

## Retail Skills Level 3

This qualification is knowledge based and is aimed at learners who are currently working within the Retail sector, and who have the opportunity to specialise and wish to develop their knowledge and understanding of the sector and industry.

The qualifications consist of units, each of which has a credit value. In order to achieve the qualification at a particular level, learners must achieve units whose total credit value equals or exceeds that required for that level. Candidates may wish to just complete individual units, accumulate credit and not claim for a specific qualification. A detailed description of the credit values and how they are applied is provided in the qualification structures on the following pages.

### Certificate in Retail Skills Level 3

To achieve the Level 3 Certificate in Retail the candidate will need to complete units to gain a minimum of 31 credits. The credit total is made up from:

- 9 credits must be completed from mandatory units
- A minimum of 22 credits must be completed from optional units
- Application of Number L2, Communication L2 & Technical Certificate L3

### Diploma in Retail Skills Level 3

To achieve the Level 3 Diploma in Retail the candidate will need to complete units to gain a minimum of 40 credits. The credit total is made up from:

- 9 credits must be completed from mandatory units
- A minimum of 31 credits must be completed from optional units
- Application of Number L2, Communication L2 & Technical Certificate L3



Qualifications  
& Credit  
Framework

Unit Titles	Credit Values
<b>Mandatory Units</b>	
Work effectively in the retail organisation	9
<b>Optional Units</b>	
Cash up in a retail store	2
Develop productive working relationships with colleagues	9
Organise the delivery of reliable customer service	8
Monitor and solve customer service problems	7
Work with others to improve customer service	7
Improve the customer relationship	8
Promote continuous improvement in customer service	10
Organise the receipt and storage of goods in a retail environment	11
Audit stock levels and stock inventories in a retail environment	6
Source required goods and services in a retail environment	10
Process part exchange sales transactions in a retail environment	12
Maintain the availability of goods for sale to customers in a retail environment	11
Help to manage a retail team	11
Help to monitor and maintain the security of the retail unit	11
Plan, monitor and adjust staffing levels and schedules in a retail environment	11
Monitor and support secure till use during trading hours	3