products for sale in a retail environment	Y/503/5680	2	3	15
23	Display stock to promote sales to customers in a retail environment	M/503/5684	2	5	26
24	Help customers to choose products in a retail environment	T/503/5685	2	6	20
25	Carry out promotional campaigns in a retail environment	A/503/5686	2	4	18
26	Deal with customer queries and complaints in a retail environment	F/503/5687	2	4	24
27	Demonstrate products to customers in a retail environment	J/503/5688	2	3	15
28	Process payments for purchases in a retail environment	L/503/5689	2	4	17
29	Process applications for credit agreements offered in a retail environment	F/503/5690	2	5	25
30	Promote loyalty schemes to customers in a retail environment	J/503/5691	2	3	11
31	Provide a bra fitting service in a retail environment	Y/503/5694	2	10	44
32	Follow guidelines for planning and preparing visual merchandising displays	D/503/5695	2	5	22
33	Dress visual merchandising displays to attract customers	H/503/5696	2	7	35
34	Order and position signage and graphics for visual merchandising displays	K/503/5697	2	3	15
35	Dismantle and store props and graphics from visual merchandising displays	M/503/5698	2	3	15
36	Make props and decorate fixtures and panels for visual merchandising displays	T/503/5699	2	10	45
37	Assemble visual merchandising displays	D/503/5700	2	4	20
38	Follow point-of-sale procedures for age-restricted products in a retail environment	J/503/5707	2	2	11
39	Provide National Lottery products to customers	L/503/5708	2	4	25
40	Advise customers on the fixing and care of tiles	R/503/5709	2	6	35
41	Cash up in a retail environment	L/503/5711	2	2	9
42	Promote a retail store's credit card to customers in a retail environment	R/503/5712	2	3	12
43	Provide service to customers in a dressing room in a retail environment	Y/503/5713	2	3	16
44	Promote food or drink products by offering samples to customers	D/503/5714	2	2	13
45	Deliver goods from a retail environment to the customer's delivery address	H/503/5715	2	3	17
46	Help customers to apply for a retail store's credit card and associated insurance products	M/503/5717	2	4	22
47	Help customers to choose delicatessen products in a retail environment	T/503/5718	2	3	15



48	Portion delicatessen products to meet customer requirements in a retail environment	A/503/5719	2	2	9
49	Merchandise plants and other relevant products	J/502/0771	2	6	45
50	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	T/503/5721	2	4	15
51	Operate a customer record card system on a beauty counter in a retail environment	A/503/5722	2	2	8
52	Give customers a positive impression of yourself and your organisation	L/601/0933	2	5	33
53	Protect own and others' health and safety when working in a retail environment	Y/503/5727	2	5	28
54	Reduce security risks in a retail environment	D/503/5728	2	5	25
55	Prepare newspapers and magazines for return to merchandisers	A/503/5736	2	2	10
56	Check the accuracy of records of hours worked by staff in a retail environment	J/503/5738	2	4	17
83	Enable customers to dispense motor fuel on a forecourt	L/504/3744	2	7	43

and

- **a maximum of 15 credits** in total can come from **Group C**, of which:
 - o **a maximum of 5 credits** can come from **Group C1**:

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

- o **a maximum of 15 credits** can come from **Group C2**:

Unit	Title	URN	Level	Credit	GLH
62	Audit stock levels and stock inventories in a retail environment	A/503/5669	3	6	28
63	Source required goods and services in a retail environment	T/503/5671	3	10	52
64	Monitor and help improve food safety in a retail environment	L/503/5675	3	11	50
65	Manage staff to receive goods in a retail environment	D/503/5681	3	5	24
66	Organise and monitor the storage of stock in a retail environment	H/503/5682	3	6	27
67	Maintain the availability of goods on display in a retail environment to promote sales	L/503/5692	3	6	30
68	Manage the payment transaction process in a retail environment	R/503/5693	3	9	43
69	Choose merchandise to feature in visual merchandising displays	H/503/5701	3	6	27
70	Manage the use of signage and graphics in visual merchandising displays	K/503/5702	3	7	31



71	Evaluate the effectiveness of visual merchandising displays	M/503/5703	3	9	46
72	Manage budgets for visual merchandising projects	T/503/5704	3	10	46
73	Contribute to improving a retail organisation's visual merchandising policy	A/503/5705	3	8	36
74	Design visual merchandising display layouts	F/503/5706	3	10	46
75	Help customers to choose alcoholic beverages in a retail environment	J/503/5710	3	10	53
76	Help customers to choose specialist products in a retail environment	M/503/5720	3	8	34
77	Deputise for the leader of a retail team	Y/503/5730	3	11	55
78	Contribute to the continuous improvement of retail operations within own area of responsibility	D/503/5731	3	10	47
79	Manage the prevention of wastage and loss in a retail environment	H/503/5732	3	11	50
80	Produce staffing schedules to help a retail team to achieve its targets	K/503/5733	3	5	22
81	Monitor and maintain health and safety in a retail environment	M/503/5734	3	13	60
82	Monitor and support secure payment point use during trading hours	F/503/5737	3	3	13



Level 3 Certificate in Retail Skills (Management) – 600/3840/8

(minimum of 31 credits)

To achieve this qualification, candidates must achieve a **minimum of 31 credits**.

All 31 credits must be achieved at **Level 3**, of which:

- **10 credits** must come from the mandatory unit in **Group A**
- **a minimum of 21 credits** in total must come from the optional units in **Group B**. **Group B** is divided into subgroups B1 and B2. From these:
 - o **a minimum of 11 credits** must come from **Group B1**
 - o **a maximum of 10 credits** can come from the imported units in **Group B2**

Ten credits must come from Group A:

Unit	Title	URN	Level	Credit	GLH
1	Work effectively and support others in a retail organisation	H/503/5729	3	10	50

and

- **a minimum of 21 credits** in total must come from the optional units in **Group B**, of which:
 - o **a minimum of 11 credits** must come from **Group B1**:

Unit	Title	URN	Level	Credit	GLH
2	Audit stock levels and stock inventories in a retail environment	A/503/5669	3	6	28
3	Source required goods and services in a retail environment	T/503/5671	3	10	52
4	Monitor and help improve food safety in a retail environment	L/503/5675	3	11	50
5	Manage staff to receive goods in a retail environment	D/503/5681	3	5	24
6	Organise and monitor the storage of stock in a retail environment	H/503/5682	3	6	27
7	Maintain the availability of goods on display in a retail environment to promote sales	L/503/5692	3	6	30
8	Manage the payment transaction process in a retail environment	R/503/5693	3	9	43
9	Contribute to the continuous improvement of retail operations within own area of responsibility	D/503/5731	3	10	47
10	Manage the prevention of wastage and loss in a retail environment	H/503/5732	3	11	50
11	Produce staffing schedules to help a retail team to achieve its targets	K/503/5733	3	5	22
12	Monitor and maintain health and safety in a retail environment	M/503/5734	3	13	60
13	Monitor and support secure payment point use during trading hours	F/503/5737	3	3	13

- o **a maximum of 10 credits** can come from **Group B2**:

Unit	Title	URN	Level	Credit	GLH
14	Organise the delivery of reliable customer service	Y/601/1230	3	6	40
15	Improve the customer relationship	H/601/1232	3	7	47
16	Work with others to improve customer service	D/601/1553	3	8	53
17	Monitor and solve customer service problems	J/601/1515	3	6	40
18	Promote continuous improvement	H/601/1554	3	7	47

19	Set objectives and provide support for team members	M/600/9600	3	5	35
20	Plan, allocate and monitor work of a team	Y/600/9669	3	5	25
21	Make effective decisions	F/600/9715	3	3	10
22	Manage conflict in a team	R/600/9685	3	3	20
23	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	M/600/9628	3	4	20



Level 3 Diploma in Retail Skills (Management) – 600/3841/X

(minimum of 43 credits)

To achieve this qualification, candidates must achieve a **minimum of 43 credits**.

All 43 credits must be achieved at **Level 3**, of which:

- **10 credits** must come from the mandatory unit in **Group A**;
- **a minimum of 33 credits** in total must come from the optional units in **Group B**. Group B is divided into subgroups B1, B2 and B3. From these:
 - o **a minimum of 18 credits** must come from **Group B1**
 - o **a maximum of 15 credits** can come from the imported management and leadership units in **Group B2**
 - o **a maximum of 8 credits** can come from the imported customer service units in **Group B3**

Ten credits must come from Group A:

Unit	Title	URN	Level	Credit	GLH
1	Work effectively and support others in a retail organisation	H/503/5729	3	10	50

and

- **a minimum of 33 credits** in total must come from the optional units in **Group B**, of which:
 - o **a minimum of 18 credits** must come from **Group B1**:

Unit	Title	URN	Level	Credit	GLH
2	Audit stock levels and stock inventories in a retail environment	A/503/5669	3	6	28
3	Source required goods and services in a retail environment	T/503/5671	3	10	52
4	Monitor and help improve food safety in a retail environment	L/503/5675	3	11	50
5	Manage staff to receive goods in a retail environment	D/503/5681	3	5	24
6	Organise and monitor the storage of stock in a retail environment	H/503/5682	3	6	27
7	Maintain the availability of goods on display in a retail environment to promote sales	L/503/5692	3	6	30
8	Manage the payment transaction process in a retail environment	R/503/5693	3	9	43
9	Contribute to the continuous improvement of retail operations within own area of responsibility	D/503/5731	3	10	47
10	Manage the prevention of wastage and loss in a retail environment	H/503/5732	3	11	50
11	Produce staffing schedules to help a retail team to achieve its targets	K/503/5733	3	5	22
12	Monitor and maintain health and safety in a retail environment	M/503/5734	3	13	60
13	Monitor and support secure payment point use during trading hours	F/503/5737	3	3	13

- o **a maximum of 15 credits** can come from **Group B2**:

Unit	Title	URN	Level	Credit	GLH
14	Set objectives and provide support for team members	M/600/9600	3	5	35
15	Plan, allocate and monitor work of a team	Y/600/9669	3	5	25
16	Make effective decisions	F/600/9715	3	3	10
17	Manage conflict in a team	R/600/9685	3	3	20



18	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	M/600/9628	3	4	20
----	--	------------	---	---	----

o **a maximum of 8 credits** can come from **Group B3**:

Unit	Title	URN	Level	Credit	GLH
19	Organise the delivery of reliable customer service	Y/601/1230	3	6	40
20	Improve the customer relationship	H/601/1232	3	7	47
21	Work with others to improve customer service	D/601/1553	3	8	53
22	Monitor and solve customer service problems	J/601/1515	3	6	40
23	Promote continuous improvement	H/601/1554	3	7	47



Level 3 Certificate in Retail Skills (Visual Merchandising) – 600/3881/0

(minimum of 31 credits)

To achieve this qualification, candidates must achieve a **minimum of 31 credits**.

A minimum of 20 credits must be achieved at **Level 3**, of which:

- **10 credits** must come from the mandatory unit in **Group A**
- **a minimum of 10 credits** must come from the Level 3 units in **Group B**

The remaining credits can come from Group B or Group C, with a **maximum of 11 credits** allowed from the Level 2 units in **Group C**.

Ten credits must come from Group A:

Unit	Title	URN	Level	Credit	GLH
1	Work effectively and support others in a retail organisation	H/503/5729	3	10	50

and

- **a minimum of 10 credits** must come from **Group B:**

Unit	Title	URN	Level	Credit	GLH
2	Choose merchandise to feature in visual merchandising displays	H/503/5701	3	6	27
3	Manage the use of signage and graphics in visual merchandising displays	K/503/5702	3	7	31
4	Evaluate the effectiveness of visual merchandising displays	M/503/5703	3	9	46
5	Manage budgets for visual merchandising projects	T/503/5704	3	10	46
6	Contribute to improving a retail organisation's visual merchandising policy	A/503/5705	3	8	36
7	Design visual merchandising display layouts	F/503/5706	3	10	46

and

- **a maximum of 11 credits** can come from **Group C:**

Unit	Title	URN	Level	Credit	GLH
8	Follow guidelines for planning and preparing visual merchandising displays	D/503/5695	2	5	22
9	Dress visual merchandising displays to attract customers	H/503/5696	2	7	35
10	Order and position signage and graphics for visual merchandising displays	K/503/5697	2	3	15
11	Dismantle and store props and graphics from visual merchandising displays	M/503/5698	2	3	15
12	Make props and decorate fixtures and panels for visual merchandising displays	T/503/5699	2	10	45
13	Assemble visual merchandising displays	D/503/5700	2	4	20

Level 3 Diploma in Retail Skills (Visual Merchandising) – 600/3842/1

(minimum of 53 credits)

To achieve this qualification, candidates must achieve a **minimum of 53 credits**.

A minimum of 42 credits must be achieved at **Level 3**, of which:

- **10 credits** must come from the mandatory unit in **Group A**
- **a minimum of 32 credits** must come from the Level 3 units in **Group B**

The remaining credits can come from Group B or Group C, with **a maximum of 11 credits** allowed from the Level 2 and Level 3 units in **Group C**.

Ten credits must come from Group A:

Unit	Title	URN	Level	Credit	GLH
1	Work effectively and support others in a retail organisation	H/503/5729	3	10	50

and

- **a minimum of 32 credits** must come from **Group B:**

Unit	Title	URN	Level	Credit	GLH
2	Choose merchandise to feature in visual merchandising displays	H/503/5701	3	6	27
3	Manage the use of signage and graphics in visual merchandising displays	K/503/5702	3	7	31
4	Evaluate the effectiveness of visual merchandising displays	M/503/5703	3	9	46
5	Manage budgets for visual merchandising projects	T/503/5704	3	10	46
6	Contribute to improving a retail organisation's visual merchandising policy	A/503/5705	3	8	36
7	Design visual merchandising display layouts	F/503/5706	3	10	46

and

- **a maximum of 11 credits** can come from **Group C:**

Unit	Title	URN	Level	Credit	GLH
8	Manage staff to receive goods in a retail environment	D/503/5681	3	5	24
9	Organise and monitor the storage of stock in a retail environment	H/503/5682	3	6	27
10	Follow guidelines for planning and preparing visual merchandising displays	D/503/5695	2	5	22
11	Dress visual merchandising displays to attract customers	H/503/5696	2	7	35
12	Order and position signage and graphics for visual merchandising displays	K/503/5697	2	3	15
13	Dismantle and store props and graphics from visual merchandising displays	M/503/5698	2	3	15
14	Make props and decorate fixtures and panels for visual merchandising displays	T/503/5699	2	10	45
15	Assemble visual merchandising displays	D/503/5700	2	4	20
16	Deputise for the leader of a retail team	Y/503/5730	3	11	55
17	Contribute to the continuous improvement of retail operations within own area of responsibility	D/503/5731	3	10	47



Level 3 Certificate in Retail Skills (Sales Professional) – 600/3945/0

(minimum of 31 credits)

To achieve this qualification, candidates must achieve a **minimum of 31 credits**.

A **minimum of 21 credits** must be achieved at **Level 3**, of which:

- **10 credits** must come from the mandatory unit in **Group A**
- **a minimum of 11 credits** must come from the Level 3 units in **Group B**

The remaining credits can come from Group B or Group C, with a **maximum of 10 credits** allowed from the Level 2 units and imported Level 3 units in **Group C**.

Ten credits must come from Group A:

Unit	Title	URN	Level	Credit	GLH
1	Work effectively and support others in a retail organisation	H/503/5729	3	10	50

and

- **a minimum of 11 credits** must come from **Group B:**

Unit	Title	URN	Level	Credit	GLH
2	Audit stock levels and stock inventories in a retail environment	A/503/5669	3	6	28
3	Source required goods and services in a retail environment	T/503/5671	3	10	52
4	Monitor and help improve food safety in a retail environment	L/503/5675	3	11	50
5	Manage staff to receive goods in a retail environment	D/503/5681	3	5	24
6	Organise and monitor the storage of stock in a retail environment	H/503/5682	3	6	27
7	Maintain the availability of goods on display in a retail environment to promote sales	L/503/5692	3	6	30
8	Manage the payment transaction process in a retail environment	R/503/5693	3	9	43
9	Help customers to choose alcoholic beverages in a retail environment	J/503/5710	3	10	53
10	Help customers to choose specialist products in a retail environment	M/503/5720	3	8	34
11	Deputise for the leader of a retail team	Y/503/5730	3	11	55
12	Contribute to the continuous improvement of retail operations within own area of responsibility	D/503/5731	3	10	47
13	Manage the prevention of wastage and loss in a retail environment	H/503/5732	3	11	50
14	Produce staffing schedules to help a retail team to achieve its targets	K/503/5733	3	5	22
15	Monitor and support secure payment point use during trading hours	F/503/5737	3	3	13



and

- a maximum of 10 credits can come from **Group C**:

Unit	Title	URN	Level	Credit	GLH
16	Hand-process fish in a retail environment	K/503/5666	2	6	21
17	Process greengrocery products for sale in a retail environment	M/503/5667	2	7	17
18	Finish meat products by hand in a retail environment	T/503/5668	2	9	29
19	Organise own work to meet a dough production schedule in a retail environment	A/503/5672	2	10	48
20	Select, weigh and measure bakery ingredients	D/601/4551	2	3	16
21	Hand divide, mould and shape fermented dough	T/601/4555	2	4	21
22	Maintain food safety while working with food in a retail environment	J/503/5674	2	6	13
23	Pick products in a retail environment to fulfil customer orders	R/503/5676	2	4	19
24	Check stock levels and sort out problems with stock levels in a retail environment	D/503/5678	2	2	10
25	Maintain moisture levels for crops or plants	R/502/0854	2	2	15
26	Provide nutrients to crops or plants	L/502/0853	2	2	15
27	Remove unwanted plant growth to maintain development	Y/502/1214	2	5	38
28	Identify and report the presence of pests, diseases and disorders	K/502/1511	2	3	23
29	Finish bake-off food products in a retail environment	H/503/5679	2	3	15
30	Glaze, coat and decorate bake-off products for sale in a retail environment	Y/503/5680	2	3	15
31	Demonstrate products to customers in a retail environment	J/503/5688	2	3	15
32	Provide a bra fitting service in a retail environment	Y/503/5694	2	10	44
33	Advise customers on the fixing and care of tiles	R/503/5709	2	6	35
34	Cash up in a retail environment	L/503/5711	2	2	9
35	Promote a retail store's credit card to customers in a retail environment	R/503/5712	2	3	12
36	Provide service to customers in a dressing room in a retail environment	Y/503/5713	2	3	16
37	Promote food or drink products by offering samples to customers	D/503/5714	2	2	13
38	Help customers to apply for a retail store's credit card and associated insurance products	M/503/5717	2	4	22
39	Help customers to choose delicatessen products in a retail environment	T/503/5718	2	3	15
40	Portion delicatessen products to meet customer requirements in a retail environment	A/503/5719	2	2	9
41	Merchandise plants and other relevant products	J/502/0771	2	6	45
42	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	T/503/5721	2	4	15



43	Operate a customer record card system on a beauty counter in a retail environment	A/503/5722	2	2	8
44	Organise the delivery of reliable customer service	Y/601/1230	3	6	40
45	Improve the customer relationship	H/601/1232	3	7	47
46	Work with others to improve customer service	D/601/1553	3	8	53
47	Monitor and solve customer service problems	J/601/1515	3	6	40
48	Promote continuous improvement	H/601/1554	3	7	47



Level 3 Diploma in Retail Skills (Sales Professional) – 600/3843/3

(minimum of 43 credits)

To achieve this qualification, candidates must achieve a **minimum of 43 credits**.

A **minimum of 33 credits** must be achieved at **Level 3**, of which:

- **10 credits** must come from the mandatory unit in **Group A**
- **a minimum of 23 credits** must come from the Level 3 units in **Group B**

The remaining credits can come from Group B or Group C, with a **maximum of 10 credits** allowed from the Level 2 units and imported Level 3 units in Group C.

Ten credits must come from Group A:

Unit	Title	URN	Level	Credit	GLH
1	Work effectively and support others in a retail organisation	H/503/5729	3	10	50

and

- **a minimum of 23 credits** must come from **Group B:**

Unit	Title	URN	Level	Credit	GLH
2	Audit stock levels and stock inventories in a retail environment	A/503/5669	3	6	28
3	Source required goods and services in a retail environment	T/503/5671	3	10	52
4	Monitor and help improve food safety in a retail environment	L/503/5675	3	11	50
5	Manage staff to receive goods in a retail environment	D/503/5681	3	5	24
6	Organise and monitor the storage of stock in a retail environment	H/503/5682	3	6	27
7	Maintain the availability of goods on display in a retail environment to promote sales	L/503/5692	3	6	30
8	Manage the payment transaction process in a retail environment	R/503/5693	3	9	43
9	Help customers to choose alcoholic beverages in a retail environment	J/503/5710	3	10	53
10	Help customers to choose specialist products in a retail environment	M/503/5720	3	8	34
11	Deputise for the leader of a retail team	Y/503/5730	3	11	55
12	Contribute to the continuous improvement of retail operations within own area of responsibility	D/503/5731	3	10	47
13	Manage the prevention of wastage and loss in a retail environment	H/503/5732	3	11	50
14	Produce staffing schedules to help a retail team to achieve its targets	K/503/5733	3	5	22
15	Monitor and support secure payment point use during trading hours	F/503/5737	3	3	13

and

- **a maximum of 10 credits** can come from **Group C:**

Unit	Title	URN	Level	Credit	GLH
16	Hand-process fish in a retail environment	K/503/5666	2	6	21
17	Process greengrocery products for sale in a retail environment	M/503/5667	2	7	17

18	Finish meat products by hand in a retail environment	T/503/5668	2	9	29
19	Organise own work to meet a dough production schedule in a retail environment	A/503/5672	2	10	48
20	Select, weigh and measure bakery ingredients	D/601/4551	2	3	16
21	Hand divide, mould and shape fermented dough	T/601/4555	2	4	21
22	Maintain food safety while working with food in a retail environment	J/503/5674	2	6	13
23	Pick products in a retail environment to fulfil customer orders	R/503/5676	2	4	19
24	Check stock levels and sort out problems with stock levels in a retail environment	D/503/5678	2	2	10
25	Maintain moisture levels for crops or plants	R/502/0854	2	2	15
26	Provide nutrients to crops or plants	L/502/0853	2	2	15
27	Remove unwanted plant growth to maintain development	Y/502/1214	2	5	38
28	Identify and report the presence of pests, diseases and disorders	K/502/1511	2	3	23
29	Finish bake-off food products in a retail environment	H/503/5679	2	3	15
30	Glaze, coat and decorate bake-off products for sale in a retail environment	Y/503/5680	2	3	15
31	Demonstrate products to customers in a retail environment	J/503/5688	2	3	15
32	Provide a bra fitting service in a retail environment	Y/503/5694	2	10	44
33	Advise customers on the fixing and care of tiles	R/503/5709	2	6	35
34	Cash up in a retail environment	L/503/5711	2	2	9
35	Promote a retail store's credit card to customers in a retail environment	R/503/5712	2	3	12
36	Provide service to customers in a dressing room in a retail environment	Y/503/5713	2	3	16
37	Promote food or drink products by offering samples to customers	D/503/5714	2	2	13
38	Help customers to apply for a retail store's credit card and associated insurance products	M/503/5717	2	4	22
39	Help customers to choose delicatessen products in a retail environment	T/503/5718	2	3	15
40	Portion delicatessen products to meet customer requirements in a retail environment	A/503/5719	2	2	9
41	Merchandise plants and other relevant products	J/502/0771	2	6	45
42	Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	T/503/5721	2	4	15
43	Operate a customer record card system on a beauty counter in a retail environment	A/503/5722	2	2	8
44	Organise the delivery of reliable customer service	Y/601/1230	3	6	40
45	Improve the customer relationship	H/601/1232	3	7	47
46	Work with others to improve customer service	D/601/1553	3	8	53



47	Monitor and solve customer service problems	J/601/1515	3	6	40
48	Promote continuous improvement	H/601/1554	3	7	47

Assessment

The Retail Skills qualifications are competence-based. This means that they are linked to a candidate's ability to competently perform a range of tasks connected with their work. To achieve the Retail Skills qualifications, candidates must demonstrate the level of competence described within the units.

Progression Opportunities

Candidates have the opportunity to progress within the suite of qualifications. For example, a candidate achieving the Level 2 Award, may wish to progress horizontally onto the L2 Certificate or Diploma, or vertically onto a Level 3 qualification.

Alternatively, candidates may wish to progress onto other OCR competence-based qualifications in areas such as generic Team Leading, Management or Customer Service.

Certification

Candidates can gain either unit or full award certificates.

The full award certificate will detail the qualification title and the QCA accreditation information.

The unit certificate will also detail the credit value of the unit achieved.

Qualification support

OCR's website, www.ocr.org.uk, contains an area dedicated to these qualifications. The Centre Handbook can be downloaded from this web page.

If you need clarification on any aspect of the assessment or administration of these qualifications, please contact OCR's Customer Contact Centre on 024 7685 1509 or at vocational.qualifications@ocr.org.uk.

OCR runs a regular programme of training workshops for tutors and assessors. For more details, please contact OCR's Training and Customer Support Team on 024 7649 6398.

What to do next?

To seek approval to offer the qualification(s), please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation

For further information, please get in touch with our Customer Contact Centre by phone: 024 7685 1509; email: vocational.qualifications@ocr.org.uk; or in writing: OCR Customer Contact centre, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ.

A summary of how the approval process works is provided in our Admin Guide for Vocational Qualifications (publication ref. code: A850). Our Fees Booklet (publications ref. code: A250) lists the charges for centre evaluation, candidate entries and certification. Both publications are available to download from our website www.ocr.org.uk



www.ocr.org.uk

OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.qualifications@ocr.org.uk

General qualifications

Telephone 01223 553998

Facsimile 01223 552627

Email general.qualifications@ocr.org.uk



For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.

© OCR 2012 Oxford Cambridge and RSA Examinations is a Company Limited by Guarantee. Registered in England. Registered office 1 Hills Road, Cambridge CB1 2EU. Registered company number 3484466. OCR is an exempt charity.