



**EMPLOYABILITY SKILLS**

**SKILLS FOR WORKING**

**IN THE RETAIL INDUSTRY**

## Employability Skills – Skills for Work Qualifications

### Why?

- Our market research engaged with over 250 employers, training providers and FE Colleges showed that most employers and providers are already delivering or exploring delivery of traineeships.
- Employers and providers told us that learners increasingly require tailored learning to the specific Skills for Work in industry.
- Effective support for learners returning to work requires contextualised and bespoke learning tailored to support work experience or placements, literacy and numeracy learning.
- The delivery needs of employer's, independent training providers, FE Colleges, Prison's and Social enterprises have been focused on flexibility in duration and content.

### What are Employability - Skills for Work qualifications?

- City & Guilds is improving learning and support in the secondary and tertiary sectors for learners who are embarking on their first experience of work as part of a **Traineeship** or for the **unemployed** returning to work by developing new vocationally focused qualifications:

Skills for Working in the Retail Industry  
Skills for Working in the Construction Industry  
Skills for Working in the Hospitality & Catering Industry  
Skills for Working in the Health Care, Adult Care and Child Care Sectors

- The new vocationally focused learning will introduce learners to popular industry sectors and equip them with the appropriate skills and knowledge to perform well in job applications and interviews.
- Skills for Work qualifications also address the values, principles, skills and attitudes for working in different vocational sectors and are designed to meet Traineeship and Work Programme requirements and get learners working from day one.
- Designed for flexible programme delivery with multiple qualifications sizes to suit Training Provider's, FE College's and Prison's on its own or as part of a Traineeship.
- We're also interested in hearing from any centres interested in developing further traineeships and support for getting the unemployed into work in other vocational sectors.

### Assessment

Skills for Working in the Retail Industry

- Portfolio of Evidence - Puts the centre in complete control – candidates assessed as soon as they're ready. Flexible and supportive quality assurance model.

The Skills for Work qualifications will be available from **October 2015**

# Entry Level Award for Skills for Working in the Retail Industry (Entry 3)

## Structure

To achieve the **Entry Level Award for Skills for Working in the Retail Industry (Entry 3)** (QAN: 601/7379/8) learners must achieve:

8 credits in total.

2 credits from the **Mandatory Group** plus 6 credits from **Optional Groups A, B or C** (or a combination). However, a minimum of 6 credits **must** come from the **Entry 3 units**.

### Entry Level Award for Skills for Working in the Retail Industry (Entry 3)

UAN	City & Guilds unit number	Unit title	Unit links	Credit Value	GLH
<b>Mandatory</b>					
A/507/5167	5546-370	Introduction to retail	<b>New</b>	2	12
<b>Optional Group A</b>					
A/506/2645	5546-203	Behaviour at work		1	8
F/506/2646	5546-204	Effective communication		2	13
T/506/2644	5546-206	Applying for a job		1	6
J/506/2650	5546-208	Searching for a job		2	16
<b>Optional Group B</b>					
J/505/4645	5546-303	Conduct at work		1	10
Y/505/4648	5546-304	Effective communication		2	11
K/506/2639	5546-306	Applying for a job		2	11
Y/506/3107	5546-307	Interview skills		3	27
H/506/2641	5546-308	Searching for a job		2	20
M/502/4278	5546-309	Prepare for and attend an interview		2	20
A/506/2726	5546-311	Working as part of a team		3	24
T/505/4656	5546-313	Personal presentation and hygiene		2	15
Y/505/4651	5546-315	Effective written communication for the workplace		2	14
T/506/2725	5546-318	Investigating rights and responsibilities at work		1	10
J/501/6946	5546-319	Candidate project		3	20

<b>Optional Group B Continued</b>					
T/505/4642	5546-323	Attitudes and values for personal development		1	10
J/506/8089	5546-334	Work awareness		2	20
A/506/8882	5546-336	Introduction to drug and alcohol awareness		2	20
K/506/8098	5546-340	Self-assessment		1	10
K/507/5178	5546-371	Introduction to Customer Service	<b>New</b>	2	12
<b>Optional Group C</b>					
R/506/2702	5546-404	Effective communication		2	13
A/501/6880	5546-405	Career planning and making applications		3	24
K/505/4654	5546-407	Interview skills		3	18
J/506/2731	5546-408	Searching for a job		2	20
F/505/4658	5546-409	Career progression		2	16
L/506/2732	5546-410	Keeping safe		3	26
L/505/4663	5546-411	Working as part of a team		3	25
A/505/4660	5546-413	Safe learning in the workplace		4	23
A/506/2709	5546-414	Preparing for work		2	12
F/505/4661	5546-415	Building working relationships in the workplace		2	17
L/506/3136	5546-417	Investigating rights and responsibilities at work		2	17
Y/501/6899	5546-418	Candidate project		3	20
J/505/4743	5546-422	Self assessment and development		3	25
J/600/7805	5546-424	Introduction to health and safety awareness in the workplace		2	18
Y/506/2703	5546-425	Effective skills, qualities and attitudes for learning and work		2	14
A/501/6894	5546-426	Contributing to a team		3	20
J/506/2664	5546-427	Recognising employment opportunities		2	12
J/506/2700	5546-428	Business and customer awareness		1	7
L/506/2701	5546-431	Developing personal confidence		1	10

<b>Optional Group C Continued</b>					
T/506/2711	5546-432	Understanding assertive behaviour		1	10
R/505/4664	5546-434	Interpersonal relationships		2	14
D/506/2699	5546-435	Awareness of equality and diversity		2	17
L/501/6883	5546-441	Rights and responsibilities in the workplace		3	20
Y/506/6234	5546-448	Awareness of stress and stress management		3	30
L/506/8126	5546-449	Applying for a job		1	6
D/506/2704	5546-439	Environmental awareness		2	12
R/506/8127	5546-450	Understanding personal finance for employment		2	12
L/507/0295	5546-462	Applying for a job		2	16
R/507/5191	5546-486	Introduction to customer service	<b>New</b>	2	16

## Entry Level Certificate for Skills for Working in the Retail Industry (Entry 3)

### Structure

To achieve the **Entry Level Certificate for Skills for Working in the Retail Industry (Entry 3)** (QAN: 601/7380/4) learners must achieve:

16 credits in total.

2 credits from the **Mandatory Group** plus 14 credits from **Optional Groups A, B or C** (or a combination). However, a minimum of 11 credits **must** come from the **Entry 3 units**.

### Entry Level Certificate for Skills for Working in the Retail Industry (Entry 3)

UAN	City & Guilds unit number	Unit title	Group (if applicable)	Credit Value	GLH
<b>Mandatory</b>					
A/507/5167	5546-370	Introduction to retail	<b>New</b>	2	12
<b>Optional Group A</b>					
A/506/2645	5546-203	Behaviour at work		1	8
F/506/2646	5546-204	Effective communication		2	13
T/506/2644	5546-206	Applying for a job		1	6
J/506/2650	5546-208	Searching for a job		2	16
<b>Optional Group B</b>					
J/505/4645	5546-303	Conduct at work		1	10
Y/505/4648	5546-304	Effective communication		2	11
K/506/2639	5546-306	Applying for a job		2	11
Y/506/3107	5546-307	Interview skills		3	27
H/506/2641	5546-308	Searching for a job		2	20
M/502/4278	5546-309	Prepare for and attend an interview		2	20
A/506/2726	5546-311	Working as part of a team		3	24
T/505/4656	5546-313	Personal presentation and hygiene		2	15
Y/505/4651	5546-315	Effective written communication for the workplace		2	14
T/506/2725	5546-318	Investigating rights and responsibilities at work		1	10
J/501/6946	5546-319	Candidate project		3	20



<b>Optional Group B Continued</b>					
T/505/4642	5546-323	Attitudes and values for personal development		1	10
J/506/8089	5546-334	Work awareness		2	20
A/506/8882	5546-336	Introduction to drug and alcohol awareness		2	20
K/506/8098	5546-340	Self-assessment		1	10
K/507/5178	5546-371	Introduction to customer service	<b>New</b>	2	12
<b>Optional Group C</b>					
R/506/2702	5546-404	Effective communication		2	13
A/501/6880	5546-405	Career planning and making applications		3	24
K/505/4654	5546-407	Interview skills		3	18
J/506/2731	5546-408	Searching for a job		2	20
F/505/4658	5546-409	Career progression		2	16
L/506/2732	5546-410	Keeping safe		3	26
L/505/4663	5546-411	Working as part of a team		3	25
A/505/4660	5546-413	Safe learning in the workplace		4	23
A/506/2709	5546-414	Preparing for work		2	12
F/505/4661	5546-415	Building working relationships in the workplace		2	17
L/506/3136	5546-417	Investigating rights and responsibilities at work		2	17
Y/501/6899	5546-418	Candidate project		3	20
J/505/4743	5546-422	Self assessment and development		3	25
J/600/7805	5546-424	Introduction to health and safety awareness in the workplace		2	18
Y/506/2703	5546-425	Effective skills, qualities and attitudes for learning and work		2	14
A/501/6894	5546-426	Contributing to a team		3	20
J/506/2664	5546-427	Recognising employment opportunities		2	12
J/506/2700	5546-428	Business and customer awareness		1	7
L/506/2701	5546-431	Developing personal confidence		1	10

<b>Optional Group C Continued</b>					
T/506/2711	5546-432	Understanding assertive behaviour		1	10
R/505/4664	5546-434	Interpersonal relationships		2	14
D/506/2699	5546-435	Awareness of equality and diversity		2	17
L/501/6883	5546-441	Rights and responsibilities in the workplace		3	20
Y/506/6234	5546-448	Awareness of stress and stress management		3	30
L/506/8126	5546-449	Applying for a job		1	6
D/506/2704	5546-439	Environmental awareness		2	12
R/506/8127	5546-450	Understanding personal finance for employment		2	12
L/507/0295	5546-462	Applying for a job		2	16
R/507/5191	5546-486	Introduction to customer service	<b>New</b>	2	16



# Level 1 Award for Skills for Working in the Retail Industry

## Structure

To achieve the **Level 1 Award for Skills for Working in the Retail Industry (QAN: 601/7377/4)** learners must achieve:

8 credits in total.

2 credits from the **Mandatory Group** plus 6 credits from **Optional Groups A or B** (or a combination). However, a minimum of 6 credits **must** come from the **Level 1 units**.

## Level 1 Award for Skills for Working in the Retail Industry

UAN	City & Guilds unit number	Unit title	Unit links	Credit Value	GLH
<b>Mandatory</b>					
F/507/5185	5546-485	Introduction to retail	<b>New</b>	2	18
<b>Optional Group A</b>					
J/505/4645	5546-303	Conduct at work		1	10
Y/505/4648	5546-304	Effective communication		2	11
K/506/2639	5546-306	Applying for a job		2	11
Y/506/3107	5546-307	Interview skills		3	27
H/506/2641	5546-308	Searching for a job		2	20
M/502/4278	5546-309	Prepare for and attend an interview		2	20
A/506/2726	5546-311	Working as part of a team		3	24
T/505/4656	5546-313	Personal presentation and hygiene		2	15
Y/505/4651	5546-315	Effective written communication for the workplace		2	14
T/506/2725	5546-318	Investigating rights and responsibilities at work		1	10
J/501/6946	5546-319	Candidate project		3	20
T/505/4642	5546-323	Attitudes and values for personal development		1	10
J/506/8089	5546-334	Work awareness		2	20
A/506/8882	5546-336	Introduction to drug and alcohol awareness		2	20
K/506/8098	5546-340	Self-assessment		1	10
K/507/5178	5546-371	Introduction to customer service	<b>New</b>	2	12

<b>Optional Group B</b>					
R/506/2702	5546-404	Effective communication		2	13
A/501/6880	5546-405	Career planning and making applications		3	24
K/505/4654	5546-407	Interview skills		3	18
J/506/2731	5546-408	Searching for a job		2	20
F/505/4658	5546-409	Career progression		2	16
L/506/2732	5546-410	Keeping safe		3	26
L/505/4663	5546-411	Working as part of a team		3	25
A/505/4660	5546-413	Safe learning in the workplace		4	23
A/506/2709	5546-414	Preparing for work		2	12
F/505/4661	5546-415	Building working relationships in the workplace		2	17
L/506/3136	5546-417	Investigating rights and responsibilities at work		2	17
Y/501/6899	5546-418	Candidate project		3	20
J/505/4743	5546-422	Self assessment and development		3	25
J/600/7805	5546-424	Introduction to health and safety awareness in the workplace		2	18
Y/506/2703	5546-425	Effective skills, qualities and attitudes for learning and work		2	14
A/501/6894	5546-426	Contributing to a team		3	20
J/506/2664	5546-427	Recognising employment opportunities		2	12
J/506/2700	5546-428	Business and customer awareness		1	7
L/506/2701	5546-431	Developing personal confidence		1	10
T/506/2711	5546-432	Understanding assertive behaviour		1	10
R/505/4664	5546-434	Interpersonal relationships		2	14
D/506/2699	5546-435	Awareness of equality and diversity		2	17
D/506/2704	5546-439	Environmental awareness		2	12
R/506/8127	5546-450	Understanding personal finance for employment		2	12
L/507/0295	5546-462	Applying for a job		2	16
R/507/5191	5546-486	Introduction to customer service	<b>New</b>	2	16

# Level 1 Certificate for Skills for Working in the Retail Industry

## Structure

To achieve the **Level 1 Certificate for Skills for Working in the Retail Industry (QAN: 601/7381/6)** learners must achieve:

16 credits in total.

2 credits from the **Mandatory Group** plus 14 credits from **Optional Groups A or B** (or a combination). However, a minimum of 11 credits **must** come from the **Level 1 units**.

## Level 1 Certificate for Skills for Working in the Retail Industry

UAN	City & Guilds unit number	Unit title	Unit Links	Credit Value	GLH
<b>Mandatory</b>					
F/507/5185	5546-485	Introduction to retail	<b>New</b>	2	18
<b>Optional Group A</b>					
J/505/4645	5546-303	Conduct at work		1	10
Y/505/4648	5546-304	Effective communication		2	11
K/506/2639	5546-306	Applying for a job		2	11
Y/506/3107	5546-307	Interview skills		3	27
H/506/2641	5546-308	Searching for a job		2	20
M/502/4278	5546-309	Prepare for and attend an interview		2	20
A/506/2726	5546-311	Working as part of a team		3	24
T/505/4656	5546-313	Personal presentation and hygiene		2	15
Y/505/4651	5546-315	Effective written communication for the workplace		2	14
T/506/2725	5546-318	Investigating rights and responsibilities at work		1	10
J/501/6946	5546-319	Candidate project		3	20
T/505/4642	5546-323	Attitudes and values for personal development		1	10
J/506/8089	5546-334	Work awareness		2	20
A/506/8882	5546-336	Introduction to drug and alcohol awareness		2	20
K/506/8098	5546-340	Self-assessment		1	10
K/507/5178	5546-371	Introduction to customer service	<b>New</b>	2	12

**Optional  
Group B**

R/506/2702	5546-404	Effective communication		2	13
A/501/6880	5546-405	Career planning and making applications		3	24
K/505/4654	5546-407	Interview skills		3	18
J/506/2731	5546-408	Searching for a job		2	20
F/505/4658	5546-409	Career progression		2	16
L/506/2732	5546-410	Keeping safe		3	26
L/505/4663	5546-411	Working as part of a team		3	25
A/505/4660	5546-413	Safe learning in the workplace		4	23
A/506/2709	5546-414	Preparing for work		2	12
F/505/4661	5546-415	Building working relationships in the workplace		2	17
L/506/3136	5546-417	Investigating rights and responsibilities at work		2	17
Y/501/6899	5546-418	Candidate project		3	20
J/505/4743	5546-422	Self assessment and development		3	25
J/600/7805	5546-424	Introduction to health and safety awareness in the workplace		2	18
Y/506/2703	5546-425	Effective skills, qualities and attitudes for learning and work		2	14
A/501/6894	5546-426	Contributing to a team		3	20
J/506/2664	5546-427	Recognising employment opportunities		2	12
J/506/2700	5546-428	Business and customer awareness		1	7
L/506/2701	5546-431	Developing personal confidence		1	10
T/506/2711	5546-432	Understanding assertive behaviour		1	10
R/505/4664	5546-434	Interpersonal relationships		2	14
D/506/2699	5546-435	Awareness of equality and diversity		2	17
D/506/2704	5546-439	Environmental awareness		2	12
R/506/8127	5546-450	Understanding personal finance for employment		2	12
L/507/0295	5546-462	Applying for a job		2	16
R/507/5191	5546-486	Introduction to customer service	<b>New</b>	2	16