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## **City & Guilds Entry Level Certificate for Skills for Working in the Retail Industry (Entry 3) - 601/7380/4**

### OVERVIEW

- What does this qualification cover?

City & Guilds Entry Level Certificate for Skills for Working in the Retail Industry (Entry 3) prepares learners' for work and improves their knowledge of work and work skills - including Communication Skills, interview preparation, team working/working with others and job applications, building working relationships in the workplace, equality and diversity. It develops their understanding of the behaviours and attitudes required to obtain and sustain employment such as; attitudes and values for personal development.

The City & Guilds Entry Level Certificate for Skills for Working in the Retail Industry (Entry 3) qualification covers a broad range of additional Employability Skills, enabling learners to choose amongst an Awareness of Stress and Stress Management, Environmental Awareness and Understanding Personal Finance for Employment. These additional Employability Skills enable the qualification to be delivered in a full time programme of study or a substantial Traineeship.

In addition to the substantial choice of Employability Skills, the qualification covers introductory knowledge of the Retail Industry and on completion learners' will be able to;

- identify and give examples of different types of retailer and identify, where different types of retailer are located and outline the reasons for a particular retail location
- identify different ways to shop within the retail sector and give examples of products and services sold by different retailers
- identify different job roles within a retail environment. To give examples of different roles and outline the main responsibilities of a job role in a retail environment.

The optional Introduction to Customer Service allows the learner to explore and understand why personal appearance is important in the workplace

- understand and provide a definition of the terms *internal and external customer*
  - know how to communicate with customers, including how to greet a customer in a positive way and be able to outline the importance of the use of tone, speaking clearly and the use of positive body language when communicating with customers.
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- Who could take this qualification and who is this qualification designed for?

This qualification can be taken by learners from 16+ onwards who would like to develop an early knowledge of the Retail Industry.

City & Guilds Entry Level Certificate for Skills for Working in the Retail Industry (Entry 3) is designed to fulfil the work preparation training requirement of a traineeship and is for learners seeking to progress onto a Retail Apprenticeship.

This qualification combines a core of basic Employability Skills across a broad range of themes making it ideal to deliver within a large programme of study and as an introduction to the sector alongside other components such as a work placement and/or English and maths.

This is a standalone qualification.

#### WHAT COULD THIS QUALIFICATION LEAD TO?

- Will the qualification lead to employment, and if so, in which job role at which level?

The qualification will prepare learners for an apprenticeship in the Retail Industry or working in the Retail Industry for the first time as a Retail, Sales or Counter Assistant.

- Will the qualification support progression to further learning, if so, what to?

The qualification will support some of the underpinning knowledge and skill requirements of the Retail Apprenticeship.

#### WHO SUPPORTS THIS QUALIFICATION?

- 1) Warwickshire College Group
- 2) Working Links
- 3) Learn Direct