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City & Guilds

600/3948/6 Level 1 Certificate in Retail Skills

OVERVIEW

- What does this qualification cover?

This qualification provides a general introduction to the retail sector and allows learners to study a broader range of retail concepts than the Level 1 Award without the commitment of time required for the Level 1 Diploma. The following units are available:

- Working effectively in a retail team
- Handling stock in a retail environment
- Working in a clean, tidy and safe retail environment
- Despatching goods to customers from a retail store
- Processing returned goods
- Promote loyalty schemes to customers in a retail environment
- Handling and finishing off a range of products in a retail environment
- Assemble visual merchandising displays
- Provide National Lottery products to customers.

It covers the essential retail and customer service skills that employers are looking for.

This is a Framework qualification.

- Who could take this qualification?

This qualification is suitable for those wanting to develop their understanding of the industry. The Certificate in Retail Skills allows learners to study retail in depth as part of a broad programme of study that could include related disciplines such as Business Administration, Sales and Marketing. It also allows learners to progress onto, through appropriate further learning, specialist retail roles such as Sales, Customer Service and Visual Merchandising.

WHAT COULD THIS QUALIFICATION LEAD TO?

The learner could progress onto a Retail Apprenticeship at Level 2 or other qualifications such as:

- City & Guilds Level 1 Diploma in Retail Skills
- City & Guilds Level 1 Award and Certificate in Retail Knowledge



- City & Guilds Level 1 and 2 Award and Certificate in Business Administration
- City & Guilds Level 1 and 2 Awards in Customer Service.

The Level 1 Certificate in Retail Skills allows learners to choose from a broader range of units than the Award, including those for specialist retail roles across different types of retailer, such as visual merchandising, without requiring the commitment of the larger Diploma. Additional complementary qualifications can be studied alongside the Certificate, allowing for flexibility when putting together individual programmes of study for learners.

This qualification could lead to a wide range of retail jobs, including:

- Retail assistant
- Counter assistant
- Stock controller
- Apprentice
- Warehouse general assistant
- Retail team leader.

WHO SUPPORTS THIS QUALIFICATION?

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This qualification is supported by:

YMCA Training Manchester
CAD Training
TDR Training.