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1 Giltspur Street  
London  
EC1A 9DD  
T +44 (0)20 7294 2468  
F +44 (0)20 7294 2400  
[www.cityandguilds.com](http://www.cityandguilds.com)

## City & Guilds

### 500/7350/3 Level 3 Certificate in Retail Knowledge

#### 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:

- Discovering the retail workplace
- Introduction to handling stock in a retail environment
- Introduction to keeping the work area clean, tidy and safe in a retail environment
- Introduction to looking after customers in a retail environment.

It covers the essential retail and customer service knowledge required by employers and to enable further career progression.

This is a Framework qualification.

- Who could take this qualification?

This qualification is suitable for learners of all ages looking to enter the retail industry. It has been developed mainly for school leavers considering employment or pre-apprenticeship programmes, but it is also suitable for adult returnees or those undergoing a career change. It can form part of a foundation learning programme.

#### WHAT COULD THIS QUALIFICATION LEAD TO?

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

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



The learner could progress onto a Retail Apprenticeship at Level 2 or 3 or other qualifications such as:

- City & Guilds Level 1, 2 and 3 Award, Certificate and Diploma in Retail Skills (7536)
- City & Guilds Level 1, 2 and 3 Award and Certificate in Retail Knowledge (1013).

#### WHO SUPPORTS THIS QUALIFICATION?

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This qualification is supported by

YH Training  
Morthyng Vocational College  
CAD Centre  
Qube Training