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City & Guilds

500/8210/3 Level 1 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:

- Understanding the business of retail
- Understanding customer service in the retail sector
- Understanding the retail selling process
- Understanding retail consumer law.

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

This is a Framework qualification.

- Who could take this qualification?

Level 1 will suit you if you work, or would like to work, in the retail sector and want to gain basic knowledge and understanding of the industry.

WHAT COULD THIS QUALIFICATION LEAD TO?

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

- Retail assistant
- Counter assistant
- Stock controller
- Retail buyer
- Retail merchandiser
- 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 2 and 3 Award and Certificate in Retail Knowledge (1013)
- City & Guilds Level 1, 2 and 3 in Warehousing and Storage (1016).

WHO SUPPORTS THIS QUALIFICATION?

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This qualification is supported by

YH Training
Morthyng Vocational College
CAD Centre
Qube Training