



## THE MODERN APPRENTICESHIP IN RETAIL LEVEL 3 FRAMEWORK

To achieve the qualification the candidate must complete the following,

**SVQ LEVEL 3** In one of the following;

Retail Management

Retail Sales professional

Retail Visual Merchandising

### *CORE SKILLS*

Numeracy Intermediate 1

Information Technology Intermediate 1

Problem Solving Intermediate 1

Working with others Intermediate 2

Communication Intermediate 1

The candidate may have achieved core skills while at school and if they are at the required level they may be exempt.

**TWO ADDITIONAL UNITS** These can be taken from the following at level 3:

Other optional units within the Retail Level 3

Using Information Technology

Customer Services

Administration

Sales Management

Management

Telesales



*This qualification allows candidates to develop their existing retailing skills in to areas such as merchandising, sales, finance arrangements for customers and planning for the whole of the business. In addition, they can develop the skills, which will enable them to manage people and resources.*

### **SVQ 3 Retail (Management pathway)**

Candidates must successfully complete a total of **six** units. These units will comprise:  
The mandatory unit E.08 (SCQF level 6)

**and**

Five optional units from the Management pathway

#### **Mandatory Unit**

Candidates must achieve the following unit:

SCQF 6 Unit E.08 Work effectively in your retail organisation

#### **Optional Units**

Candidates must achieve a further **five** units. **At least two** units must be chosen from the following grouping:

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

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

(CfA Business Skills @ Work)

SCQF 8 Unit E.14 Provide learning opportunities for colleagues

(CfA Business Skills @ Work)

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

(CfA Business Skills @ Work)

SCQF 5 Unit E.16 Allocate and check work in your team

(CfA Business Skills @ Work)

Any remaining units must be chosen from the following units:

#### **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

#### **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.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)

SCQF 5 Unit E.16 Allocate and check work in your team

(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.16 Evaluate the receipt of payments from customers  
SCQF 5 Unit C.46 Cash up in a retail store  
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 when chosen from units D.13, D.14, D.15, D.16 and 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