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## City & Guilds

### 600/3947/4 Level 1 Award in Retail Skills

#### OVERVIEW

- What does this qualification cover?

This qualification provides learners with a basic understanding of the retail sector and allows progress on to further learning through other retail qualifications or those in complementary subject areas. It covers the following:

- Discovering the retail workplace
- Handling stock in a retail environment
- Working in a clean, tidy and safe retail environment
- Despatching goods to customers from a retail store.

It covers the essential understanding of retail and customer service that employers are looking for.

This is a QCF qualification.

- Who could take this qualification?

This qualification is suitable for those looking to gain a basic understanding of the retail industry. The Award in Retail Skills allows learners to choose a limited number of general units without having to commit to more specialised areas, providing a taste of the industry as part of a broader programme of study including employability skills and English and/or maths. It is thus suitable for learners returning to learning after a period of time, those seeking to explore different options as part of a planned career change or those currently employed.

#### WHAT COULD THIS QUALIFICATION LEAD TO?

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

- City & Guilds Level 1 Certificate in Retail Skills
- City & Guilds Level 1 Award and Certificate in Retail Knowledge
- City & Guilds Level 1 Award for Introduction to Customer Service.

The Level 1 Award in Retail Skills is a “taster” qualification, providing a basic introduction to learners looking to gain an understanding of the retail sector, whilst allowing progress on to further learning through the Certificate or Diploma.

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 other qualifications such as:

- City & Guilds Level 1 Certificate in Retail Skills
- City & Guilds Level 1 Award and Certificate in Retail Knowledge.

#### WHO SUPPORTS THIS QUALIFICATION?

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This qualification is supported by

YMCA Training Manchester  
CAD Training  
TDR Training.