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## City & Guilds

### 500/8405/7 Level 1 Award 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