



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

(Sales Professional pathway)

The overall SCQF level of this qualification is Level 6.

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

The mandatory unit E.08 (SCQF level 6)

and

Four optional units at SCQF level 6 or above in the Sales Professional pathway

and

One further unit, which may be taken:

From the optional units at SCQF level 6 or above in the Sales Professional pathway

or

From a limited selection of optional units at SCQF level 5

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 four** of these must be chosen from the following units at SCQF level 6:

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

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 6 Unit E.15 Develop productive working relationships with 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 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

A **maximum of one** unit can be chosen from the following units at **SCQF level 5**:

Sales

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

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.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

Other

SCQF 5 Unit C.35 Promote beauty products to retail customers

Finance and administration

SCQF 5 Unit C.46 Cash up in a retail store