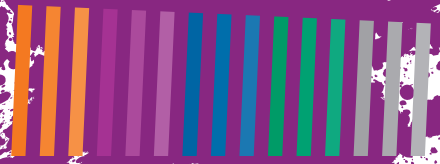


# Qualification Structure

## Retail Level 3

Learners need to complete all mandatory units to a total of 9 credits, 1 unit each from Optional Units Groups 1 & 3, and remaining credits from Optional Units Group 2. To achieve the qualification a minimum of 40 credits is required.



Mandatory Units				
Unit	Unit Title	Credit	Level	Guided Learning Hours
E08	Work effectively in your retail organisation	9	3	49
Optional Units Group 1				
Unit	Unit Title	Credit	Level	Guided Learning Hours
D5	Organise the delivery of reliable customer service	9	3	36
D6	Improve the customer relationship	8	3	35
D7	Work with others to improve customer service	7	3	22
D8	Monitor and solve customer service problems	7	3	28
D9	Promote continuous improvement in customer service	10	3	1
Optional Units Group 2				
Unit	Unit Title	Credit	Level	Guided Learning Hours
B14	Organise the receipt and storage of goods in a retail environment	11	3	59
B15	Audit stock levels and stock inventories in a retail environment	6	3	29
B16	Source required goods and services in a retail environment	10	3	21
B22	Monitor and help improve food safety in a retail environment	12	3	67
C07	Process part exchange sales transactions in a retail environment	12	3	62
C13	Maintain the availability of goods for sale to customers in a retail environment	11	3	55
C14	Provide specialist support in helping customers to make purchases in a retail environment	8	3	56
C15	Enable customers to apply for credit and hire purchase facilities	12	3	56

C30	Develop individual retail service opportunities	6	3	41
C31	Provide a personalised sales and after-sales service to your retail clients	8	3	46
C38	Assist customers to obtain appropriate insurance	12	3	70
C45	Help customers to choose alcoholic beverages in a retail store	6	3	29
E09	Help to manage a retail team	11	3	52
E10	Contribute to the continuous improvement of retail operations	10	3	56
E11	Help to monitor and maintain the security of the retail unit	11	3	70
E12	Plan, monitor and adjust staffing levels and schedules in a retail environment	11	3	63
E17	Monitor and evaluate the quality of service provided to your customers by external suppliers	9	3	56
E21	Monitor and support secure till use during trading hours	3	3	17
<b>Optional Units Group 3</b>				
<b>Unit</b>	<b>Unit Title</b>	<b>Credit</b>	<b>Level</b>	<b>Guided Learning Hours</b>
B10	Process bake-off products for sale in a retail environment	6	2	28
B11	Process fish and shellfish for sale in a retail environment	12	2	60
B12	Process greengrocery products for sale in a retail environment	9	2	49
B13	Finish meat products by hand in a retail environment	9	2	46
B17	Contribute to dough production control and efficiency	11	2	53
B18	Select, weigh and measure dough ingredients	11	2	54
B19	Hand divide, mould and shape fermented doughs	10	2	48
C17	Provide the lingerie fitting service in a retail environment	8	2	48
C35	Promote beauty products to retail customers	10	2	53
C40	Establish customer needs and provide advice regarding tiling products	6	2	29
C41	Advise customers upon measuring and planning for the fixing of tiles	6	2	39
C42	Advise customers upon the fixing of tiles	6	2	39
C46	Cash up in a retail store	2	2	11
C47	Promote the store's credit card to customers	3	2	12
C48	Provide service to customers in the dressing room of a retail store	1	2	9
C49	Promote sales of food or drink products by offering samples to customers	2	2	16
C52	Help customers to apply for the store's credit card and associated insurance policies	4	2	24
E15	Develop productive working relationships with colleagues	9	2	27