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City & Guilds

600/3949/8 Level 1 Diploma in Retail Skills

OVERVIEW

- What does this qualification cover?

This qualification provides a thorough introduction to the retail sector and allows learners to study a more comprehensive range of retail concepts and specialisms than the Level 1 Award and Certificate. The following units are available:

- Working effectively in a retail team
- Handling stock in a retail environment
- Working in a clean, tidy and safe retail environment
- Despatching goods to customers from a retail store
- Providing additional retail services
- Promoting retail products
- Provide service to customers in a dressing room in a retail environment
- Follow point-of-sale procedures for age-restricted products in a retail environment
- Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment
- Operate a customer record card system on a beauty counter in a retail environment.

It covers the essential understanding of retail customer service.

This is a Framework qualification.

- Who could take this qualification?

This qualification is suitable for those looking for a thorough introduction to understanding the retail industry. It allows further progression onto role-specific qualifications such as Sales, Team Leading and Visual Merchandising. It is also suitable for those learners who are clear in their ultimate goal, through appropriate further learning, of gaining employment in the retail industry.

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 and Level 2 Award and Certificate in Retail Knowledge
- City & Guilds Level 2 Certificate in Retail Knowledge (Beauty)



- City & Guilds Level 2 Award in Understanding the Retail Sale of Cosmetics
- City & Guilds Level 2 Award, Certificate and Diploma in Retail Skills
- ILM Certificate in Team Leading at Level 2.

The Level 1 Diploma in Retail Skills provides a more comprehensive range of units than the Award and Certificate and is ideal for those learners committed to making further progress in the sector, allowing them to explore and develop their understanding of specialist retailing areas such as Fashion, Beauty and Cosmetics.

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

- Retail assistant
- Stock controller
- Apprentice
- Customer service assistant
- Warehouse general assistant
- Retail supervisor/manager.

WHO SUPPORTS THIS QUALIFICATION?

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This qualification is supported by

YMCA Training Manchester
CAD Training
TDR Training.