

SQA Qualifications in Retail



SVQs in Retail

- Retail Skills Level 1
- Retail Skills Level 2
- Retail (Sales Professional) Level 3
- Retail (Visual Merchandising) Level 3
- Retail (Management) Level 3

The SVQs in Retail are based on the National Occupational Standards (NOS) which have been developed by the relevant Sector Skills Council and are intended for people who work in the industry. These people may be working as:

- retail sales people
- retail assistants
- counter assistants
- stockroom/warehouse assistants
- visual merchandisers
- cash point operators
- managers in all of the above roles

They will need to be able to show that they have the appropriate industry-specific skills and knowledge to meet the requirements of their selected SVQ level.

The SVQs are designed to be assessed in the workplace, or in conditions of the workplace. Examples of the settings or centres in which the SVQs are likely to be delivered include large and small retail outlets from the following list:

- department stores
- specialist retailers, eg electrical, IT, mobile phones, fashion, beauty products, DIY stores
- food retailers, eg greengrocers, fishmongers, bakers, butchers
- cash and carry outlets
- supermarkets



Skills for Work Retailing (SCQF level 5)

The Course provides a broad introduction to the retail sector, providing opportunities for candidates to develop general and practical skills, as well as knowledge and understanding of the key aspects of retailing.

Employability skills are a key part of the Course, and there are opportunities to develop them through activities and tasks.

Candidates will get opportunities to participate in activities in a learning environment that is similar to a retail environment. In addition, they will be able to develop an understanding of retailers' needs, including:

- health and safety when handling stock
- appreciating and understanding the importance of the customers
- skills in communicating with customers, working with others and problem solving skills



This Course is made up of four Units:

- Retailing: Working in Retail
- Retailing: Storing, Replenishing and Displaying Stock
- Retailing: Satisfying Customer Needs
- Retailing: Planning and Implementing an Event

The employability skills that the Course develops are:

- 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

HNC/HND Retail Management

An HNC and an HND in Retail Management are also available.

The HN qualifications in Retail Management are designed to equip candidates with the knowledge, understanding and skills required for success in employment or for progression to further academic and/or professional qualifications.

The retail industry is an 'organic' environment that is always developing, so it will need managers in the future who are aware of the difficulties faced and know how to react to the changing marketplace. Retailers have to use strategic marketing, management and training initiatives, meaning that every employee has to work towards the same aim – customer satisfaction at a profit. The HNC and HND in Retail Management take full account of this environment.

They are designed for candidates who want to enter into retail positions at an operational, supervisory/team leader or managerial level. They have a heavy focus on customer service and retail-specific knowledge, understanding and skills. Practical skills are developed in realistic business scenarios. The HNC and HND will also prepare candidates for further study either in higher education or occupational qualifications in the workplace.

Current SQA qualifications in Retail

SCQF* level	SQA National Units Courses and Group Awards	Higher Education	Scottish Vocational Qualifications (SVQs)	SCQF level
12				12
11				11
10				10
9				9
8		HND in Retail Management		8
7		HNC in Retail Management	Retail (Sales Professional) at SVQ Level 3	7
6			Retail (Visual Merchandising) at SVQ Level 3 Retail (Management) at SVQ Level 3	6
5	Skills for Work Retailing		Retail Skills at SVQ Level 2	5
4			Retail Skills at SVQ Level 1	4
3				3
2				2
1				1

*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.



If you would like more information about any of the qualifications mentioned in this leaflet, such as course content, please contact our Customer Contact Centre on 0845 279 1000 or e-mail customer@sqa.org.uk

Alternatively, if you are a centre considering offering any qualifications mentioned in this leaflet, please contact our Business Development team on 0303 333 0330 or e-mail mycentre@sqa.org.uk



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DD4660 May 2009