Qualification structures for the SVQs for Retail

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www.skillsmartretail.com

Published by:

Skillsmart Retail Ltd
The Sector Skills Council for Retail
4th Floor
93 Newman Street
London
W1T 3EZ

Tel: 020 7462 5060
Fax: 020 7462 5061
Email: contactus@skillsmartretail.com
Web: www.skillsmartretail.com

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SVQ 1 Retail Skills

The overall SCQF level of this qualification is Level 4.

Candidates must successfully complete a total of **five** units. These units will comprise:

The mandatory unit E.03 (SCQF level 4)

and

Three optional units at SCQF level 4

and

One further unit, which may be taken:

From the optional units at SCQF level 4

or

From the optional units at SCQF level 5

Mandatory Unit

Candidates must achieve the following unit:

SCQF 4	Unit E.03	Work effectively in your retail team

Optional Units

Candidates must achieve a further **four** units. **At least three** of these must be chosen from the following units at **SCQF level 4**:

Stock management

SCQF 4	Unit B.01	Move goods and materials manually in a retail environment
SCQF 4	Unit B.08	Process donated goods for resale or recycling in a retail environment
SCQF 4	Unit B.29	Load orders for despatch from a retail store to customers

Product expertise

SCQF 4	Unit B.20	Contribute to food safety in a retail environment
SCQF 4	Unit C.58	Provide a counter/takeaway service *(People 1st)* ***Replaces C.44***

Merchandising

SCQF 4	Unit B.02	Keep stock at required levels in a retail environment
SCQF 4	Unit C.51	Contribute to monitoring and maintaining ease of shopping in a retail sales area

Customer service

SCQF 4	Unit C.01	Wrap and pack goods for customers in a retail environment

Organisational effectiveness

SCQF 4	Unit E.01	Help to keep the retail unit secure
SCQF 4	Unit E.02	Help to maintain health and safety in a retail environment
SCQF 4	Unit E.04	Keep the retail environment clean and hygienic (non-food)

SVQ 1 Retail Skills

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A **maximum of one SCQF level 5** unit can be taken from:

Sales

SCQF 5	Unit C.03	Help customers choose products in a retail environment
SCQF 5	Unit C.04	Maximise product sales in a retail environment
SCQF 5	Unit C.05	Provide information and advice to customers in a retail environment
SCQF 5	Unit C.06	Demonstrate products to customers in a retail environment
SCQF 5	Unit C.12	Promote loyalty schemes to customers in a retail environment
SCQF 5	Unit C.47	Promote the store's credit card to customers
SCQF 5	Unit C.52	Help customers to apply for the store's credit card and associated insurance products

Stock management

SCQF 5	Unit B.03	Receive goods and materials into storage in a retail environment
SCQF 5	Unit B.04	Put goods and materials into storage in a retail environment
SCQF 5	Unit B.06	Process customer orders for goods in a retail environment
SCQF 5	Unit B.28	Pick products in a retail store to fulfil customer orders
SCQF 5	Unit B.30	Check stock levels and sort out problems with stock levels in a retail store
SCQF 5	Unit E.20	Prepare newspapers and magazines for return to the merchandiser

Product expertise

Clothing and footwear

SCQF 5	Unit C.17	Provide the lingerie fitting service in a retail environment
SCQF 5	Unit C.48	Provide service to customers in the dressing room of a retail store

Food and drink

SCQF 5	Unit B.10	Process bake-off products for sale in a retail environment
SCQF 5	Unit B.12	Process greengrocery products for sale in a retail environment
SCQF 5	Unit B.13	Finish meat products by hand in a retail environment
SCQF 5	Unit B.21	Maintain food safety while working with food in a retail environment
SCQF 5	Unit B.31	Hand-process fish in a retail environment ***Replaces B.11***
SCQF 5	Unit B.32	Contribute to the control and efficiency of dough production in a retail environment ***Replaces B.17***
SCQF 5	Unit B.33	Select weigh and measure bakery ingredients *(Improve)* ***Replaces B.18***
SCQF 5	Unit B.34	Hand divide, mould and shape fermented doughs *(Improve)* ***Replaces B.19***
SCQF 5	Unit C.49	Promote sales of food or drink products by offering samples to customers
SCQF 5	Unit C.54	Help customers to choose delicatessen products in a retail outlet
SCQF 5	Unit C.55	Portion delicatessen products in a retail outlet to meet individual customers' requirements

SVQ 1 Retail Skills

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Product expertise

Home and garden

SCQF 5	Unit C.40	Establish customer needs and provide advice regarding tiling products
SCQF 5	Unit C.41	Advise customers upon measuring and planning for the fixing of tiles
SCQF 5	Unit C.42	Advise customers upon the fixing of tiles

Motor fuel

SCQF 5	Unit B.23	Receive driver-controlled deliveries of fuel on a petrol forecourt
SCQF 5	Unit B.24	Control deliveries of motor fuel on a forecourt
SCQF 5	Unit C.39	Process the self-service dispensing and purchase of motor fuel on a forecourt

Other

SCQF 5	Unit B.09	Prepare products for sale to customers in a retail environment
SCQF 5	Unit C.11	Assemble retail products in customer's home/workplace
SCQF 5	Unit C.35	Promote beauty products to retail customers
SCQF 5	Unit C.37	Help customers to buy National Lottery products in a retail environment
SCQF 5	Unit C.43	Maintain a display of cut flowers in a retail store
SCQF 5	Unit C.50	Deliver retail products to the customer’s premises

Merchandising

SCQF 5	Unit B.05	Keep stock on sale at required levels in a retail environment

Visual merchandising

SCQF 5	Unit C.02	Display stock to promote sales to customers in a retail environment
SCQF 5	Unit C.18	Follow guidelines for planning and preparing visual merchandising displays
SCQF 5	Unit C.19	Follow guidelines for dressing visual merchandising displays
SCQF 5	Unit C.20	Order graphic materials for visual merchandising displays
SCQF 5	Unit C.21	Dismantle and store visual merchandising displays
SCQF 5	Unit C.22	Make props for visual merchandising displays
SCQF 5	Unit C.23	Put visual merchandising displays together

Management and leadership

SCQF 5	Unit E.16	Allocate and check work in your team *(CfA Business Skills @ Work)*

SVQ 1 Retail Skills

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Finance and administration

SCQF 5	Unit C.08	Process payments for purchases in a retail environment
SCQF 5	Unit C.09	Process payments and credit applications for purchases in a retail environment
SCQF 5	Unit C.10	Process cash and credit transactions in a retail environment
SCQF 5	Unit C.36	Follow point-of-sale procedures for age-restricted products in a retail environment
SCQF 5	Unit C.46	Cash up in a retail store
SCQF 5	Unit E.22	Check the accuracy of records of hours worked in a retail store

Customer service

SCQF 5	Unit B.07	Process returned goods and materials in a retail environment
SCQF 5	Unit D.10	Give customers a positive impression of yourself and your organisation *(CfA Business Skills @ Work)*
SCQF 5	Unit D.11	Support customer service improvements *(CfA Business Skills @ Work)*
SCQF 5	Unit D.12	Resolve customer service problems *(CfA Business Skills @ Work)* ***D.10-D.12 replace D.1-D.3***

Organisational effectiveness

SCQF 5	Unit E.06	Help to maintain health and safety in a retail environment
SCQF 5	Unit E.07	Help to keep the retail unit secure

SVQ 2 Retail Skills

The overall SCQF level of this qualification is Level 5.

Candidates must successfully complete a total of **six** units. These units will comprise:

The mandatory unit E.19 (SCQF level 5)

and

Five optional units, which may be:

Five units at SCQF level **5**

or

Four units at SCQF level **5** and **one** unit at SCQF level **4**

or

Four units at SCQF level **5** and **one** unit at SCQF level **6 or above**

or

Three units at SCQF level **5**, the SCQF level 6 unit **E.15** and **one** other unit at SCQF level **6** or above

NB: Units at SCQF level 4 cannot be combined with units at SCQF level 6 or above.

Mandatory Unit

Candidates must achieve the following unit:

SCQF 5	Unit E.19	Work effectively in your retail team

Optional Units

Candidates must achieve a further **five** units. **At least four** of these must be chosen from the following units at **SCQF level 5**:

Sales

SCQF 5	Unit C.03	Help customers choose products in a retail environment
SCQF 5	Unit C.04	Maximise product sales in a retail environment
SCQF 5	Unit C.05	Provide information and advice to customers in a retail environment
SCQF 5	Unit C.06	Demonstrate products to customers in a retail environment
SCQF 5	Unit C.12	Promote loyalty schemes to customers in a retail environment
SCQF 5	Unit C.47	Promote the store's credit card to customers
SCQF 5	Unit C.52	Help customers to apply for the store's credit card and associated insurance products

Stock management

SCQF 5	Unit B.03	Receive goods and materials into storage in a retail environment
SCQF 5	Unit B.04	Put goods and materials into storage in a retail environment
SCQF 5	Unit B.06	Process customer orders for goods in a retail environment
SCQF 5	Unit B.28	Pick products in a retail store to fulfil customer orders
SCQF 5	Unit B.30	Check stock levels and sort out problems with stock levels in a retail store
SCQF 5	Unit E.20	Prepare newspapers and magazines for return to the merchandiser

SVQ 2 Retail Skills

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Product expertise

Clothing and footwear

SCQF 5	Unit C.17	Provide the lingerie fitting service in a retail environment
SCQF 5	Unit C.48	Provide service to customers in the dressing room of a retail store

Food and drink

SCQF 5	Unit B.10	Process bake-off products for sale in a retail environment
SCQF 5	Unit B.12	Process greengrocery products for sale in a retail environment
SCQF 5	Unit B.13	Finish meat products by hand in a retail environment
SCQF 5	Unit B.21	Maintain food safety while working with food in a retail environment
SCQF 5	Unit B.31	Hand-process fish in a retail environment ***Replaces B.11***
SCQF 5	Unit B.32	Contribute to the control and efficiency of dough production in a retail environment ***Replaces B.17***
SCQF 5	Unit B.33	Select weigh and measure bakery ingredients *(Improve)* ***Replaces B.18***
SCQF 5	Unit B.34	Hand divide, mould and shape fermented doughs *(Improve)* ***Replaces B.19***
SCQF 5	Unit C.49	Promote sales of food or drink products by offering samples to customers
SCQF 5	Unit C.54	Help customers to choose delicatessen products in a retail outlet
		SCQF 5 Unit C.55 Portion delicatessen products in a retail outlet to meet individual customers' requirements

Home and garden

SCQF 5	Unit C.40	Establish customer needs and provide advice regarding tiling products
SCQF 5	Unit C.41	Advise customers upon measuring and planning for the fixing of tiles
SCQF 5	Unit C.42	Advise customers upon the fixing of tiles

Motor fuel

SCQF 5	Unit B.23	Receive driver-controlled deliveries of fuel on a petrol forecourt
SCQF 5	Unit B.24	Control deliveries of motor fuel on a forecourt
SCQF 5	Unit C.39	Process the self-service dispensing and purchase of motor fuel on a forecourt

Other

SCQF 5	Unit B.09	Prepare products for sale to customers in a retail environment
SCQF 5	Unit C.11	Assemble retail products in customer's home/workplace
SCQF 5	Unit C.35	Promote beauty products to retail customers
SCQF 5	Unit C.37	Help customers to buy National Lottery products in a retail environment
SCQF 5	Unit C.43	Maintain a display of cut flowers in a retail store
SCQF 5	Unit C.50	Deliver retail products to the customer’s premises

SVQ 2 Retail Skills

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Merchandising

SCQF 5	Unit B.05	Keep stock on sale at required levels in a retail environment

Visual merchandising

SCQF 5	Unit C.02	Display stock to promote sales to customers in a retail environment
SCQF 5	Unit C.18	Follow guidelines for planning and preparing visual merchandising displays
SCQF 5	Unit C.19	Follow guidelines for dressing visual merchandising displays
SCQF 5	Unit C.20	Order graphic materials for visual merchandising displays
SCQF 5	Unit C.21	Dismantle and store visual merchandising displays
SCQF 5	Unit C.22	Make props for visual merchandising displays
SCQF 5	Unit C.23	Put visual merchandising displays together

Management and leadership

SCQF 5	Unit E.16	Allocate and check work in your team *(CfA Business Skills @ Work)*

Finance and administration

SCQF 5	Unit C.08	Process payments for purchases in a retail environment
SCQF 5	Unit C.09	Process payments and credit applications for purchases in a retail environment
SCQF 5	Unit C.10	Process cash and credit transactions in a retail environment
SCQF 5	Unit C.36	Follow point-of-sale procedures for age-restricted products in a retail environment
SCQF 5	Unit C.46	Cash up in a retail store
SCQF 5	Unit E.22	Check the accuracy of records of hours worked in a retail store

Customer service

SCQF 5	Unit B.07	Process returned goods and materials in a retail environment

*Only **one** unit can count towards the qualification from the SCQF level 5 units D.10, D.11 and D.12, the SCQF level 6 units D.13, D.14, D.15 and D.16 and the SCQF level 7 unit D.17:*

SCQF 5	Unit D.10	Give customers a positive impression of yourself and your organisation *(CfA Business Skills @ Work)*
SCQF 5	Unit D.11	Support customer service improvements *(CfA Business Skills @ Work)*
SCQF 5	Unit D.12	Resolve customer service problems *(CfA Business Skills @ Work)* ***D.10-D.12 replace D.1-D.3***

Organisational effectiveness

SCQF 5	Unit E.06	Help to maintain health and safety in a retail environment
SCQF 5	Unit E.07	Help to keep the retail unit secure

SVQ 2 Retail Skills

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A **maximum of one** unit can be chosen from ***either*** **SCQF level 4**, ***or*** **SCQF level 6 and above**. The candidate is **not** allowed to choose units from **both** SCQF level 4 and SCQF level 6 or above.

Units at SCQF level 4:

SCQF 4	Unit B.08	Process donated goods for resale or recycling in a retail environment
SCQF 4	Unit B.20	Contribute to food safety in a retail environment
SCQF 4	Unit B.29	Load orders for despatch from a retail store to customers
SCQF 4	Unit C.51	Contribute to monitoring and maintaining ease of shopping in a retail sales area
SCQF 4	Unit C.58	Provide a counter/takeaway service *(People 1st)* ***Replaces C.44***

Units at SCQF level 6 and above:

Sales

SCQF 6	Unit C.07	Process part-exchange sales transactions in a retail environment
SCQF 6	Unit C.30	Develop individual retail service opportunities
SCQF 6	Unit C.31	Provide a personalised sales and after-sales service to your retail clients
SCQF 6	Unit C.56	Help customers choose specialist products in a retail environment
SCQF 6	Unit C.57	Demonstrate specialist products to customers in a retail environment ***C.56 and C.57 replace C.14***

Stock management

SCQF 7	Unit B.14	Organise the receipt and storage of goods in a retail environment
SCQF 7	Unit B.15	Audit stock levels and stock inventories in a retail environment

Product expertise

Food and drink

SCQF 6	Unit B.22	Monitor and help improve food safety in a retail environment
SCQF 6	Unit C.45	Help customers to choose alcoholic beverages in a retail store

Other

SCQF 6	Unit C.38	Assist customers to obtain appropriate insurance *(Financial Services Skills Council)*

Sourcing

SCQF 7	Unit B.16	Source required goods and services in a retail environment

Merchandising

SCQF 6	Unit C.13	Maintain the availability of goods for sale to customers in a retail environment

SVQ 2 Retail Skills

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Management and leadership

SCQF 6	Unit E.09	Help to manage a retail team
SCQF 6	Unit E.10	Contribute to the continuous improvement of retail operations
SCQF 7	Unit E.12	Plan, monitor and adjust staffing levels and schedules in a retail environment
SCQF 9	Unit E.13	Recruit, select and keep colleagues *(CfA Business Skills @ Work)*
SCQF 6	Unit E.15	Develop productive working relationships with colleagues *(CfA Business Skills @ Work) –* ***This unit was formerly SCQF 5, and to ensure continuity with the previous version of the structures it may still be taken in combination with one other unit at SCQF 6 or above***

Developing people

SCQF 8	Unit E.14	Provide learning opportunities for colleagues *(CfA Business Skills @ Work)*

Finance and administration

SCQF 6	Unit C.15	Enable customers to apply for credit and hire purchase facilities
SCQF 6	Unit C.16	Evaluate the receipt of payments from customers
SCQF 6	Unit E.21	Monitor and support secure till use during trading hours

Customer service

SCQF 6	Unit E.17	Monitor and evaluate the quality of service provided to your customers by external suppliers

*Only **one** unit can count towards the qualification from the SCQF level 5 units D.10, D.11 and D.12, the SCQF level 6 units D.13, D.14, D.15 and D.16 and the SCQF level 7 unit D.17:*

SCQF 6	Unit D.13	Organise the delivery of reliable customer service *(CfA Business Skills @ Work)*
SCQF 6	Unit D.14	Improve the customer relationship *(CfA Business Skills @ Work)*
SCQF 6	Unit D.15	Work with others to improve customer service *(CfA Business Skills @ Work)*
SCQF 6	Unit D.16	Monitor and solve customer service problems *(CfA Business Skills @ Work)*
SCQF 7	Unit D.17	Promote continuous improvement *(CfA Business Skills @ Work)* ***D.13-D.17 replace D.5-D.9***

Organisational effectiveness

SCQF 6	Unit E.11	Help to monitor and maintain the security of the retail unit
SCQF 6	Unit E.18	Monitor and maintain health and safety in a retail environment

SVQ 2 Retail Skills

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Visual merchandising

SCQF 6	Unit C.24	Choose merchandise to feature in visual merchandising displays
SCQF 6	Unit C.25	Plan, monitor and control how graphics are used in visual merchandising displays
SCQF 6	Unit C.26	Monitor the effect of visual merchandising displays and layouts
SCQF 6	Unit C.27	Allocate, monitor and control visual merchandising project resources against budgets
SCQF 6	Unit C.28	Contribute to developing and putting into practice the company's visual merchandising policy
SCQF 6	Unit C.29	Create plans, elevations and drawings to realise visual merchandising ideas

SVQ 3 Retail
(Sales Professional pathway)

The overall SCQF level of this qualification is Level 6.

Candidates must successfully complete a total of **six** units. These units will comprise:

The mandatory unit E.08 (SCQF level 6)

and

Four optional units at SCQF level 6 or above in the Sales Professional pathway

and

One further unit, which may be taken:

From the optional units at SCQF level 6 or above in the Sales Professional pathway

or

From a limited selection of optional units at SCQF level 5

Mandatory Unit

Candidates must achieve the following unit:

SCQF 6	Unit E.08	Work effectively in your retail organisation

Optional Units

Candidates must achieve a further **five** units. **At least four** of these must be chosen from the following units at SCQF level 6:

Sales

SCQF 6	Unit C.07	Process part-exchange sales transactions in a retail environment
SCQF 6	Unit C.30	Develop individual retail service opportunities
SCQF 6	Unit C.31	Provide a personalised sales and after-sales service to your retail clients
SCQF 6	Unit C.56	Help customers choose specialist products in a retail environment
SCQF 6	Unit C.57	Demonstrate specialist products to customers in a retail environment ***C.56 and C.57 replace C.14***

Stock management

SCQF 7	Unit B.14	Organise the receipt and storage of goods in a retail environment
SCQF 7	Unit B.15	Audit stock levels and stock inventories in a retail environment

Product expertise

Food and drink

SCQF 6	Unit B.22	Monitor and help improve food safety in a retail environment
SCQF 6	Unit C.45	Help customers to choose alcoholic beverages in a retail store

Other

SCQF 6	Unit C.38	Assist customers to obtain appropriate insurance *(Financial Services Skills Council)*

SVQ 3 Retail
(Sales Professional pathway)

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Sourcing

SCQF 7	Unit B.16	Source required goods and services in a retail environment

Merchandising

SCQF 6	Unit C.13	Maintain the availability of goods for sale to customers in a retail environment

Management and leadership

SCQF 6	Unit E.09	Help to manage a retail team
SCQF 6	Unit E.10	Contribute to the continuous improvement of retail operations
SCQF 7	Unit E.12	Plan, monitor and adjust staffing levels and schedules in a retail environment
SCQF 6	Unit E.15	Develop productive working relationships with colleagues *(CfA Business Skills @ Work)*

Finance and administration

SCQF 6	Unit C.15	Enable customers to apply for credit and hire purchase facilities
SCQF 6	Unit E.21	Monitor and support secure till use during trading hours

Customer service

SCQF 6	Unit E.17	Monitor and evaluate the quality of service provided to your customers by external suppliers

*Only **one** unit can count towards the qualification when chosen from units D.13, D.14, D.15, D.16 and D.17:*

SCQF 6	Unit D.13	Organise the delivery of reliable customer service *(CfA Business Skills @ Work)*
SCQF 6	Unit D.14	Improve the customer relationship *(CfA Business Skills @ Work)*
SCQF 6	Unit D.15	Work with others to improve customer service *(CfA Business Skills @ Work)*
SCQF 6	Unit D.16	Monitor and solve customer service problems *(CfA Business Skills @ Work)*
SCQF 7	Unit D.17	Promote continuous improvement *(CfA Business Skills @ Work)* ***D.13-D.17 replace D.5-D.9***

Organisational effectiveness

SCQF 6	Unit E.11	Help to monitor and maintain the security of the retail unit

SVQ 3 Retail
(Sales Professional pathway)

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A **maximum of one** unit can be chosen from the following units at **SCQF level 5:**

Sales

SCQF 5	Unit C.47	Promote the store's credit card to customers
SCQF 5	Unit C.52	Help customers to apply for the store's credit card and associated insurance products

Product expertise

Clothing and footwear

SCQF 5	Unit C.17	Provide the lingerie fitting service in a retail environment
SCQF 5	Unit C.48	Provide service to customers in the dressing room of a retail store

Food and drink

SCQF 5	Unit B.10	Process bake-off products for sale in a retail environment
SCQF 5	Unit B.12	Process greengrocery products for sale in a retail environment
SCQF 5	Unit B.13	Finish meat products by hand in a retail environment
SCQF 5	Unit B.31	Hand-process fish in a retail environment ***Replaces B.11***
SCQF 5	Unit B.32	Contribute to the control and efficiency of dough production in a retail environment ***Replaces B.17***
SCQF 5	Unit B.33	Select weigh and measure bakery ingredients *(Improve)* ***Replaces B.18***
SCQF 5	Unit B.34	Hand divide, mould and shape fermented doughs *(Improve)* ***Replaces B.19***
SCQF 5	Unit C.49	Promote sales of food or drink products by offering samples to customers
SCQF 5	Unit C.54	Help customers to choose delicatessen products in a retail outlet
SCQF 5	Unit C.55	Portion delicatessen products in a retail outlet to meet individual customers' requirements

Home and garden

SCQF 5	Unit C.40	Establish customer needs and provide advice regarding tiling products
SCQF 5	Unit C.41	Advise customers upon measuring and planning for the fixing of tiles
SCQF 5	Unit C.42	Advise customers upon the fixing of tiles

Other

SCQF 5	Unit C.35	Promote beauty products to retail customers

Finance and administration

SCQF 5	Unit C.46	Cash up in a retail store

SVQ 3 Retail
(Visual Merchandising pathway)

The overall SCQF level of this qualification is Level 6.

Candidates must successfully complete a total of **six** units. These units will comprise:

The mandatory unit E.08 (SCQF level 6)

and

Four optional units in the Visual Merchandising pathway

and

One further unit, which may be taken:

From the optional units at SCQF level 6 or above in the Visual Merchandising pathway

or

From a limited selection of optional units at SCQF level 5

Mandatory Unit

Candidates must achieve the following unit:

SCQF 6	Unit E.08	Work effectively in your retail organisation

Optional Units

Candidates must achieve a further **five** units. **At least four** of these must be chosen from the following units at SCQF level 6:

Stock management

SCQF 7	Unit B.14	Organise the receipt and storage of goods in a retail environment

Visual merchandising

SCQF 6	Unit C.24	Choose merchandise to feature in visual merchandising displays
SCQF 6	Unit C.25	Plan, monitor and control how graphics are used in visual merchandising displays
SCQF 6	Unit C.26	Monitor the effect of visual merchandising displays and layouts
SCQF 6	Unit C.27	Allocate, monitor and control visual merchandising project resources against budgets
SCQF 6	Unit C.28	Contribute to developing and putting into practice the company's visual merchandising policy
SCQF 6	Unit C.29	Create plans, elevations and drawings to realise visual merchandising ideas

Management and leadership

SCQF 6	Unit E.09	Help to manage a retail team
SCQF 6	Unit E.10	Contribute to the continuous improvement of retail operations

SVQ 3 Retail
(Visual Merchandising pathway)

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A **maximum of one** unit can be chosen from the following units at **SCQF level 5:**

Visual merchandising

SCQF 5	Unit C.18	Follow guidelines for planning and preparing visual merchandising displays
SCQF 5	Unit C.19	Follow guidelines for dressing visual merchandising displays
SCQF 5	Unit C.20	Order graphic materials for visual merchandising displays
SCQF 5	Unit C.21	Dismantle and store visual merchandising displays
SCQF 5	Unit C.22	Make props for visual merchandising displays
SCQF 5	Unit C.23	Put visual merchandising displays together

SVQ 3 Retail
(Management pathway)

The overall SCQF level of this qualification is Level 6.

Candidates must successfully complete a total of **six** units. These units will comprise:

The mandatory unit E.08 (SCQF level 6)

and

Five optional units from the Management pathway

Mandatory Unit

Candidates must achieve the following unit:

SCQF 6	Unit E.08	Work effectively in your retail organisation

Optional Units

Candidates must achieve a further **five** units. **At least two** units must be chosen from the following grouping:

SCQF 6	Unit E.10	Contribute to the continuous improvement of retail operations
SCQF 9	Unit E.13	Recruit, select and keep colleagues *(CfA Business Skills @ Work)*
SCQF 8	Unit E.14	Provide learning opportunities for colleagues *(CfA Business Skills @ Work)*
SCQF 6	Unit E.15	Develop productive working relationships with colleagues *(CfA Business Skills @ Work)*
SCQF 5	Unit E.16	Allocate and check work in your team *(CfA Business Skills @ Work)*

Any remaining units must be chosen from the following units:

Stock management

SCQF 7	Unit B.14	Organise the receipt and storage of goods in a retail environment
SCQF 7	Unit B.15	Audit stock levels and stock inventories in a retail environment

Product expertise

Food and drink

SCQF 6	Unit B.22	Monitor and help improve food safety in a retail environment

Sourcing

SCQF 7	Unit B.16	Source required goods and services in a retail environment

Merchandising

SCQF 6	Unit C.13	Maintain the availability of goods for sale to customers in a retail environment

SVQ 3 Retail
(Management pathway)

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Management and leadership

SCQF 6	Unit E.10	Contribute to the continuous improvement of retail operations
SCQF 7	Unit E.12	Plan, monitor and adjust staffing levels and schedules in a retail environment
SCQF 9	Unit E.13	Recruit, select and keep colleagues *(CfA Business Skills @ Work)*
SCQF 6	Unit E.15	Develop productive working relationships with colleagues *(CfA Business Skills @ Work)*
SCQF 5	Unit E.16	Allocate and check work in your team *(CfA Business Skills @ Work)*

Developing people

SCQF 8	Unit E.14	Provide learning opportunities for colleagues *(CfA Business Skills @ Work)*

Finance and administration

SCQF 6	Unit C.16	Evaluate the receipt of payments from customers
SCQF 5	Unit C.46	Cash up in a retail store
SCQF 6	Unit E.21	Monitor and support secure till use during trading hours

Customer service

SCQF 6	Unit E.17	Monitor and evaluate the quality of service provided to your customers by external suppliers

*Only **one** unit can count towards the qualification when chosen from units D.13, D.14, D.15, D.16 and D.17:*

SCQF 6	Unit D.13	Organise the delivery of reliable customer service *(CfA Business Skills @ Work)*
SCQF 6	Unit D.14	Improve the customer relationship *(CfA Business Skills @ Work)*
SCQF 6	Unit D.15	Work with others to improve customer service *(CfA Business Skills @ Work)*
SCQF 6	Unit D.16	Monitor and solve customer service problems *(CfA Business Skills @ Work)*
SCQF 7	Unit D.17	Promote continuous improvement *(CfA Business Skills @ Work)* ***D.13-D.17 replace D.5-D.9***

Organisational effectiveness

SCQF 6	Unit E.11	Help to monitor and maintain the security of the retail unit
SCQF 6	Unit E.18	Monitor and maintain health and safety in a retail environment