August 2014

City & Guilds

600/4063/4 Level 3 Diploma 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?

This qualification is supported by

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