



# Skills for Work Course — Retailing Intermediate 2

## Structure of the Course

This Course is at Intermediate 2 and consists of 4 x 40 hour mandatory Units.

The mandatory Units are:

- ◆ *Retailing: Working in Retail (Intermediate 2)* *1 credit*
- ◆ *Retailing: Storing, Replenishing and Displaying Stock (Intermediate 2)* *1 credit*
- ◆ *Retailing: Satisfying Customer Needs (Intermediate 2)* *1 credit*
- ◆ *Retailing: Planning and Implementing an Event (Intermediate 2)* *1 credit*

## Summary of Course content

The Intermediate 2 Retailing Course has been designed to provide an introductory qualification in retail which reflects employability skills identified as being important by many employers, including those within the retail sector. The Course provides opportunities for candidates to develop general and practical skills as well as knowledge and understanding of the key aspects of retailing through providing a broad experiential introduction to the retail sector.

The following employability skills are key to the Course and there are opportunities to develop them through the activities and tasks built into the Course.

- ◆ Ability to follow instructions
- ◆ Appropriate appearance
- ◆ Awareness of health and safety at work
- ◆ Awareness of the importance of good timekeeping and attendance
- ◆ Customer care skills
- ◆ Efficient use of time and resources
- ◆ Flexibility and adaptability
- ◆ Interview skills
- ◆ Listening and talking skills
- ◆ Planning and organising skills
- ◆ Positive attitude to workplace and learning

- ◆ Problem solving
- ◆ Seek feedback from others
- ◆ Self respect and showing respect and consideration for others
- ◆ Self-review and evaluation.
- ◆ Understanding roles and responsibilities in the workplace
- ◆ Working co-operatively with others

Candidates will be provided with the opportunity to participate in activities in a learning environment similar to that of a retail environment. In addition they will have the opportunity to develop an understanding of the needs of a retailer including aspects of health and safety involved when handling stock, appreciating and understanding the importance of the customers to retailers and skills in the areas of communicating with customers, working with others and problem solving skills.

## Summary of content of each Unit

*Retailing: Working in Retail (Intermediate 2)*

*(1 credit)*

This Unit will provide candidates with the opportunity to develop identified employability skills by carrying out practical activities in a realistic working environment. This could be within a retail organisation or a shop within college or school. A simulated environment should closely resemble a working store environment.

Candidates will be encouraged to develop their employability skills through good timekeeping and attendance, following instructions, working as part of a team and dealing with customers.

In addition, candidates will learn about the nature of retailing as an industry and explore the variety of job roles available within it. They will also learn about the skills identified as being important by retail employers and what they expect from potential employees. Candidates will also have the opportunity to participate in group and one to one interviews.

*Retailing: Storing, Replenishing and Displaying Stock (Intermediate 2)*

*(1 credit)*

This Unit is based on the principles of the 5 ‘Rs’ — having the right product in the right place at the right time, in the right quantity and at the right price. The Unit focuses on the practical needs of retailing giving the candidates the opportunity to learn about stock handling, stock replenishment and display. The legal requirements of pricing and health and safety at work will also be linked to these topics.

Candidates will be able to demonstrate their learning while carrying out practical activities. Candidates will have the opportunity to develop skills relating to working co-operatively with others, ability to follow instructions, planning and organising their work while undertaking this Unit.

*Retailing: Satisfying Customer Needs (Intermediate 2)*

*(1 credit)*

Candidates will learn about the skills and knowledge that are important when providing a high degree of customer satisfaction. Candidates will also learn about the features and benefits of products, complementary products, listening and questioning

techniques, interacting with customers and how to be effective when dealing with customer complaints. The focus of learning will be on candidates acquiring good communication skills that will be used to establish and respond to customer needs. Candidates will identify opportunities to maximise sales and in doing so will learn how good service and appropriate selling skills can improve sales for a retailer.

Current consumer legislation and how it affects retailers will also be explored. This will cover the Sale and Supply of Goods Act, including age related restrictions, Trades Description Act, Data Protection Act and Disabilities Discrimination Act. The focus is to provide candidates with an understanding of how current consumer legislation impacts on the retail environment.

*Retailing: Planning and Implementing an Event (Intermediate 2)*

*(1 credit)*

This Unit will provide candidates with the opportunity to develop transferable skills that are desirable to the retail industry along with many others. Candidates will be required to plan, implement and finally evaluate an event. In doing so they will be required to work effectively with others, further develop their communications skills and skills in planning and organisation. Candidates will have opportunities to develop their problem solving abilities when completing this Unit due to the complexities of planning and implementing an event.

## **Assessment approaches**

Assessment in this Course will be based on both performance evidence through candidates performing a range of practical activities, supported by assessor observation checklists and written and/or oral evidence through candidate folio evidence, case study scenarios and question and answer. Candidates will also carry out self-review and evaluation of their progress in employability skills.

The Units for this Course have been designed so that assessment evidence may be used across more than one unit.

Each Unit will be supported by a National Assessment Bank (NAB) item which will provide an assessment package and will exemplify the national standard.

## **Experience of the workplace**

Candidates should have the opportunity to develop relevant practical vocational skills, as well as a variety of employability skills. While the vocational skills will be retail specific, the nature of employability skills, being transferable, will have relevance to the wider world of work.

It is particularly important that candidates have contact with retailers and retail workplaces while participating in this Course. Candidates also will need to be provided with advice and guidance relating to what is expected of them while working in retailing. They must be given clear information with regards to appearance, appropriateness of dress, attitude, and behaviour while in a situation that reflects retailing.

Centres are encouraged to develop links with employers and industry representatives who may be able to offer support in terms of visiting speakers and arranging visits to retail organisations. This is particularly relevant to the Unit *Retailing: Working in Retail (Intermediate 2)*. Such visits will be helpful to candidates when investigating the different jobs within the retailing industry.

Centres should ensure that candidates become familiar with health and safety in the retail workplace and their responsibilities to themselves, the retailer and to the members of the public within a retail environment. Candidates will have the opportunity to learn in detail about how health and safety legislation protects both customers and employees while undertaking Outcome 1 in the Unit *Retailing: Storing, Replenishing and Displaying Stock (Intermediate 2)*

## **Resource requirements**

It is recommended that centres work in partnership with other organisations to assist in offering a realistic working environment. This may be schools working with colleges, retailers or training providers to ensure that candidates have opportunities which allow them to develop desirable employability skills. Internet access is desirable to assist in candidate's research of retailers and access to video equipment is beneficial when undertaking role play while learning communication techniques associated with customer satisfaction. It should be apparent to candidates that this course is not a classroom based course but involves opportunities to undertake practical tasks which are everyday tasks in a retail environment.

## **Progression**

This Course or its Units may provide progression to:

- ◆ Further/Higher education
- ◆ Modern Apprenticeships in Retail
- ◆ Scottish Vocational Qualifications in Retail at SCQF level 5
- ◆ Suitable training/employment

## **Publication of Course and Unit Specifications**

Course and Unit Specifications will be published on SQA's website by April 2008 ([www.sqa.org.uk/skillsforwork](http://www.sqa.org.uk/skillsforwork)).

## **Launch event**

This Course will be launched mid March 2008 in Dundee.

## **Publication of NABs**

Nabs will be available from mid March 2008.

## **Publication of Learning and Teaching Support Packs**

Learning and teaching support packs are being produced by the Scottish Further Education Unit to support this Course. These are planned for publication on the SFEU website by August 2008 ([www.sfeu.ac.uk](http://www.sfeu.ac.uk)).