



## **Retail (Management)**

### **Level 3**

Awarded by **City & Guilds**

Accredited from 26/07/2006 to 31/07/2011

Group award number G8AL 23

### **Standards**

This SVQ is based on standards developed by Skillsmart Retail. Skillsmart Retail draws its membership from the retail sector. For further information, please contact the SQA web site.

### **Structure of the SVQ**

The way the SVQ is made up is shown below. The unit title appears in bold and the elements that make up each unit are listed under the unit title.

Candidates must successfully complete a total of 6 Units.

#### **Mandatory units**

Candidates must successfully complete all of the mandatory Units.

##### **F0AL 04**

##### **Work Effectively In Your Retail Organisation**

1. Support effective team working in a retail environment
2. Help to plan and organise your own learning in a retail environment
3. Help others to learn in a retail environment

#### **Optional units**

Candidates must also complete five optional Units in addition to the mandatory Units.

At least two units must be chosen from the following Level 3 Management Pathway Units.

##### **F08K 04**

##### **Contribute To the Continuous Improvement of Retail Operations**

1. Identify opportunities for solving problems and improving retail operations
2. Recommend ways of improving retail operations
3. Contribute to putting improvements in retail operations into practice

##### **DR7K 04**

##### **Recruit, Select And Keep Colleagues**

1. Recruit, select and keep colleagues

**DR7C 04****Provide Learning Opportunities for Colleagues**

1. Provide learning opportunities for colleagues

**DR4A 04****Develop Productive Working Relationships with Colleagues**

1. Develop productive working relationships with colleagues

**DR3W 04****Allocate and Check Work in Your Team**

1. Allocate and check work in your team

Any remaining units can be chosen from the following units at Level 3:

**Stock Management****F09S 04****Organise the Receipt and Storage of Goods in a Retail Environment**

1. Organise staff to receive and check incoming deliveries in a retail environment
2. Organise and maintain storage facilities in a retail environment
3. Check the storage and care of stock in a retail environment

**F08E 04****Audit Stock Levels and Stock Inventories in a Retail Environment**

1. Put an audit programme into practice in a retail environment
2. Report the findings of a retail stock audit

**Product Expertise****F09L 04****Monitor and Help Improve Food Safety in a Retail Environment**

1. Monitor food safety at critical control points
2. Contribute to continuous improvement of food safety

**Sourcing****F0AJ 04****Source Required Goods and Services in a Retail Environment**

1. Choose suppliers and order stock for retail sale
2. Check and evaluate the performance of suppliers of stock for retail sale

**Merchandising****F09D 04****Maintain the Availability of Goods for Sale to Customers in a Retail Environment**

1. Organise staff to display goods for retail sale
2. Assess how effective displays are in a retail environment
3. Keep products available and maintain their quality in a retail environment

## **Management and Leadership**

### **F08K 04**

#### **Contribute To the Continuous Improvement of Retail Operations**

1. Identify opportunities for solving problems and improving retail operations
2. Recommend ways of improving retail operations
3. Contribute to putting improvements in retail operations into practice

### **F09T 04**

#### **Plan, Monitor and Adjust Staffing Levels and Schedules in a Retail Environment**

1. Plan staffing levels and prepare work schedules for a retail team
2. Monitor staffing levels and schedules against the work targets of a retail team

### **DR7K 04**

#### **Recruit, Select And Keep Colleagues**

1. Recruit, select and keep colleagues

### **DR3W 04**

#### **Allocate and Check Work in Your Team**

1. Allocate and check work in your team

## **Developing People**

### **DR7C 04**

#### **Provide Learning Opportunities for Colleagues**

1. Provide learning opportunities for colleagues

### **DR4A 04**

#### **Develop Productive Working Relationships with Colleagues**

1. Develop productive working relationships with colleagues

## **Finance and Administration**

### **F08T 04**

#### **Evaluate the Receipt of Payments from Customers**

1. Evaluate takings practices and procedures in a retail environment
2. Monitor takings practices and processes at the cash point in a retail environment

## **Organisational Effectiveness**

### **F098 04**

#### **Help To Monitor and Maintain the Security of the Retail Unit**

1. Put procedures into practice to maintain security in a retail environment
2. Monitor and investigate losses in a retail environment

### **F09M 04**

#### **Monitor and Maintain Health and Safety in a Retail Environment**

1. Assess and control risks to health and safety in a retail environment
2. Put accident and emergency procedures into practice in a retail environment

## **Customer Service**

### **F09H 04**

#### **Monitor and Evaluate the Quality of Service Provided by External Suppliers to your Customers**

1. Monitor the quality of customer service provided by external suppliers to your retail customers
2. Evaluate and improve external suppliers' service to your retail customers

Only one unit can count towards the qualification when chosen from the following customer service units:

### **F04N 04**

#### **Organise the Delivery of Reliable Customer Service (ICS)**

1. Plan and organise the delivery of reliable customer service
2. Review and maintain customer service delivery
3. Use recording systems to maintain reliable customer service

### **F04D 04**

#### **Improve the Customer Relationship (ICS)**

1. Improve the communication with your customers
2. Balance the needs of your customer and your organisation
3. Exceed customer expectations to develop the relationship

### **F05Y 04**

#### **Work With Others to Improve Customer Service (ICS)**

1. Improve customer service by working with others
2. Monitor your own performance when improving customer service
3. Monitor joint performance when improving customer service

### **F04M 04**

#### **Monitor and Solve Customer Service Problems (ICS)**

1. Solve immediate customer service problems
2. Identify repeated customer service problems and options for solving them
3. Take action to avoid the repetition of customer service problems

### **F05D 04**

#### **Promote Continuous Improvement in Customer Service (ICS)**

1. Plan improvements in customer service based on customer feedback
2. Implement changes in customer service
3. Review changes that promote continuous improvement in customer service

## **Contexts**

The award can be taken in 3 different contexts. The contexts and group award numbers are listed below:

Retail (Management) level 3 (G8AL 23)

Retail (Sales Professional) level 3 (G8AM 23)

Retail (Visual Merchandising) level 3 (G8AN 23)

There may be publications available to support this qualification. For more information, please contact:

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