



**Arrangements for:
National Certificate in Retailing
at SCQF level 5**

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Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of National Qualification Group Awards.

History of changes

It is anticipated that changes will take place during the life of the qualification, and this section will record these changes. This document is the latest version and incorporates the changes summarised below.

Version number	Description	Date
08	Revision of Unit: J614 44 Enterprise Skills has replaced D36N 10 Enterprise Activity. D36N 10 Enterprise Activity will finish on 31/07/2024.	01/02/22
07	Revision of Units: FM28 10 Working for Yourself (finish date 31/07/2023) has been replaced by J5CR 44 Working for Yourself	07/05/21
06	Revision of Unit: F5G2 10 Marketing: An Introduction has been revised by HJ2Y 44 Marketing: An Introduction and will finish on 31/07/2019. Revision of Unit: F390 11 Marketing: Basic Principles has been revised by HJ30 45 Marketing: Basic Principles and Applications and will finish on 31/07/2019. Revision of Unit: F6V0 12 Marketing Mix has been revised by HJ31 46 Marketing Mix and will finish on 31/07/2019. Revision of Unit: F33G 11 Retailing: Working in Retail has been revised by HH8M 75 Retailing: Working in Retail and will finish on 31/07/2018. Revision of Unit: F33J 11 Retailing: Satisfying Customer Needs has been revised by HH8L 75 Retailing: Satisfying Customer Needs and will finish on 31/07/2018. Revision of Unit: F33H 11 Retailing: Storing, Replenishing and Displaying Stock has been revised by HH8J 75 Retailing: Maintaining, Storing and Replenishing Stock and will finish on 31/07/2018. Revision of Unit: F33K 11 Retailing: Planning and Implementing an Event has been revised by HH8K 75 Retailing: Planning and Implementing a Retail Event and will finish on 31/07/2018.	28/02/2017
05	F181 11 Computing: Web Design Fundamentals <i>has been revised by</i> H614 45 Computing: Website Graphics <i>and will finish on</i> 31/07/2016.	12/11/2014
04	Revision of Unit: F37X 10 Personal Development: Self and Work <i>has been revised by</i> H18P 44 Personal Development: Self and Work <i>and will finish on</i> 31/07/2016. H23W 74 Literacy <i>has been added as an alternative to</i> F3GB 10 Communication H23W 75 Literacy <i>has been added as an alternative to</i> F3GB 11 Communication H225 74 Numeracy <i>has been added as an alternative to</i> F3GF 10 Numeracy H225 75 Numeracy <i>has been added as an alternative to</i> F3GF 11 Numeracy	19/05/2014
03	Updated Core Skills Mapping to include revised Personal Development: Self and Work Unit	29/04/2013

02	Revision of Personal Development: Self and Work (F37X 10),(lapse date 31/07/2013,finish date 31/07/2015)	18/02/2013

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1 Introduction

This is the Arrangements Document for the National Certificate (NC) in Retailing at SCQF level 5, which was validated in July 2012. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

The NC is designed to facilitate progression to further study, and to meet the needs of industry in providing employment-ready staff, for entry level positions in retailing.

2 Rationale for the development of the Group Award

The retail sector makes a very significant contribution to the Scottish economy. In terms of turnover it contributes 9% to total sales. In terms of employment there are approximately 246,000 retail employees representing 10% of the total workforce. In the most densely populated central belt of Scotland are the largest number of retail enterprises and three of the top 30 retail centres in the UK are in Scotland. Between 2007 and 2017, 15,000 new jobs are expected to be created. In addition 98,000 jobs will be created through replacement demand.

There is a current and growing need to provide appropriate education and training to ensure employers are able to recruit and select the workforce they need, as the research quoted below suggests. The NC in Retailing has been designed to address these issues.

‘Almost 10% of retail outlets in Scotland identify significant skills gaps. Customer handling (59%), problem solving (52%) and planning and organising (51%) are the skills that need most improvement in staff according to retail employers.’

Source: *Futureskills Scotland*, March 2009.

‘Employer research shows 31% of sales staff have qualifications below the standard of five good Scottish Standard Grades which is the level employers expect in the retail sector.’

Source: *Skills Priorities for the Retail Sector in the UK and its Four Nations*. Skillsmart Retail pub., Dec 2010.

Industry feedback indicates that young people applying for jobs within retailing often lack the transferable and Core Skills such as *Working with Others*, *Communication* and *Problem Solving*. The NC is designed to develop these skills and provide candidates better equipped to cope with the demands of industry.

3 Aims of the Group Award

The NC provides candidates with a practical and broad introduction to retailing. This will enable them to acquire and develop the skills and knowledge required to gain employment in the retail sector or progress to further study.

The NC will become the entry point for some individuals who could progress through to Higher National (HN) and degree level studies. The NC would be delivered over one year full-time in a Further Education (FE) college, or could be delivered on a part-time basis over a longer period.

3.1 Principal aims of the Group Award

The principal aims of the Group Award are to:

- 1 develop underpinning knowledge of the retail sector of industry and relevant current developments
- 2 develop employability skills for entry level opportunities in the sector as demanded by employers — eg customer services and selling skills
- 3 provide a nationally recognised programme which builds on Curriculum for Excellence
- 4 develop a range of occupational and essential skills — including communication, interview skills, team working and problem solving skills
- 5 develop competences which enable a degree of specialism within the broad coverage of the award
- 6 prepare learners for progression to higher level courses
- 7 provide a range of optional units to enable candidates to select a programme of study which will meet their interests and needs

3.2 General aims of the Group Award

The general aims of the Group Award are to:

- 1 develop and enhance Core Skills throughout the delivery
- 2 develop employment skills related to National Occupational Standards
- 3 develop transferable skills to ensure the Group Award provides long term benefit to candidates
- 4 prepare candidates to achieve a consistent level of work of an acceptable standard within a given time
- 5 develop the ability to be flexible and work co-operatively with others
- 6 develop independent study and presentation skills
- 7 encourage learners to take an active role in their own learning and personal development through offering a challenging but enjoyable learning experience
- 8 develop confident individuals and successful learners

3.3 Target groups

The NC in Retailing at SQCF level 5 is suitable for candidates who have no previous experience in the retailing industry and could be delivered to a range of candidates from school leavers to mature candidates re-entering education.

3.4 Employment opportunities

The NC is designed to assist candidates in gaining entry level employment in retailing. Potential jobs in the retail industry are outlined in Appendix 2.

In order to best meet the long-term needs of candidates, employers and centres, the content of the NC has been designed to foster attitudes and practices fundamental to employment within retailing. These include:

- ◆ positive attitudes to workplace and learning
- ◆ the importance of time-keeping and attendance
- ◆ the importance of good verbal communications
- ◆ the importance of good listening skills
- ◆ cooperative and teamworking
- ◆ self-respect and showing respect and consideration to others
- ◆ adaptability and flexibility
- ◆ application of appropriate legislation, eg Health and Safety
- ◆ planning and preparation
- ◆ confidence to seek and provide feedback
- ◆ customer care skills

Ultimately candidates will enhance their own employability through development of these.

4 Access to the Group Award

Entry is at the discretion of the centre. Candidates may be selected on the basis of achievements in Standard Grade, Intermediate or equivalent qualifications and experience.

For candidates who have little or no formal qualifications, such as in the case of some adult returners to education, prior work experience will be taken into account.

The recommended Core Skills entry profile is:

Core Skill	SCQF level
Communication	SCQF level 4
Numeracy	SCQF level 4
Information Technology	SCQF level 4
Problem Solving	SCQF level 4
Working with Others	SCQF level 4

Predicted exit level is at SCQF level 5. Extended learning support should be offered, where practical, to any candidate who has particular learning needs.

5 Group Award structure

Candidates completing the National Certificate in Retailing at SCQF level 5 will have gained 12 SQA credits (72 SCQF credit points), including 7 mandatory Units (42 SCQF credit points) and 5 optional Units (30 SCQF credit points).

The framework also identifies opportunities to achieve these additional certificated Group Awards:

- ◆ Skills for Work Retailing Intermediate 2 (C249 11)
- ◆ National Progression Award in Enterprise and Employability (G976 44)

5.1 Framework

Mandatory Section: 7 credits required

Unit title	Code	SQA credit value	SCQF credit points	SCQF level
Retailing: Working in Retail	HH8M 75*	1	6	5
Retailing: Satisfying Customer Needs	HH8L 75*	1	6	5
Retailing: Maintaining, Storing and Replenishing Stock	HH8J 75*	1	6	5
Retailing: Planning and Implementing a Retail Event	HH8K 75*	1	6	5
Selling Skills	F3PJ 11	1	6	5
Stock Handling	H1SG 11	1	6	5
Marketing: Basic Principles and Applications	HJ30 45*	1	6	5

Option Group 1: a minimum of 1 and maximum of 5 credits required

Unit title	Code	SQA credit value	SCQF credit points	SCQF level
Retail Mix and Effective Merchandising	H1SF 11	1	6	5
Visual Merchandising	H1SH 11	1	6	5
Fashion: An Introduction	FP21 11	1	6	5
Retail Fashion Industry	H1SE 11	1	6	5
Distribution and Storage of Goods	F4T1 11	1	6	5
Consumer Studies	H1SD 11	1	6	5
Retail Buying	H1SJ 12	1	6	6

Option Group 2: a minimum of 0 and maximum of 1 credit required

Unit title	Code	SQA credit value	SCQF credit points	SCQF level
Marketing: An Introduction	HJ2Y 44*	1	6	4
Marketing Mix	HJ31 46*	1	6	6

Option Group 3: a minimum of 0 and maximum of 4 credits required

Unit title	Code	SQA credit value	SCQF credit points	SCQF level
Fashion Merchandising: An Introduction	FP72 12	1	6	6
Art and Design: Web Project	F5C3 12	1	6	6
Computing: Website Graphics	H614 45*	1	6	5
Numeracy	F3GF 10 Or H225 74	1	6	4/5/6
	F3GF 11 Or H225 75			
	F3GF 12			
Communication or Literacy	F3GB 10 Or H23W 74	1	6	4/5/6
Communication or Literacy	F3GB 11 Or H23W 75			
*Communication S	F3GB 12			
eWorking with Others	F3GE10** F3GE11 F3GE12	1	6	4/5/6
*Personal Development: Self i and Work	H18P 44**	1	6	4
nWorking for Yourself	J5CR 44**	1	6	4
gEnterprise Activity	D36N 10**	1	6	4
t Financial Skills for a Small h Business: An Introduction	F5G5 10**	1	6	4

*Selecting these Units will enable centres to enter candidates for certification for the Skills for Work Retailing Intermediate 2 Group Award (C249 11).

**Selecting 4 of these Units will enable centres to enter candidates for certification for the National Progression Award in Enterprise and Employability (G976 44).

*Refer to history of changes for revision details

5.2 Core Skills

Candidates will have the opportunity to develop Core Skills to the following levels as a minimum:

Core Skill	
Communication	SCQF level 5 (signposted)
Numeracy	SCQF level 5 (signposted)
Information Technology	SCQF level 5 (signposted)
Problem Solving	SCQF level 5 (signposted)
Working with Others	SCQF level 5 (signposted)

Additionally, candidates have the opportunity to achieve certification of five Core Skills through Units on the framework, depending on the options selected (see Core Skills Map in Appendix 3).

Communication, Numeracy and Working with Others may all be certificated at SCQF level 4, 5 or 6 through dedicated Core Skills Units. Information and Communication Technology could be certificated at SCQF level 3, and Problem Solving at SCQF level 4 via a number of units where these core skills are embedded.

5.3 Articulation, professional recognition and credit transfer

On completion of the NC, there are a range of opportunities for progression to employment or further study. Candidates who wish to progress to related programmes at SCQF level 7, eg HNC in Retail Management, are advised to study optional Units at SCQF level 6 to assist their progression. Progression to HNCs in Business, Marketing and Events is also possible, as is progression to a range of work based SVQs. Appendix 4 shows some potential progression routes.

5.4 National Occupational Standards

The NC has been aligned to National Occupational Standards established by the relevant Sector Skills Council, Skillsmart Retail. For details, please see Appendix 1.

6 Approaches to delivery and assessment

6.1 Content and context

The National Certificate in Retailing develops underpinning knowledge and practical skills required for work in the retail industry. The NC enables learners to gain knowledge and skills relevant to employment within large multiple retailers and small independent companies.

The NC incorporates the Skills for Work Course in Retailing (SCQF level 5) in its mandatory section and enables candidates to further develop their skills and knowledge. The National Progression Award (NPA) in Enterprise and Employability (SCQF level 4) can also be achieved through the selection of appropriate Units from those in the options (see section 5.1).

6.2 Delivery and assessment

The NC in Retailing at SCQF level 5 provides a range of opportunities for progression both to employment and to further study. For candidates wishing to progress to related programmes at Higher National level or equivalent, eg Higher National Certificate (HNC) in Retail Management (SCQF level 7), they should be advised, where possible to study optional Units at SCQF level 6. Doing so will assist in facilitating progression from an SCQF level 5 programme.

Should a learner wish to pursue an entrepreneurial path, choosing the options linked to employability and enterprise will enable them to gain knowledge and skills appropriate to running an independent retail business.

The qualification is ideally suited to full time delivery over one academic year at an FE college but could be offered as part time study, day time, evening or block release.

It is strongly suggested that a minimum of three Skills for Work Retailing Units are delivered early on in the qualification to enable candidates to grasp the fundamental concept of employment within the retail sector. The recommended Units are Retailing: Working in Retail, Retailing: Storing Replenishing and Displaying Stock, and Retailing: Satisfying Customer Needs. As the latter Unit introduces candidates to selling skills, this learning can be enhanced through integration with the mandatory Unit Selling Skills, including and potentially integrating assessment.

The Unit "Retailing: Planning and Implementing an Event" could be delivered over the full length of the programme to allow candidates time to plan and research relevant details associated with staging an event. Alternatively, and particularly where linked to workplace experience, the planning and implementation of an event such as a floor move, can take place over a much shorter period.

If centres are also offering the NPA in Enterprise and Employability, it is recommended that delivery is integrated with the four Skills for Work Retailing Units and Marketing Basic Principles. This can provide learners with a broad understanding of the needs of a small retail business. To complement this mix, as a potentially self-employed retailer, it is suggested that Retail Buying and Visual Merchandising are also included in the programme.

While not the main focus of the Retailing NC, marketing is an important aspect with a minimum of two credits required to be completed as part of the twelve. As the Units need not be delivered in order they are listed on the framework, the inclusion of "Marketing: An Introduction" at SCQF level 4 in option group 2 allows centres to deliver the fundamentals of marketing where required, before advancing to SCQF levels 5 and 6. For example all three Marketing Units could be delivered as part of the NC as follows:

Unit code	Unit title	Weeks	Mandatory /Option
F5G2 10	Marketing: An Introduction	1–16	M
F390 11	Marketing: Basic Principles	17–32	O
F6V0 12	Marketing Mix	17–32	O

For full-time candidates, centres may offer opportunities to complete more than the 12 credits required to attain the NC. The choice and number of additional Units selected could influence possible progression routes. An exemplar delivery schedule for a full time college course over one year is provided below. This example includes 13 Units. As such, it would be feasible to remove one of the given options with candidates still achieving the NC.

Exemplar Delivery of NC in Retailing (2 semesters)				
Day	Unit code	Unit title	Weeks	Mandatory /Option
Semester 1				
1	F33H 11	Retailing: Storing Replenishing and Displaying Stock	1–16	M
	F33J 11	Retailing : Satisfying Customer Needs	1–16	M
	F390 11	Marketing: Basic Principles	1–16	M
2	FP21 11	Fashion: An Introduction	1–16	O
	H1SH 11	Visual Merchandising	1–16	O
	F3PJ 11	Selling Skills	1–32	M
	N/A	Tutorials	1–16	N/A
3	F33K 11	Retailing: Planning and Implementing an Event	1–32*	M
	F3GE 11	Working with Others	1–32*	O
	F3GB 11	Communication	1–16	O
Semester 2				
1	H1SG 11	Stock Handling	17–32	M
	H1SE 11	Retail Fashion Industry	17–32	O
	H1SJ 11	Retail Buying	17–32	O
2	N/A	Work placement in a retail outlet*	17–32	N/A
	F3PJ 11	Selling Skills	1–32	M
	FG33 11	Retailing: Working in Retail	17–32	M
3	F33K 11	Retailing: Planning and Implementing an Event	1–32**	M
	F3GE 11	Working with Others	1–32**	O
	F5C3 12	Art and Design: Web Project	17–32	O

*Work placement in a retail outlet is an opportunity to follow the ethos of the Skills for Work Units within the qualification and can be linked to the Skills for Work Units in terms of enhancing employability.

**Delivery of F33K 11 and F3GE 11 is integrated and delivered over whole session. This is beneficial to the development of group working skills and is more effective in terms of planning an event.

7 General information for centres

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All instruments of assessment used within this Group Award should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment* (www.sqa.org.uk).

8 General information for candidates

This National Certificate (NC) in Retailing will enable you to develop knowledge, understanding and practical skills required for working in the retail industry. Successful completion of the NC will assist you in gaining future employment or in progressing to higher levels of study in the subject. You will develop skills through a combination of classroom based activities, projects, role-play, group work, problem solving and through links with employers.

To achieve this NC you need to complete 12 SQA credits of learning, including 7 mandatory and 5 additional Units which may differ depending on what is offered at your centre. The mandatory Units are listed below with a brief summary of content.

1 Retailing: Working in Retail

This Unit introduces you to the different sectors of the retailing industry and the variety of job roles available. The Unit focuses on the skills that are desired by employers and on completion you should have a better understanding of the career paths in the retail industry. You will be able to demonstrate that you can communicate with customers' and colleagues and work with others. You will be given the opportunity to participate in interviews in a retail context which will allow you to review and evaluate their own employability skills.

2 Retailing: Satisfying Customer Needs

This Unit focuses on how to provide a high degree of customer satisfaction in a retail environment. You will learn about customer needs, consumer legislation, selling, and the importance of good communication skills.

On completion of the Unit you should be able to demonstrate good customer care and selling skills, effective communication skills especially when dealing with customer complaints, and an understanding of how consumer legislation impacts on retailers.

3 Retailing: Storing, Replenishing and Displaying Stock

This Unit gives you the opportunity to learn about stock presentation, storage and replenishment. It also looks at the legal requirements of pricing and health and safety issues. You will also be able to store and replenish stock in an appropriate way and assist in the setting up of products and the dismantling of a merchandise display.

4 Retailing: Planning and Implementing an Event

You will be involved in planning and implementing a retail event and evaluate your contribution. You will have the opportunity to work with others, take on an agreed role with agreed responsibilities and identify action points for potential improvement.

5 Selling Skills

The Unit will develop knowledge and understanding relating to a sales environment along with the skills and techniques that will help with selling. You will look at and the role of selling within an organisation. You will have the opportunity to use selling skills as well as closing techniques, establishing how customers wish to pay and be able to provide after sales service appropriate to customer needs.

6 Stock Handling

You will demonstrate an understanding of how stock records should be maintained using appropriate systems (written/computerised). You will learn about the importance of receiving, storing and distributing stock safely, and deal with discrepancies and damaged stock. You will look at the processes involved in effective, moving, lifting and handling and the consequences of incorrect techniques being used. Unpacking, labelling and rotation of stock will also be addressed.

7 Marketing: Basic Principles

This Unit looks at the '4 Ps' of the marketing mix (Product, Price, Place, Promotion) and marketing segmentation. You will look at how geographical, demographical, behavioural and psychological aspects affect how a product or service is viewed or received. You will also look at the importance and use of market research and undertake one method of field or desk research.

Within this qualification you will develop valuable transferable and Core Skills including *Working with Others*, *Problem Solving* and employability skills, all of which will support you in gaining employment or progressing to a higher level of study.

The NC provides a range of opportunities for you to progress either into employment or further study. If you wish to progress to related programmes, eg Higher National Certificate (HNC) in Retail Management at SCQF level 7 you are advised to study optional Units at SCQF level 6 as this will assist you in the progression between levels.

Progression to HNC Business, HNC Marketing and HNC Events is also possible, as is progression to a range of work based SVQs.

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk

SCQF credit points: One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2–6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

SCQF levels: The SCQF covers 12 levels of learning. National Qualification Group Awards are available at SCQF levels 2-6 and will normally be made up of National Units which are available from SCQF levels 2–7.

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the National Certificate/National Progression Award from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised National Certificates/National Progression Awards are those developments or revisions undertaken by a group of centres in partnership with SQA.

10 Appendices

Appendix 1: Mapping to National Occupational Standards

Appendix 2: Jobs in the retail industry

Appendix 3: Core Skills Map

Appendix 4: Progression Routes

Appendix 1: National Occupational Standards

Units in this National Certificate are broadly aligned to National Occupational Standards devised by Skillset Retail. The relevant standards are noted below, and then shown with the appropriate Unit.

Unit title	Code	SCQF level	NOS	Description			
Retailing: Working in Retail	F33G 11	5	E.208 (K)	Know how to work effectively in your retail team			
			E.208 (P)	Work effectively in your retail team			
			E.209 (K)	Know how to improve the way you learn in a retail environment			
			B.206 (K)	Know how to replenish stock on sale in a retail environment			
			B.206 (P)	Replenish stock on sale in a retail environment			
			B.204 (K)	Know how to put goods and materials into storage in a retail environment			
			B.204 (P)	Put goods and materials into storage in a retail environment			
			E.106 (K)	Know how to follow plans and procedures for learning in a retail environment			
			E.106 (P)	Follow plans and procedures for learning in a retail environment			
			E.105 (K)	Know how to work well as part of a retail team			
			E.105 (P)	Work well as part of a retail team			
			Retailing: Satisfying Customer Needs	F33J 11	5	C.209 (K)	Know how to help retail customers sort out complaints
						C.209 (P)	Help retail customers sort out complaints
C.206 (K)	Know how to identify opportunities to increase retail sales of particular products						
C.206 (P)	Identify opportunities to increase retail sales of particular products						
C.208 (K)	Know how to provide information and advice to meet the needs of retail customers						

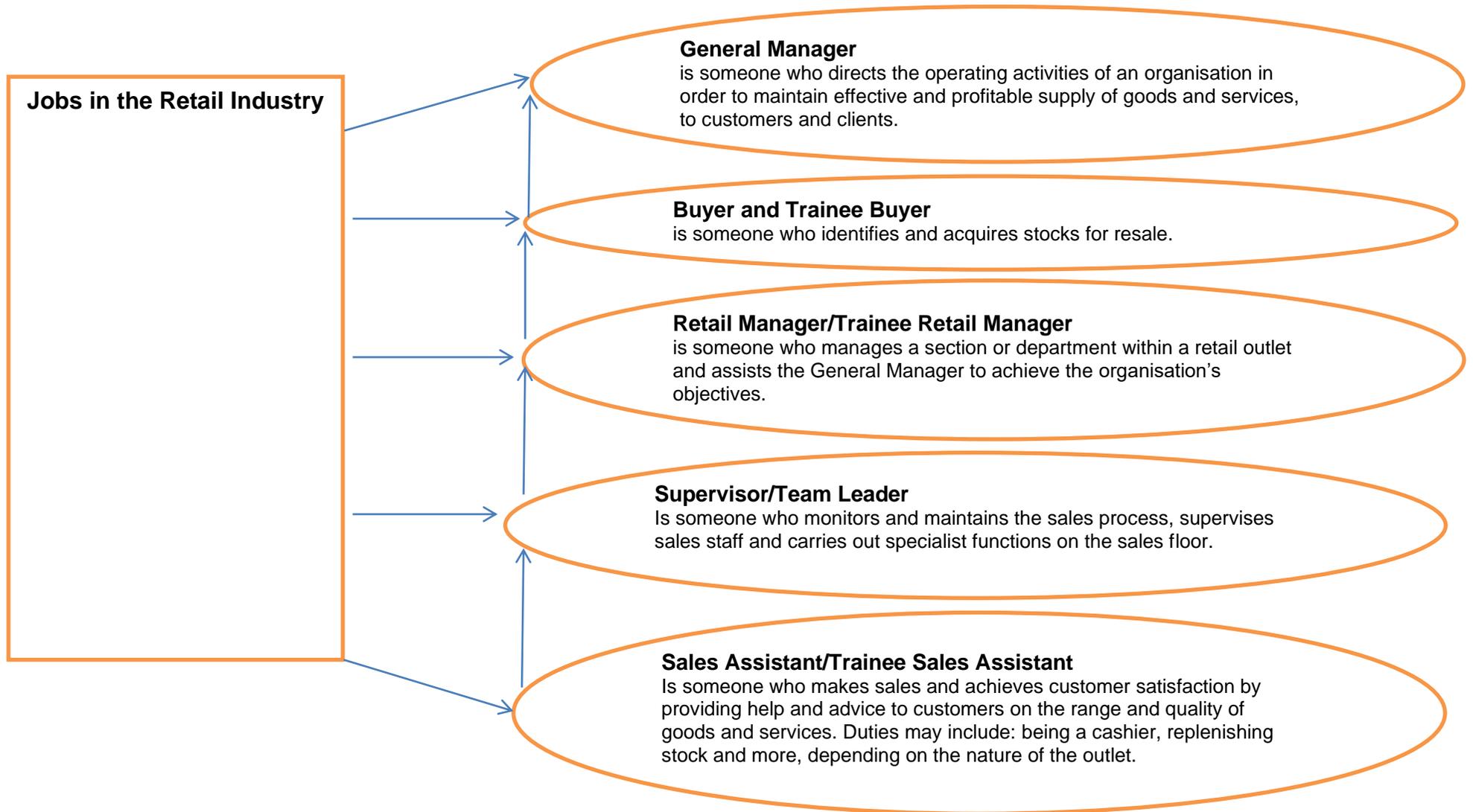
Unit title	Code	SCQF level	NOS	Description
			C.208 (P)	Provide information and advice to meet the needs of retail customers
Retailing: Storing, Replenishing and Displaying Stock	F33H 11	5	B.101 (K)	Know how to move goods and materials manually in a retail environment
			B.101 (P)	Move goods and materials manually in a retail environment
			B.102 (K)	Know how to check stock levels in a retail environment
			B.102 (P)	Check stock levels in a retail environment
			B.103 (K)	Know how to fill shelves in a retail environment
			B.103 (P)	Fill shelves in a retail environment
			B.206 (K)	Know how to replenish stock on sale in a retail environment
			B.206 (P)	Replenish stock on sale in a retail environment
			C.201 (K)	Know how to prepare display areas and materials in a retail store
			C.201 (P)	Prepare display areas and materials in a retail store
			C.202 (K)	Know how to set up and dismantle displays in a retail store
			C.202 (P)	Set up and dismantle displays in a retail store
			C.237 (K)	Know how to dismantle retail displays
			C.237 (P)	Dismantle retail displays
			E.104 (K)	Know how to lift and handle goods safely in a retail environment
			E.104 (P)	Lift and handle goods safely in a retail environment
			E.108 (K)	Know how to get rid of waste and litter in a retail environment
			E.108 (P)	Get rid of waste and litter in a retail environment

Unit title	Code	SCQF level	NOS	Description
Retailing: Planning and Implementing an Event	F33K 11	5	C.202 (K)	Know how to set up and dismantle displays in a retail store
			C.202 (P)	Set up and dismantle displays in a retail store
			C.237 (K)	Know how to dismantle retail displays
			C.237 (P)	Dismantle retail displays
			E.105 (K)	Know how to work well as part of a retail team
			E.105 (P)	Work well as part of a retail team
			E.208 (K)	Know how to work effectively in your retail team
			E.208 (P)	Work effectively in your retail team
			E.301 (K)	Know how to identify opportunities for solving problems and improving retail operations
			E.301 (P)	Identify opportunities for solving problems and improving retail operations
Selling Skills	F3PJ 11	5	C.206 (K)	Know how to identify opportunities to increase retail sales of particular products
			C.206 (P)	Identify opportunities to increase retail sales of particular products
			C.207 (K)	Know how to promote particular retail products
			C.207 (P)	Promote particular retail products
			C.208 (K)	Know how to provide information and advice to meet the needs of retail customers
			C.208 (P)	Provide information and advice to meet the needs of retail customers
			C.214 (K)	Know how to provide service at point of sale in a retail store
			C.214 (P)	Provide service at point of sale in a retail store
			C.314 (K)	Know how to provide an after-sales service to retail clients

Unit title	Code	SCQF level	NOS	Description
			C.314 (P)	Provide an after-sales service to retail clients
Stock Handling	H1SG 11	5	B.102 (K)	Know how to check stock levels in a retail environment
			B.102 (P)	Check stock levels in a retail environment
			B.203 (K)	Know how to check storage arrangements for goods and materials in a retail environment
			B.203 (P)	Check storage arrangements for goods and materials in a retail environment
			B.247 (K)	Know how to check stock levels and sort out problems with stock levels
			B.247 (P)	Check stock levels and sort out problems with stock levels
			E.104 (K)	Know how to lift and handle goods safely in a retail environment
			E.104 (P)	Lift and handle goods safely in a retail environment
Retail Mix and Effective Merchandising	H1SF 11	5	C.302 (K)	Know how to assess how effective displays are in a retail environment
			C.302 (P)	Assess how effective displays are in a retail environment
			C.201 (K)	Know how to prepare display areas and materials in a retail store
			C.201 (P)	Prepare display areas and materials in a retail store
			C.330 (K)	Know how to interpret requirements for retail displays
			C.330 (P)	Interpret requirements for retail displays
			C.230 (K)	Know how to interpret design briefs for retail displays
			C.230 (P)	Interpret design briefs for retail displays
			C.238 (K)	Know how to store equipment, props and graphics for retail displays
			C.238 (P)	Store equipment, props and graphics for retail displays
			C.336 (K)	Know how to assess and report the effect of retail displays and

Unit title	Code	SCQF level	NOS	Description
				layouts
			C.336 (P)	Assess and report the effect of retail displays and layouts
Visual Merchandising	H1SH 11	5	C.234 (K)	Know how to evaluate and improve retail displays
			C.234 (P)	Evaluate and improve retail displays
			C.232 (K)	Know how to dress in-store displays to guidelines
			C.232 (P)	Dress in-store displays to guidelines
			C.235 (K)	Know how to order graphic materials to meet retail display needs
			C.235 (P)	Order graphic materials to meet retail display need
			C.236 (K)	Know how to position graphic materials to support retail displays
			C.236 (P)	Position graphic materials to support retail displays
			C.237 (K)	Know how to dismantle retail displays
			C.237 (P)	Dismantle retail displays
			C.238 (K)	Know how to store equipment, props and graphics for retail displays
			C.238 (P)	Store equipment, props and graphics for retail displays
Retail Buying	H1SJ 11	6	B.306 (K)	Know how to choose suppliers and order stock for retail sale
Marketing Basic Principles	F390 11	6	C.206 (K)	Know how to identify opportunities to increase retail sales of particular products
			C.207 (K)	Know how to promote particular retail products

Appendix 2: Jobs in the Retail Industry



Appendix 3: Core Skills Map

Unit	Code	Communication		Numeracy		Information and Communication Technology	
		Written	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information
Retailing: Working in Retail	F33G 11	S(5)	S(5)			S(5)	S(5)
Retailing: Satisfying Customer Needs	F33J 11	S(5)	S(5)				
Retailing: Storing, Replenishing and Displaying Stock	F33H 11			S(5)	S(5)		
Retailing: Planning and Implementing an Event	F33K 11	S(5)	S(5)				
Selling Skills	F3PJ 11	S(5)	S(5)				
Stock Handling	H1SG 11	S(5)	S(5)	S(5)	S(5)	S(5)	S(5)
Marketing Basic Principles	F390 11	S(5)	S(5)				
Retail Mix and Effective Merchandising	H1SF 11	S(5)	S(5)				
Visual Merchandising	H1SH 11	S(5)	S(5)	S(5)	S(5)		
Fashion: An Introduction	FP21 11	S(5)	S(5)			S(5)	S(5)
Retail Fashion Industry	H1SE 11	S(5)	S(5)	S(5)	S(5)	S(5)	S(5)
Distribution and Storage of Goods	F4T1 11	S(5)	S(5)	S(5)	S(5)	S(5)	S(5)
Consumer Studies	H1SD 11	S(5)	S(5)			S(5)	S(5)
Retail Buying	H1SG 12	S(5)	S(5)	S(5)	S(5)	S(5)	S(5)
Marketing: An Introduction	F5G2 10	S(5)	S(5)	S(5)	S(5)	S(5)	S(5)
Marketing Mix	F6V0 12	S(6)	S(6)			S(6)	S(6)
Fashion Merchandising: An Introduction	FP72 12	S(6)	S(6)			S(6)	S(6)
Art & Design: Web Project	F5C3 12	S(6)	S(6)			S(6)	S(6)
Computing: Web Design Fundamentals	F181 11					E(3)	E(3)

Key: S = Signposted E() = Embedded (SCQF level)	Code	Problem Solving			Working with Others	
		Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
Unit						
Retailing: Working in Retail	F33G 11	S(5)	S(5)	S(5)		
Retailing: Satisfying Customer Needs	F33J 11					
Retailing: Storing, Replenishing and Displaying Stock	F33H 11				S(5)	S(5)
Retailing: Planning and Implementing an Event	F33K 11	S(5)	S(5)	S(5)	S(5)	S(5)
Selling Skills	F3PJ 11	S(5)	S(5)	S(5)		
Stock Handling	H1SG 11					
Marketing Basic Principles	F390 11	S(5)	S(5)	S(5)		
Retail Mix and Effective Merchandising	H1SF 11	S(5)	S(5)	S(5)		
Visual Merchandising	H1SH 11	S(5)	S(5)	S(5)		
Fashion: An Introduction	FP21 11	S(5)	S(5)	S(5)		
Retail Fashion Industry	H1SE 11					
Distribution and Storage of Goods	F4T1 11					
Consumer Studies	H1SD 11	S(5)	S(5)	S(5)		
Retail Buying	H1SG 12	S(5)	S(5)	S(5)		
Marketing: An Introduction	F5G2 10	S(5)	S(5)	S(5)	S(5)	S(5)
Marketing Mix	F6V0 12	E(4)				
Fashion Merchandising: An Introduction	FP72 12	E(5)	S(6)	S(6)		
Art & Design: Web Project	F5C3 12	S(6)	S(6)	S(6)		
Computing: Web Design Fundamentals	F181 11					

Key: S = Signposted E() = Embedded (SCQF level)	Code	Communication		Numeracy		Using Information and Communication Technology	
		Written	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information
Unit							
Numeracy	F3GF 10 F3GF11 F3GF 12			E(4/5/6)	E(4/5/6)		
Communication	F3GB 10 F3GB11 F3GB 12	E(4/5/6)	E(4/5/6)				
Working with Others	F3GE 10 F3GE11 F3GE 12						
Personal Development: Self and Work	H18P 44						
Personal Development: Self and Work	F37X 10						
Working for Yourself	FM28 10	S(5)	S(5)			S(5)	S(5)
Enterprise Skills	J614 44						
Financial Skills for a Small Business: An Introduction	F5G5 10	S(5)	S(5)	S(5)	S(5)		

Key: S = Signposted E() = Embedded (SCQF level)	Code	Problem Solving			Working with Others	
		Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
Unit						
Numeracy	F3GF 10 F3GF11 F3GF 12					
Communication	F3GB 10 F3GB11 F3GB 12					
Working with Others	F3GE 10 F3GE11 F3GE 12				E(4/5/6)	E(4/5/6)
Personal Development: Self and Work	H18P 44	E(4)				
Personal Development: Self and Work	F37X 10	E(4)	E(4)	E(4)	S(5)	S(4)
Working for Yourself	FM28 10	S(5)	S(5)	S(5)		
Enterprise Skill	J614 44	E(4)	E(4)	E(4)	E(4)	E(4)
Financial Skills for a Small Business: An Introduction	F5G5 10					

Appendix 4: Progression routes

