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## City & Guilds Level 2 Diploma in Retail Skills 600/3960/7

### OVERVIEW

- What does this qualification cover?

This qualification provides an introduction to the retail sector for learners looking for work in the industry. It covers the following:

- Organising own work
- Handling stock in a retail environment
- Working in a clean, tidy and safe retail environment
- Despatching goods to customers
- Processing credit applications
- Manage payments in a retail environment
- Providing a range of additional retail services
- Providing customer service and advice within a retail environment
- Looking after different products in a retail environment
- Deputise for a team leader in a retail environment.

It covers the essential retail and customer service skills that employers are looking for. 100% of the vocational learning in this qualification relates to the retail sector.

This is a Framework qualification.

- Who could take this qualification?

This qualification is suitable for those wanting to gain the skills required for a range of retail roles and functions. The Level 2 Diploma in Retail Skills allows the learner to choose a wider range of units than the Level 2 Award (600/3951/6) and Certificate (600/4065/8) in Retail Skills, and is thus more suitable for those learners engaged in specific specialist duties, such as loyalty schemes, credit services, customer complaints, stock control and order fulfilment, in addition to their general role. The Level 2 Diploma in Retail Skills (600/3960/7) is much larger than the Certificate and allows more optional units to be chosen, and is therefore ideal for learners. The Level 2 Award (500/7438/6) and Certificate (500/7352/7) in Retail Knowledge and Level 2 Certificate in Retail Knowledge (Beauty) (600/4820/7) are knowledge-based, whereas the Level 2 Diploma in Retail Skills assesses the learner's competence or performance in a relevant job role, so is ideal for learners already confident in their understanding of the retail sector. The Level 3 Certificates and Diplomas in Retail Skills are more suitable for learners working under their own supervision than the Level 2 Diploma, as well as offering greater degrees of specialisation in retail management, visual merchandising and sales.

This qualification is a component of the Intermediate Retail Apprenticeship. Learners could do this qualification if they have already achieved the Level 2 Certificate in Retail Knowledge (a component of the Retail apprenticeship), if they are unable to obtain an



apprenticeship position with a retail employer but wishes to gain a relevant qualification or if they are currently employed in retail and are looking to gain a qualification that confirms their occupational competence for career purposes.

### WHAT COULD THIS QUALIFICATION LEAD TO?

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

- Sales Assistant
- Order fulfilment operative
- Credit control assistant
- Sales promotions assistant
- Customer service operative
- Supervisor
- Retail Manager

The learner could progress onto a Retail Apprenticeship at Level 3 or other qualifications such as:

- City & Guilds Level 3 Diplomas in Retail Skills (7536)
- City & Guilds Level 3 Diplomas in Retail Skills (Management, Visual Merchandising, Sales Professional) (7536)
- City & Guilds Level 3 Certificate in Retail Knowledge (1013).

### WHO SUPPORTS THIS QUALIFICATION?

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This qualification is supported by

IMRG (Interactive Media in Retail Group) - industry association for e-retail in the UK