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| **Core Skills Signposting** |  |
| **Retail Sector** |  |
| **Qualification Titles:**  **SVQ Retail Skills at SCQF Level 4**  **SVQ Retail Skills at SCQF Level 5**  **SVQ Retail (Management) at SCQF Level 6**  **SVQ Retail (Sales Professional) at SCQF Level 6**  **SVQ Retail (Visual Merchandising) at SCQF Level 6** |  |
| **Developed by People 1st** |  |
| **Approved by ACG - 7 March 2018** |  |
| **Version 1** |  |

## Introduction

Core Skills signposting indicates if there are opportunities within units to develop Core Skills in the workplace to a specified SCQF level. The signposting document should also acknowledge where there are no opportunities to develop Core Skills. This signposting can be used by providers and assessors to plan the development and assessment of Core Skills.

The five Core Skills are:

 Communication

 Information and Communication Technology

 Numeracy

 Problem Solving

 Working with Others

\*SSO may insert additional introductory text to contextualise the core skills signposting to their sector\*

## Core Skills Signposting

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| Retail Skills | | | | | | |
| **URN** | **Unit title** | **Communication** | **ICT** | **Numeracy** | **Problem Solving** | **Working with Others** |
| CFACSA4 | Give customers a positive impression of yourself and your organisation | 4 |  |  | 3 | 3 |
| CFACSB10 | Organise the delivery of reliable customer service | 4 | 3 | 3 | 5 | 5 |
| CFACSB11 | Improve the customer relationship | 5 | 4 | 4 | 6 | 5 |
| CFACSD2 | Support customer service improvements | 5 |  |  | 5 | 5 |
| CFACSD8 | Work with others to improve customer service | 5 |  |  | 6 | 6 |
| CFACSD11 | Lead a team to improve customer service | 5 |  |  | 4 | 6 |
| IMPCB101 | Select weigh and measure ingredients in bakery operations | 4 |  | 4 | 3 |  |
| IMPCB105 | Divide, mould and shape fermented dough in bakery operations | 3 |  | 3 | 3 |  |
| PPL.B101 | Move goods and materials manually in a retail organisation | 3 |  | 3 |  | 4 |
| PPL.B102 | Check stock levels in a retail organisation | 3 |  | 3 |  |  |
| PPL.B103 | Replenish stock on the sales floor in a retail organisation | 3 |  | 3 |  | 3 |
| PPL.B105 | Sort and prepare donated goods in a retail-charity organisation for selling or recycling | 3 |  |  |  |  |
| PPL.B201 | Prepare to receive deliveries in a retail organisation | 4 |  | 3 | 3 | 3 |
| PPL.B202 | Receive deliveries and check storage arrangements of goods in a retail organisation | 4 | 3 | 3 | 3 | 3 |
| PPL.B204 | Put goods into storage in a retail organisation | 3 |  | 3 |  |  |
| PPL.B205 | Check the level of goods on sale in a retail organisation | 4 | 3 | 4 | 3 | 3 |
| PPL.B206 | Replenish goods on sale in a retail organisation | 3 | 3 | 4 | 4 | 3 |
| PPL.B207 | Check the availability of goods for customer orders | 4 |  | 4 | 4 | 4 |
| PPL.B208 | Process orders for retail customers | 4 | 3 | 4 | 3 | 4 |
| PPL.B209 | Assist retail customers who need to return goods | 4 |  | 3 | 4 | 4 |
| PPL.B210 | Process refunds and returns of retail goods | 4 | 3 | 3 | 3 | 4 |
| PPL.B212 | Prepare and assemble products for selling to retail customers | 4 |  | 3 | 3 |  |
| PPL.B220 | Bake (bake-off) products for sale in a retail organisation | 3 |  | 4 |  |  |
| PPL.B221 | Finish bake-off products in a retail organisation | 3 |  | 3 |  |  |
| PPL.B224 | Prepare greengrocery products for sale in a retail organisation |  |  | 3 |  |  |
| PPL.B225 | Display and maintain greengrocery products to attract sales in a retail organisation |  |  | 3 |  |  |
| PPL.B226 | Quality check the suitability of meat products for finishing in a retail organisation | 3 |  | 3 |  |  |
| PPL.B227 | Prepare to finish meat products in a retail organisation | none |  |  |  |  |
| PPL.B228 | Achieve meat product yield and finish in a retail organisation | 3 |  | 3 |  |  |
| PPL.B235 | Maintain food safety while working with food in a retail organisation | 4 |  | 3 |  |  |
| PPL.B238 | Prepare to receive deliveries of fuel (for driver-controlled transfers) on a forecourt | 4 |  | 4 | 4 | 3 |
| PPL.B239 | Check that driver-controlled fuel transfers have been completed | 3 |  | 3 |  | 3 |
| PPL.B240 | Receive deliveries and transfer fuel on a forecourt | 3 |  | 3 | 4 | 3 |
| PPL.B243 | Organise your work to meet a dough production schedule in a retail organisation | 3 |  | 3 | 3 | 3 |
| PPL.B245 | Pick goods to fulfil customer orders in a retail organisation | 4 | 3 | 4 | 3 |  |
| PPL.B246 | Assist in loading customer orders for despatch in a retail organisation | 4 |  |  |  | 4 |
| PPL.B247 | Count stock levels and resolve problems with stock levels in a retail organisation | 4 | 3 | 4 | 4 | 4 |
| PPL.B248 | Hand-process fish in a retail organisation |  |  | 3 |  |  |
| PPL.B301 | Organise staff to receive, check and record incoming deliveries in a retail organisation | 5 |  | 4 | 4 | 6 |
| PPL.B302 | Manage staff and maintain stock records in a storage facility in a retail organisation | 5 | 4 | 4 | 4 | 6 |
| PPL.B303 | Check the storage and care of stock in a retail organisation | 5 | 4 | 4 | 4 | 6 |
| PPL.B304 | Organise an audit programme and put it into practice with a team in a retail organisation | 5 | 5 | 4 | 5 | 6 |
| PPL.B305 | Investigate problems and report the findings of stock audits in a retail organisation | 5 | 5 | 4 | 6 | 5 |
| PPL.B306 | Choose and contract with suppliers and order stock in a retail organisation | 5 | 4 | 5 |  | 5 |
| PPL.B307 | Check and evaluate the performance of suppliers of stock | 4 | 4 | 5 | 4 | 5 |
| PPL.B308 | Monitor and contribute to improving food safety in a retail organisation | 5 | 4 | 4 | 5 | 6 |
| PPL.C101 | Package goods for customers in a retail organisation | 3 |  | 3 |  | 4 |
| PPL.C201 | Prepare display areas and materials in a retail organisation in line with display plans | 3 |  | 3 |  | 4 |
| PPL.C202 | Set up and dismantle displays in line with display plans in a retail organisation | 3 |  | 3 |  | 4 |
| PPL.C203 | Label displays of stock in a retail organisation | 3 |  |  | 3 |  |
| PPL.C204 | Help retail customers find products | 4 |  |  |  | 5 |
| PPL.C205 | Help retail customers choose products | 5 |  |  |  | 5 |
| PPL.C206 | Identify opportunities to increase sales of particular products | 5 | 5 | 5 |  | 4 |
| PPL.C207 | Promote particular retail products | 5 |  | 5 |  | 4 |
| PPL.C208 | Provide information and advice to meet the requirements of retail customers | 5 |  |  | 4 | 4 |
| PPL.C209 | Help retail customers resolve complaints | 5 |  |  | 4 | 5 |
| PPL.C213 | Work out the price of customers' retail purchases |  |  | 4 | 4 | 4 |
| PPL.C214 | Provide a payment service at point of sale in a retail organisation | 4 | 4 | 4 |  | 4 |
| PPL.C215 | Process applications from retail customers for credit facilities | 4 | 3 |  |  | 4 |
| PPL.C217 | Process payments made to retail customer accounts | 4 | 4 | 4 | 4 | 4 |
| PPL.C218 | Reconcile retail customers' accounts | 4 | 4 | 5 | 4 | 4 |
| PPL.C220 | Assemble retail products at customers' premises and assist with installation and initial use | 5 |  |  |  | 4 |
| PPL.C221 | Explain to customers the features and benefits of a retail organisation's loyalty scheme and how the scheme works | 5 |  |  |  | 4 |
| PPL.C222 | Gain customer commitment to a retail organisation's loyalty scheme and assist them in completing the application | 4 |  |  |  | 4 |
| PPL.C223 | Check the customers' preferences and buying decisions when making retail sales | 5 |  |  |  | 4 |
| PPL.C224 | Provide assistance at the self-service payment point in a retail organisation | 4 | 3 |  | 4 | 4 |
| PPL.C230 | Interpret design briefs for retail displays | 4 |  |  |  |  |
| PPL.C231 | Source merchandise and props to be featured in retail displays | 4 |  | 3 | 4 | 4 |
| PPL.C232 | Dress in-store retail displays to guidelines | 4 |  |  |  |  |
| PPL.C233 | Dress window displays following a retail organisation's guidelines | none |  |  |  |  |
| PPL.C234 | Evaluate and improve retail displays |  |  |  | 3 | 4 |
| PPL.C235 | Order graphic materials to meet retail display requirements | 4 |  | 3 |  | 4 |
| PPL.C236 | Position graphic materials to support retail displays | 4 |  |  |  |  |
| PPL.C237 | Dismantle retail displays | none |  |  |  | 5 |
| PPL.C238 | Store equipment, props and graphics for retail displays | 3 |  | 3 | 3 |  |
| PPL.C239 | Confirm the requirements for props and prototypes for retail displays | 4 |  | 4 |  |  |
| PPL.C240 | Make life-size copies of items for retail displays | 4 |  | 4 |  |  |
| PPL.C241 | Make scale models of items for retail displays | 4 |  | 6 |  |  |
| PPL.C242 | Decorate fixtures and panels for retail displays | 3 |  | 5 |  |  |
| PPL.C243 | Interpret retail display layout requirements from plans, elevations and drawings | 4 |  | 5 | 4 |  |
| PPL.C244 | Follow guidelines for putting retail display layouts together | 4 |  |  | 4 |  |
| PPL.C250 | Identify the retail customers' requirements for lingerie | 4 |  |  |  | 4 |
| PPL.C251 | Measure and fit retail customers for lingerie | 4 |  | 4 | 4 | 5 |
| PPL.C252 | Follow procedures for retail sales of age-restricted products | 4 |  | 3 | 4 | 4 |
| PPL.C253 | Demonstrate beauty products to retail customers | 5 |  |  |  | 5 |
| PPL.C254 | Maintain the retail customer record-card system in a retail organisation | 4 |  | 4 |  | 4 |
| PPL.C262 | Establish retail customers' requirements and provide advice regarding tiling products | 4 |  | 4 |  | 5 |
| PPL.C263 | Advise customers upon measuring and planning for the fixing of tiles | 5 |  | 5 |  | 5 |
| PPL.C264 | Advise customers upon the fixing of their own tiles | 5 |  | 4 | 3 | 5 |
| PPL.C266 | Authorise and monitor the self-service dispensing of motor fuel on a forecourt |  | 3 | 3 | 4 |  |
| PPL.C267 | Maintain a display of cut flowers in a retail organisation that does not specialise in floristry | 4 |  |  |  | 4 |
| PPL.C268 | Help customers to choose alcoholic beverages in a retail organisation by advising on and recommending relevant products | 5 |  |  |  | 5 |
| PPL.C269 | Cash up one or more payment registers |  | 3 | 4 | 3 |  |
| PPL.C270 | Promote a retail organisation's own credit card to customers | 5 |  | 4 |  | 4 |
| PPL.C271 | Offer customers information on insurance products associated with a retail organisation's credit card | 5 |  | 4 |  | 4 |
| PPL.C272 | Help customers to apply for a retail organisation's credit card and associated insurance products | 5 | 4 | 4 |  | 4 |
| PPL.C273 | Use the dressing room facilities to create sales opportunities | 4 |  | 3 | 3 | 4 |
| PPL.C274 | Keep dressing room facilities ready for customer use |  |  |  | 3 |  |
| PPL.C275 | Promote sales of food or drink products by offering samples to customers and following relevant food safety requirements | 4 |  |  | 3 | 4 |
| PPL.C276 | Deliver products to customers' premises making the best use of time and resources | 4 |  | 3 | 3 | 4 |
| PPL.C277 | Contribute to monitoring and maintaining ease of shopping in a retail sales area |  |  |  | 3 | 4 |
| PPL.C278 | Help customers to choose delicatessen products in a specialist retail organisation | 5 |  | 3 |  | 4 |
| PPL.C279 | Portion delicatessen products to meet individual customers' requirements in a specialised retail organisation or specialist counter within a general retail organisation | 3 |  | 4 |  | 4 |
| PPL.C280 | Demonstrate products to customers in a retail organisation | 5 |  |  |  | 4 |
| PPL.C301 | Organise staff to display goods for retail sale | 5 |  |  |  | 6 |
| PPL.C302 | Assess how effective displays are in a retail organisation | 5 |  |  |  | 5 |
| PPL.C303 | Keep stock available, correctly priced and maintain quality of stock in a retail organisation | 5 | 4 | 4 | 4 | 4 |
| PPL.C306 | Identify the retail customer's credit or hire-purchase requirements | 5 | 4 | 5 |  | 4 |
| PPL.C307 | Advise retail customers on the features of borrowing facilities | 5 | 4 | 4 |  | 4 |
| PPL.C308 | Process credit or hire-purchase applications on behalf of retail customers | 5 | 3 | 4 | 3 | 4 |
| PPL.C309 | Evaluate takings practices and procedures in a retail organisation | 5 | 4 | 5 | 5 | 5 |
| PPL.C310 | Monitor practices and procedures at the payment point in a retail organisation | 5 | 4 | 5 | 5 | 5 |
| PPL.C311 | Make and review plans for finding new retail clients | 5 | 4 | 4 | 5 | 5 |
| PPL.C312 | Market a retail organisation's services to potential clients | 5 | 4 |  |  | 6 |
| PPL.C313 | Provide a consultative selling service to retail clients | 5 | 4 | 4 |  | 6 |
| PPL.C314 | Provide an after-sales service to retail clients as a result of retail client consultations | 5 | 4 | 3 | 3 | 4 |
| PPL.C315 | Decide on the value of items offered in part-exchange by retail customers | 4 |  | 4 | 3 | 5 |
| PPL.C316 | Negotiate part-exchange sales transactions with retail customers | 5 |  | 4 | 3 | 5 |
| PPL.C330 | Interpret requirements for retail displays | 4 |  |  |  | 4 |
| PPL.C331 | Choose and agree retail merchandise to be featured in retail displays | 4 |  |  | 3 | 4 |
| PPL.C332 | Identify and obtain graphic materials for retail displays | 4 |  | 4 |  | 4 |
| PPL.C333 | Co-ordinate how graphic materials are used in retail displays | 4 |  | 4 |  | 5 |
| PPL.C334 | Check how graphic materials are used in retail displays | 4 |  |  | 4 | 4 |
| PPL.C335 | Gather information about retail customers' responses to displays and layouts | 5 | 4 | 5 |  | 4 |
| PPL.C336 | Assess and report the effect of retail displays and layouts | 4 | 4 | 5 | 5 | 4 |
| PPL.C337 | Negotiate and agree costs for visual merchandising projects | 6 | 4 | 5 | 4 | 5 |
| PPL.C338 | Record and monitor costs for visual merchandising projects | 4 | 4 | 5 | 4 | 4 |
| PPL.C339 | Contribute to developing a retail organisations visual-design policy | 5 | 4 | 5 | 5 | 4 |
| PPL.C340 | Support staff putting into practice a retail organisation's visual-design policy | 5 |  | 4 | 4 | 5 |
| PPL.C341 | Develop and test solutions for retail display layouts | 5 | 4 | 4 | 4 | 4 |
| PPL.C342 | Produce guidance for putting retail display layouts together | 5 | 5 | 5 | 3 | 4 |
| PPL.C355 | Help customers to choose specialist products in a retail organisation | 5 |  | 4 | 3 | 4 |
| PPL.C356 | Demonstrate specialist products to customers in a retail organisation | 5 |  |  |  | 4 |
| PPL.C412 | Monitor and improve customers' experience of a retail organisation | 5 |  | 4 |  | 5 |
| PPL.D002 | Develop effective relationships with customers within a retail organisation | 5 | 4 | 5 | 4 | 5 |
| PPL.D004 | Monitor and resolve customer complaints within a retail organisation | 5 |  |  | 4 | 4 |
| PPL.E002 | Recruit and retain staff in a retail organisation | 5 | 4 | 4 | 4 | 5 |
| PPL.E003 | Plan and allocate work to staff in a retail organisation | 4 |  | 3 | 3 | 5 |
| PPL.E101 | Identify and report security risks in a retail organisation | 4 |  | 3 | 3 | 3 |
| PPL.E102 | Identify and seek assistance when accidents and emergencies occur in a retail organisation | 3 |  |  | 3 | 3 |
| PPL.E103 | Maintain health and safety procedures in a retail organisation | 3 |  |  |  | 3 |
| PPL.E104 | Manually lift and handle goods and materials safely in a retail organisation | 3 |  | 3 |  | 3 |
| PPL.E105 | Work effectively as part of a team in a retail organisation | 4 |  | 3 | 3 | 4 |
| PPL.E106 | Follow a training plan for your own learning to improve your skills and knowledge in a retail organisation | 4 |  |  | 3 | 4 |
| PPL.E107 | Keep work surfaces clean in a retail organisation | 3 |  |  |  | 3 |
| PPL.E108 | Safely remove and dispose of waste and litter in a retail organisation | 3 |  |  |  | 3 |
| PPL.E109 | Maintain personal hygiene in a retail organisation | None |  |  |  |  |
| PPL.E205 | Help maintain security in a retail organisation | 3 |  |  | 3 | 3 |
| PPL.E206 | Deal with accidents and emergencies within the limits of your authority in a retail organisation | 4 |  |  | 3 | 3 |
| PPL.E207 | Contribute to reducing risks to health and safety in a retail organisation | 4 |  |  | 3 | 3 |
| PPL.E209 | Improve the way you learn in a retail organisation | 4 |  |  | 4 | 4 |
| PPL.E210 | Prepare newspapers and magazines for return to the merchandiser | 3 |  | 3 |  |  |
| PPL.E211 | Monitor and support secure use of the payment register and service area in a retail organisation | 3 | 3 | 4 | 4 | 4 |
| PPL.E212 | Check the accuracy of records of hours worked in a retail organisation | 4 | 4 | 4 | 4 | 4 |
| PPL.E301 | Identify and analyse opportunities for solving problems and improving retail operations | 5 | 5 | 5 | 6 | 4 |
| PPL.E302 | Recommend, agree and contribute to implementing improvements to retail operations | 5 | 4 | 4 | 4 | 5 |
| PPL.E304 | Monitor and maintain security in a retail organisation | 4 |  |  | 4 | 4 |
| PPL.E305 | Monitor, identify and investigate loss and wastage in a retail organisation | 5 | 4 | 5 | 5 | 4 |
| PPL.E306 | Assess, monitor and control risks to health and safety and provide training in a retail organisation | 5 | 4 | 4 | 4 | 4 |
| PPL.E307 | Take a safe and active role when accidents and emergencies occur in a retail organisation | 4 |  |  |  | 4 |
| PPL.E308 | Plan staffing levels and prepare work schedules for a retail organisation | 4 | 4 | 4 | 4 | 4 |
| PPL.E309 | Monitor work targets to make changes in staffing levels in a retail organisation | 5 | 3 | 4 | 4 | 4 |
| PPL.E314 | Monitor the service provided to customers by external suppliers of a retail organisation | 4 |  | 3 | 4 | 4 |
| PPL.E315 | Evaluate and improve external suppliers service to customers of a retail organisation | 4 | 3 | 4 |  | 4 |
| PPL.E335 | Support effective team working in a retail organisation | 5 |  |  | 4 | 6 |
| PPL.E336 | Contribute to the planning, organisation and evaluation of your own learning in a retail organisation | 5 |  | 4 |  | 4 |
| PPL.E337 | Help colleagues to learn in a retail organisation | 5 |  |  |  | 5 |
| PPL.E338 | Manage a team on a temporary basis in a retail organisation | 5 |  | 3 | 5 | 6 |
| PPL.MCR01 | Work productively with colleagues in a multi-channel retail organisation | 5 | 4 |  | 4 | 5 |
| PPL.MCR02 | Work with colleagues to encourage innovation in a multi-channel retail organisation | 5 | 4 |  | 4 | 5 |
| PPL.MCR03 | Update product information on a trading website | 5 | 5 | 4 | 4 | 5 |
| PPL.MCR05 | Provide support to individual retail customers of a trading website | 5 | 4 | 4 | 4 | 4 |
| PPL.MCR06 | Analyse feedback from retail customers of a multi-channel retail organisation when goods are returned | 5 | 4 | 5 | 4 | 4 |
| PPL.MCR07 | Manage a social network on a trading website | 5 | 5 |  | 4 | 5 |
| PPL.MCR15 | Use in-store online facilities to achieve retail sales | 5 | 5 | 4 | 4 | 5 |
| PPL.MCR16 | Advise and support customers in a retail organisation on the use of online retail facilities | 5 | 5 |  | 4 | 5 |
| PPL.MCR17 | Motivate colleagues to promote online retail facilities to retail customers | 5 | 5 |  | 4 | 5 |
| PPL.MCR18 | Maintain the confidentiality and security of online data regarding retail customers | 5 | 4 | 3 | 4 | 4 |

Footer – all numbers refer to SCQF level – any blanks indicate no opportunity