

August 2014

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## City & Guilds

### 600/3963/2 Level 3 Certificate in Retail Skills (Sales Professional)

#### 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:

- Support others in a retail organisation
- Maintain health and safety in a retail environment
- Provide customer assistance in a retail environment
- Deputise for the team leader in a retail environment
- Contribute to improvements in a retail environment
- Manage the payment transaction process
- Maintain availability of goods on display.

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

This is a Framework qualification.

- Who could take this qualification?

This qualification allows candidates to learn, develop and practise the skills required for employment and/or career progression as a sales professional.

#### WHAT COULD THIS QUALIFICATION LEAD TO?

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

- Sales Assistant
- Supervisor
- Specialist sales advisor
- Retail Manager.

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

- City & Guilds Level 3 Diploma in Retail Skills (Management) (7536)
- City & Guilds Level 3 & 4 Diplomas in Business Administration (5528)
- City & Guilds Level 3 & 4 Diplomas in Customer Service (5530)
- ILM qualifications in Leadership and Management

#### WHO SUPPORTS THIS QUALIFICATION?

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This qualification is supported by

IMRG (Interactive Media in Retail Group) - industry association for e-retail in the UK  
Waitrose  
Sainsbury