



## THE MODERN APPRENTICESHIP IN RETAIL LEVEL 2 FRAMEWORK

To achieve the qualification the candidate must complete the following,

### SVQ LEVEL 2

Retail Skills level 2 (GD8X 22)

### CORE SKILLS

Numeracy	Intermediate 1/SCQF Level 4 F42A 04
Information Technology	Intermediate 1/SCQF Level 4 F42E 04
Communication	Intermediate 1/SCQF Level 4 F426 04





## **SVQ in Retail Skills Level 2**

*This qualification allows candidates to demonstrate a variety of skills such as working effectively, processing orders and keeping the workplace healthy and secure. In addition, candidates can specialise in a number of areas that will allow them to fit in to specific roles within the industry. These specialisms include working with photographic equipment, working with specific food types and the visual merchandising of products.*

**The overall SCQF level of this qualification is Level 5.**

Candidates must successfully complete a total of **six** units. These units will comprise:

The mandatory unit E.19 (SCQF level 5)

**and**

Five optional units, which may be:

**Five** units at SCQF level **5**

**or**

**Four** units at SCQF level **5** and **one** unit at SCQF level **4**

**or**

**Four** units at SCQF level **5** and **one** unit at SCQF level **6 or above**

**or**

**Three** units at SCQF level **5**, the SCQF level 6 unit **E.15** and **one** other unit at SCQF level **6** or above

**NB:** Units at SCQF level 4 cannot be combined with units at SCQF level 6 or above.

### **Mandatory Unit**

Candidates must achieve the following unit:

SCQF 5 Unit E.19 Work effectively in your retail team

### **Optional Units**

Candidates must achieve a further **five** units. **At least four** of these must be chosen from the following units at **SCQF level 5:**

#### **Sales**

SCQF 5 Unit C.03 Help customers choose products in a retail environment

SCQF 5 Unit C.04 Maximise product sales in a retail environment

SCQF 5 Unit C.05 Provide information and advice to customers in a retail environment

SCQF 5 Unit C.06 Demonstrate products to customers in a retail environment

SCQF 5 Unit C.12 Promote loyalty schemes to customers in a retail environment

SCQF 5 Unit C.47 Promote the store's credit card to customers

SCQF 5 Unit C.52 Help customers to apply for the store's credit card and associated insurance products

#### **Stock management**

SCQF 5 Unit B.03 Receive goods and materials into storage in a retail environment

SCQF 5 Unit B.04 Put goods and materials into storage in a retail environment

SCQF 5 Unit B.06 Process customer orders for goods in a retail environment

SCQF 5 Unit B.28 Pick products in a retail store to fulfil customer orders

SCQF 5 Unit B.30 Check stock levels and sort out problems with stock levels in a retail store

SCQF 5 Unit E.20 Prepare newspapers and magazines for return to the merchandiser

#### **Product expertise**

Clothing and footwear

SCQF 5 Unit C.17 Provide the lingerie fitting service in a retail environment

SCQF 5 Unit C.48 Provide service to customers in the dressing room of a retail store

Food and drink

SCQF 5 Unit B.10 Process bake-off products for sale in a retail environment

SCQF 5 Unit B.12 Process greengrocery products for sale in a retail environment  
SCQF 5 Unit B.13 Finish meat products by hand in a retail environment  
SCQF 5 Unit B.21 Maintain food safety while working with food in a retail environment  
SCQF 5 Unit B.31 Hand-process fish in a retail environment  
SCQF 5 Unit B.32 Contribute to the control and efficiency of dough production in a retail environment  
SCQF 5 Unit B.33 Select weigh and measure bakery ingredients (Improve)  
SCQF 5 Unit B.34 Hand divide, mould and shape fermented doughs (Improve)  
SCQF 5 Unit C.49 Promote sales of food or drink products by offering samples to customers  
SCQF 5 Unit C.54 Help customers to choose delicatessen products in a retail outlet  
SCQF 5 Unit C.55 Portion delicatessen products in a retail outlet to meet individual customers' requirements  
Home and garden  
SCQF 5 Unit C.40 Establish customer needs and provide advice regarding tiling products  
SCQF 5 Unit C.41 Advise customers upon measuring and planning for the fixing of tiles  
SCQF 5 Unit C.42 Advise customers upon the fixing of tiles  
Motor fuel  
SCQF 5 Unit B.23 Receive driver-controlled deliveries of fuel on a petrol forecourt  
SCQF 5 Unit B.24 Control deliveries of motor fuel on a forecourt  
SCQF 5 Unit C.39 Process the self-service dispensing and purchase of motor fuel on a forecourt  
Other  
SCQF 5 Unit B.09 Prepare products for sale to customers in a retail environment  
SCQF 5 Unit C.11 Assemble retail products in customer's home/workplace  
SCQF 5 Unit C.35 Promote beauty products to retail customers  
SCQF 5 Unit C.37 Help customers to buy National Lottery products in a retail environment  
SCQF 5 Unit C.43 Maintain a display of cut flowers in a retail store  
SCQF 5 Unit C.50 Deliver retail products to the customer's premises

### **Merchandising**

SCQF 5 Unit B.05 Keep stock on sale at required levels in a retail environment

### **Visual merchandising**

SCQF 5 Unit C.02 Display stock to promote sales to customers in a retail environment  
SCQF 5 Unit C.18 Follow guidelines for planning and preparing visual merchandising displays  
SCQF 5 Unit C.19 Follow guidelines for dressing visual merchandising displays  
SCQF 5 Unit C.20 Order graphic materials for visual merchandising displays  
SCQF 5 Unit C.21 Dismantle and store visual merchandising displays  
SCQF 5 Unit C.22 Make props for visual merchandising displays  
SCQF 5 Unit C.23 Put visual merchandising displays together

### **Management and leadership**

SCQF 5 Unit E.16 Allocate and check work in your team  
(CfA Business Skills @ Work)

### **Finance and administration**

SCQF 5 Unit C.08 Process payments for purchases in a retail environment  
SCQF 5 Unit C.09 Process payments and credit applications for purchases in a retail environment  
SCQF 5 Unit C.10 Process cash and credit transactions in a retail environment  
SCQF 5 Unit C.36 Follow point-of-sale procedures for age-restricted products in a retail environment  
SCQF 5 Unit C.46 Cash up in a retail store  
SCQF 5 Unit E.22 Check the accuracy of records of hours worked in a retail store

### **Customer service**

SCQF 5 Unit B.07 Process returned goods and materials in a retail environment  
Only **one** unit can count towards the qualification from the SCQF level 5 units D.10, D.11 and D.12, the SCQF level 6 units D.13, D.14, D.15 and D.16 and the SCQF level 7 unit D.17:  
SCQF 5 Unit D.10 Give customers a positive impression of yourself and your organisation  
(CfA Business Skills @ Work)  
SCQF 5 Unit D.11 Support customer service improvements  
(CfA Business Skills @ Work)  
SCQF 5 Unit D.12 Resolve customer service problems  
(CfA Business Skills @ Work)

### **D.10-D.12**

## **Organisational effectiveness**

SCQF 5 Unit E.06 Help to maintain health and safety in a retail environment

SCQF 5 Unit E.07 Help to keep the retail unit secure

A **maximum of one** unit can be chosen from **either SCQF level 4, or SCQF level 6 and above**. The candidate is **not** allowed to choose units from **both** SCQF level 4 and SCQF level 6 or above.

### **Units at SCQF level 4:**

SCQF 4 Unit B.08 Process donated goods for resale or recycling in a retail environment

SCQF 4 Unit B.20 Contribute to food safety in a retail environment

SCQF 4 Unit B.29 Load orders for despatch from a retail store to customers

SCQF 4 Unit C.51 Contribute to monitoring and maintaining ease of shopping in a retail sales area

SCQF 4 Unit C.58 Provide a counter/takeaway service

### **Units at SCQF level 6 and above:**

#### **Sales**

SCQF 6 Unit C.07 Process part-exchange sales transactions in a retail environment

SCQF 6 Unit C.30 Develop individual retail service opportunities

SCQF 6 Unit C.31 Provide a personalised sales and after-sales service to your retail clients

SCQF 6 Unit C.56 Help customers choose specialist products in a retail environment

SCQF 6 Unit C.57 Demonstrate specialist products to customers in a retail environment

#### **Stock management**

SCQF 7 Unit B.14 Organise the receipt and storage of goods in a retail environment

SCQF 7 Unit B.15 Audit stock levels and stock inventories in a retail environment

#### **Product expertise**

Food and drink

SCQF 6 Unit B.22 Monitor and help improve food safety in a retail environment

SCQF 6 Unit C.45 Help customers to choose alcoholic beverages in a retail store

Other

SCQF 6 Unit C.38 Assist customers to obtain appropriate insurance

(Financial Services Skills Council)

#### **Sourcing**

SCQF 7 Unit B.16 Source required goods and services in a retail environment

#### **Merchandising**

SCQF 6 Unit C.13 Maintain the availability of goods for sale to customers in a retail environment

#### **Management and leadership**

SCQF 6 Unit E.09 Help to manage a retail team

SCQF 6 Unit E.10 Contribute to the continuous improvement of retail operations

SCQF 7 Unit E.12 Plan, monitor and adjust staffing levels and schedules in a retail environment

SCQF 9 Unit E.13 Recruit, select and keep colleagues

(CfA Business Skills @ Work)

SCQF 6 Unit E.15 Develop productive working relationships with colleagues

(CfA Business Skills @ Work)

#### **Developing people**

SCQF 8 Unit E.14 Provide learning opportunities for colleagues

(CfA Business Skills @ Work)

#### **Finance and administration**

SCQF 6 Unit C.15 Enable customers to apply for credit and hire purchase facilities

SCQF 6 Unit C.16 Evaluate the receipt of payments from customers

SCQF 6 Unit E.21 Monitor and support secure till use during trading hours

**Customer service**

SCQF 6 Unit E.17 Monitor and evaluate the quality of service provided to your customers by external suppliers  
Only **one** unit can count towards the qualification from the SCQF level 5 units D.10, D.11 and D.12, the SCQF level 6 units D.13, D.14, D.15 and D.16 and the SCQF level 7 unit D.17:

SCQF 6 Unit D.13 Organise the delivery of reliable customer service  
(CfA Business Skills @ Work)

SCQF 6 Unit D.14 Improve the customer relationship  
(CfA Business Skills @ Work)

SCQF 6 Unit D.15 Work with others to improve customer service  
(CfA Business Skills @ Work)

SCQF 6 Unit D.16 Monitor and solve customer service problems  
(CfA Business Skills @ Work)

SCQF 7 Unit D.17 Promote continuous improvement  
(CfA Business Skills @ Work)

**Organisational effectiveness**

SCQF 6 Unit E.11 Help to monitor and maintain the security of the retail unit

SCQF 6 Unit E.18 Monitor and maintain health and safety in a retail environment