



**Core Skills within the  
Retail SVQ units**

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### **About this document**

The Core Skills links shown in this document are based on the version of the Core Skills published by the Scottish Qualifications Authority dated 2008.

The SVQ units are listed in numerical order within the SVQ levels.

## Core Skills Signposting within the Retail SVQ units

This document signposts to the Core Skills all the units used in the following qualifications:

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

The signposting document indicates where the evidence generated to meet the National Occupational Standards may ***potentially*** contribute to that required for Core Skills. There is no guarantee that the evidence will contribute to a particular Core Skill or that the evidence will not contribute to other Core Skills.

The decision on the suitability of evidence must be determined by the Core Skills assessor on an individual basis against the evidence requirements specified by the Awarding Bodies for Core Skills accreditation.

## SVQ 1 Retail Skills

Core Skill	SCQF Level	SVQ units												
		B.01	B.02	B.08	B.20	B.29	C.01	C.51	C.58					
Communication	3	✓	✓	✓	✓		✓		✓					
Communication	4					✓			✓					
Communication	5													
Communication	6													
Information and communication technology	3													
Information and communication technology	4													
Information and communication technology	5													
Information and communication technology	6													
Numeracy	3	✓					✓							
Numeracy	4	✓					✓							
Numeracy	5													
Numeracy	6													
Problem solving	3													
Problem solving	4													
Problem solving	5													
Problem solving	6													
Working with others	3													
Working with others	4	✓	✓				✓							
Working with others	5													
Working with others	6													

✓ = A possible opportunity to evidence Core Skills at the level shown. Potentially relevant elements from the Core Skills units are listed on the next page.

# SVQ 1 Retail Skills

## Core Skills evidence links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>B.01</b> <b>Move goods and materials manually in a retail environment</b>	Move goods and materials manually in a retail environment	Comm.	3	3
		Num.	3	1
		Num.	4	1
		WVO	4	1
<b>B.02</b> <b>Keep stock at required levels in a retail environment</b>	Check stock levels in a retail environment	Comm.	3	3
	Fill shelves in a retail environment	Comm. WVO	3 4	3 1
<b>B.08</b> <b>Process donated goods for resale or recycling in a retail environment</b>	Process donated goods in a retail environment for selling or recycling	Comm.	3	3
<b>B.20</b> <b>Contribute to food safety in a retail environment</b>	Contribute to food safety in a retail environment	Comm.	3	3
<b>B.29</b> <b>Load orders for despatch from a retail store to customers</b>	Load orders for despatch from a retail store to customers	Comm.	4	1
<b>C.01</b> <b>Wrap and pack goods for customers in a retail environment</b>	Package goods for customers in a retail environment	Comm.	3	3
		Num.	3	1
		Num.	4	1
		WVO	4	1
<b>C.51</b> <b>Contribute to monitoring and maintaining ease of shopping in a retail sales area</b>	Contribute to monitoring and maintaining ease of shopping in a retail sales area	None identified		
<b>C.58</b> <b>Provide a counter/takeaway service (People 1<sup>st</sup>)</b>	Serve customers at the counter	Comm. Comm.	3 4	3 3
	Maintain counter and service areas	None identified		

## SVQ 1 Retail Skills

Core Skill	SCQF Level	SVQ units											
		E.01	E.02	E.03	E.04								
Communication	3	✓	✓	✓									
Communication	4		✓	✓									
Communication	5												
Communication	6												
Information and communication technology	3												
Information and communication technology	4												
Information and communication technology	5												
Information and communication technology	6												
Numeracy	3												
Numeracy	4												
Numeracy	5												
Numeracy	6												
Problem solving	3												
Problem solving	4			✓									
Problem solving	5												
Problem solving	6												
Working with others	3		✓	✓	✓								
Working with others	4		✓	✓	✓								
Working with others	5												
Working with others	6												

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# SVQ 1 Retail Skills

## Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>E.01</b> <b>Help to keep the retail unit secure</b>	Identify and report security risks in a retail environment	Comm.	3	3
<b>E.02</b> <b>Help to maintain health and safety in a retail environment</b>	Identify and report accidents and emergencies in a retail environment	Comm.	3	3
	Protect health and safety as you work in a retail environment	Comm.	3	3
	Lift and handle goods safely in a retail environment	Comm.	3	3
		Comm.	4	3
		WWO	3	1
WWO	4	1		
<b>E.03</b> <b>Work effectively in your retail team</b>	Work well as part of a retail team	Comm.	3	3
		Comm.	4	3
		WWO	3	1
		WWO	4	1
	Follow plans and procedures for learning in a retail environment	Comm.	4	3
PS	4	3		
WWO	4	1 and 3		
<b>E.04</b> <b>Keep the retail environment clean and hygienic (non-food)</b>	Keep work surfaces clean in a retail environment	WWO	3	1
		WWO	4	1
	Get rid of waste and litter in a retail environment	WWO	3	1
		WWO	4	1
	Maintain personal hygiene in a retail environment	None identified		

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units									
		B.03	B.04	B.05	B.06	B.07	B.09				
Communication	3	✓	✓		✓	✓	✓				
Communication	4			✓	✓	✓					
Communication	5										
Communication	6										
Information and communication technology	3	✓		✓		✓					
Information and communication technology	4										
Information and communication technology	5										
Information and communication technology	6										
Numeracy	3		✓	✓							
Numeracy	4		✓								
Numeracy	5										
Numeracy	6										
Problem solving	3										
Problem solving	4			✓							
Problem solving	5										
Problem solving	6										
Working with others	3						✓				
Working with others	4										
Working with others	5	✓	✓	✓							
Working with others	6										

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## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills			
Unit	Learning outcome	Core Skill	SCQF Level	Tasks	
<b>B.03</b> <b>Receive goods and materials into storage in a retail environment</b>	Prepare to receive deliveries in a retail environment	Comm. WVO	3 5	3 1	
	Receive deliveries into storage in a retail environment	Comm. ICT WVO	3 3 5	3 1 1	
<b>B.04</b> <b>Put goods and materials into storage in a retail environment</b>	Check storage arrangements for goods and materials in a retail environment	Comm.	3	3	
	Put goods and materials into storage in a retail environment	Comm. Num. Num. WVO	3 3 4 5	3 1 1 1	
<b>B.05</b> <b>Keep stock on sale at required levels in a retail environment</b>	Check the level of stock on sale in a retail environment	Comm. ICT Num. Num.	4 3 3 4	3 1 1 1	
		Replenish stock on sale in a retail environment	ICT Num. Num. PS WVO	3 3 4 4 5	1 1 1 1 1
	<b>B.06</b> <b>Process customer orders for goods in a retail environment</b>	Check the availability of goods for retail orders	Comm.	4	3
		Process orders for retail customers	Comm.	3	3
<b>B.07</b> <b>Process returned goods and materials in a retail environment</b>	Help retail customers who need to return goods	Comm.	4	3	
	Process returns of retail goods	Comm. ICT	4 3	3 1	
<b>B.09</b> <b>Prepare products for sale to customers in a retail environment</b>		Prepare products for selling to retail customers	Comm. WVO	3 5	1 and 3 1

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units									
		B.10	B.12	B.13	B.21	B.23	B.24				
Communication	3										
Communication	4				✓						
Communication	5										
Communication	6										
Information and communication technology	3										
Information and communication technology	4										
Information and communication technology	5										
Information and communication technology	6										
Numeracy	3	✓	✓	✓		✓	✓				
Numeracy	4	✓	✓	✓		✓	✓				
Numeracy	5										
Numeracy	6										
Problem solving	3										
Problem solving	4										
Problem solving	5					✓	✓				
Problem solving	6										
Working with others	3										
Working with others	4										
Working with others	5		✓	✓							
Working with others	6										

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## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>B.10</b> <b>Process bake-off products for sale in a retail environment</b>	Bake products for sale (bake off) in a retail environment	Num.	3	1
		Num.	4	1
	Glaze, coat and decorate bake-off products in a retail environment	Num.	3	1
		Num.	4	1
<b>B.12</b> <b>Process greengrocery products for sale in a retail environment</b>	Prepare greengrocery products in a retail environment for selling to customers	Num.	3	1
		Num.	4	1
<b>B.13</b> <b>Finish meat products by hand in a retail environment</b>	Display greengrocery products to attract retail sales	None identified		
	Check the suitability of meat products for finishing in a retail environment	None identified		
<b>B.21</b> <b>Maintain food safety while working with food in a retail environment</b>	Prepare to finish meat products in a retail environment	WVO	5	1
	Achieve meat product yield and finish in a retail environment	Num.	3	1
		Num.	4	1
<b>B.23</b> <b>Receive driver-controlled deliveries of fuel on a petrol forecourt</b>	Prepare to receive deliveries of motor fuel on a forecourt	WVO	5	1
		Comm.	4	3
		Num.	3	1
<b>B.24</b> <b>Control deliveries of motor fuel on a forecourt</b>	Check that driver-controlled deliveries of motor fuel have been completed safely	Num.	4	1
		PS	5	1 and 2
<b>B.24</b> <b>Control deliveries of motor fuel on a forecourt</b>	Prepare to receive deliveries of motor fuel on a forecourt	None identified		
		Num.	3	1
		Num.	4	1
	Control deliveries of motor fuel on a forecourt	PS	5	1 and 2

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units									
		B.28	B.30	B.31	B.32	B.33	B.34				
Communication	3										
Communication	4	✓				✓					
Communication	5				✓						
Communication	6										
Information and communication technology	3										
Information and communication technology	4										
Information and communication technology	5										
Information and communication technology	6										
Numeracy	3			✓		✓					
Numeracy	4	✓				✓					
Numeracy	5										
Numeracy	6										
Problem solving	3										
Problem solving	4				✓	✓					
Problem solving	5				✓						
Problem solving	6										
Working with others	3										
Working with others	4										
Working with others	5			✓	✓						
Working with others	6										

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## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>B.28</b> <b>Pick products in a retail store to fulfil customer orders</b>	Pick products in a retail store to fulfil customer orders	Comm.	4	1
		Num.	4	2
<b>B.30</b> <b>Check stock levels and sort out problems with stock levels in a retail store</b>	Check stock levels and sort out problems with stock levels	None identified		
<b>B.31</b> <b>Hand-process fish in a retail environment</b>	Hand-process fish in a retail environment	Num.	3	1
		WWO	5	1
<b>B.32</b> <b>Contribute to the control and efficiency of dough production in a retail environment</b>	Organise your own work to meet a dough production schedule in a retail store	PS	4	2
		PS	5	2
		WWO	5	1
	Contribute to improving the efficiency and effectiveness of dough processing in a retail store	Comm.	5	3
		PS	4	1
		WWO	5	1
<b>B.33</b> <b>Select, weigh and measure bakery ingredients (Improve)</b>	Identify ingredients	Comm.	4	1
	Select ingredients	PS	4	1
	Weigh and measure ingredients	Num.	3	1
		Num.	4	1
<b>B.34</b> <b>Hand divide, mould and shape fermented doughs (Improve)</b>	Hand divide fermented doughs	None identified		
	Hand mould and shape fermented doughs	None identified		

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units									
		C.02	C.03	C.04	C.05	C.06					
Communication	3										
Communication	4		✓	✓	✓	✓					
Communication	5										
Communication	6										
Information and communication technology	3										
Information and communication technology	4										
Information and communication technology	5										
Information and communication technology	6										
Numeracy	3	✓		✓							
Numeracy	4	✓		✓							
Numeracy	5			✓							
Numeracy	6			✓							
Problem solving	3										
Problem solving	4										
Problem solving	5										
Problem solving	6										
Working with others	3										
Working with others	4										
Working with others	5	✓									
Working with others	6										

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## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>C.02</b> <b>Display stock to promote sales to customers in a retail environment</b>	Prepare display areas and materials in a retail store	Num.	3	1
		Num.	4	1
		WWO	5	1
	Set up and dismantle displays in a retail store	Num.	3	1
		Num.	4	1
		WWO	5	1
Label displays of stock in a retail store	Num.	3	1	
	Num.	4	1	
<b>C.03</b> <b>Help customers choose products in a retail environment</b>	Help customers choose products in a retail store	Comm.	4	3
	Check the customer's preferences and buying decisions when making retail sales	Comm.	4	3
<b>C.04</b> <b>Maximise product sales in a retail environment</b>	Identify opportunities to increase retail sales of particular products	Num.	3	1 and 3
		Num.	4	1 and 3
		Num.	5	1 and 3
		Num.	6	1 and 3
	Promote particular retail products	Comm.	4	3
		Num.	3	1 and 3
		Num.	4	1 and 3
		Num.	5	1 and 3
<b>C.05</b> <b>Provide information and advice to customers in a retail environment</b>	Provide information and advice to meet the needs of retail customers	Comm.	4	3
	Help retail customers to sort out complaints	Comm.	4	3
<b>C.06</b> <b>Demonstrate products to customers in a retail environment</b>	Demonstrate products to customers in a retail environment	Comm.	4	3
	Help customers choose products in a retail store	Comm.	4	3

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units										
		C.08	C.09	C.10	C.11							
Communication	3											
Communication	4	✓	✓		✓							
Communication	5				✓							
Communication	6											
Information and communication technology	3		✓	✓								
Information and communication technology	4			✓								
Information and communication technology	5			✓								
Information and communication technology	6			✓								
Numeracy	3	✓	✓	✓	✓							
Numeracy	4	✓	✓	✓								
Numeracy	5											
Numeracy	6											
Problem solving	3											
Problem solving	4				✓							
Problem solving	5											
Problem solving	6											
Working with others	3											
Working with others	4											
Working with others	5											
Working with others	6											

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## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills			
Unit	Learning outcome	Core Skill	SCQF Level	Tasks	
<b>C.08</b> <b>Process payments for purchases in a retail environment</b>	Work out the price of customers' retail purchases	Num.	3	1	
		Num.	4	1	
	Provide service at point of sale in a retail store	Comm.	4	3	
		Num.	3	1	
		Num.	4	1	
<b>C.09</b> <b>Process payments and credit applications for purchases in a retail environment</b>	Work out the price of customers' retail purchases	Num.	3	1	
		Num.	4	1	
	Provide service at point of sale in a retail store	Comm.	4	3	
		Num.	3	1	
		Num.	4	1	
	Process applications from retail customers for credit facilities	Comm.	4	3	
ICT		3	1		
<b>C.10</b> <b>Process cash and credit transactions in a retail environment</b>	Process retail customer credit	ICT	3	1, 2 and 3	
		ICT	4	1, 2 and 3	
		ICT	5	1, 2 and 3	
		ICT	6	1	
		Num.	3	4	
		Num.	4	4	
	Process payments made to retail customer accounts	ICT	3	1, 2 and 3	
		ICT	4	1, 2 and 3	
		ICT	5	1, 2 and 3	
		ICT	6	1	
		Num.	3	4	
		Num.	4	4	
	Reconcile retail customer accounts	ICT	3	1, 2 and 3	
		ICT	4	1, 2 and 3	
		ICT	5	1, 2 and 3	
		ICT	6	1	
		Num.	3	4	
		Num.	4	4	
	<b>C.11</b> <b>Assemble retail products in customer's home/workplace</b>	Deliver retail products to the customer's premises	Comm.	4	1 and 3
			Num.	3	1
			PS	4	2
Put retail products together at the customer's premises		Comm.	5	3	

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units													
		C.12	C.17	C.18	C.19	C.20	C.21								
Communication	3														
Communication	4	✓	✓	✓	✓	✓									
Communication	5				✓										
Communication	6														
Information and communication technology	3														
Information and communication technology	4														
Information and communication technology	5														
Information and communication technology	6														
Numeracy	3		✓					✓							
Numeracy	4		✓					✓							
Numeracy	5														
Numeracy	6														
Problem solving	3														
Problem solving	4			✓											
Problem solving	5														
Problem solving	6														
Working with others	3														
Working with others	4														
Working with others	5				✓	✓	✓								
Working with others	6														

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## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>C.12</b> <b>Promote loyalty schemes to customers in a retail environment</b>	Explain to customers the features and benefits of the loyalty scheme	Comm.	4	3
	Gain customer commitment to the loyalty scheme	Comm.	4	3
<b>C.17</b> <b>Provide the lingerie fitting service in a retail environment</b>	Identify the retail customer's needs for lingerie	Comm.	4	3
	Measure and fit the retail customer for lingerie	Comm.	4	3
		Num.	3	1 and 2
		Num.	4	1 and 2
Check the customer's preferences and buying decisions when making retail sales	Comm.	4	3	
<b>C.18</b> <b>Follow guidelines for planning and preparing visual merchandising displays</b>	Interpret design briefs for retail displays	Comm.	4	1
	Get hold of merchandise and props to be featured in retail displays	PS	4	1 and 2
<b>C.19</b> <b>Follow guidelines for dressing visual merchandising displays</b>	Dress in-store displays to guidelines	Comm.	4	1
		WWO	5	1
	Dress window displays to guidelines	WWO	5	1
Evaluate and improve retail displays	Comm.	5	3	
<b>C.20</b> <b>Order graphic materials for visual merchandising displays</b>	Order graphic materials to meet retail display needs	Comm.	4	3
	Position graphic materials to support retail displays	Comm.	4	1
WWO		5	1	
<b>C.21</b> <b>Dismantle and store visual merchandising displays</b>	Dismantle retail displays	WWO	5	1
	Store retail display equipment, props and graphics	Num.	3	1
		Num.	4	1
WWO	5	1		

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units									
		C.22	C.23	C.35	C.36	C.37					
Communication	3										
Communication	4	✓	✓	✓	✓	✓					
Communication	5										
Communication	6										
Information and communication technology	3										
Information and communication technology	4										
Information and communication technology	5										
Information and communication technology	6										
Numeracy	3	✓	✓	✓	✓	✓					
Numeracy	4	✓	✓	✓	✓	✓					
Numeracy	5										
Numeracy	6	✓									
Problem solving	3										
Problem solving	4										
Problem solving	5										
Problem solving	6		✓								
Working with others	3										
Working with others	4										
Working with others	5		✓								
Working with others	6										

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## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>C.22</b> <b>Make props for visual merchandising displays</b>	Confirm the requirements for props and prototypes for retail displays	Comm.	4	1
	Make life-size copies of items for retail displays	Num.	3	1
		Num.	4	1
	Make scale models of items for retail displays	Num.	6	1 and 3
	Decorate fixtures and panels for retail displays	Comm.	4	1
<b>C.23</b> <b>Put visual merchandising displays together</b>	Interpret retail display layout requirements from plans, elevations and drawings	Comm.	4	1
		Num.	3	1
		Num.	4	1
		PS	6	1 and 2
	Follow guidelines for putting retail display layouts together	PS	6	1 and 2
		WWO	5	1
<b>C.35</b> <b>Promote beauty products to retail customers</b>	Demonstrate beauty products to retail customers	Comm.	4	3
	Maintain the customer record card system in a retail store	Comm.	4	3
		Num.	3	1
		Num.	4	1
<b>C.36</b> <b>Follow point-of-sale procedures for age-restricted products in a retail environment</b>	Follow procedures for retail sales of age-restricted products	Comm.	4	3
	Provide service at point of sale in a retail store	Comm.	4	3
		Num.	3	1
		Num.	4	1
<b>C.37</b> <b>Help customers to buy National Lottery products in a retail environment</b>	Sell National Lottery products to retail customers	Comm.	4	3
	Follow procedures for retail sales of age-restricted products	Comm.	4	3
		Comm.	4	3
	Provide service at point of sale in a retail store	Comm.	4	3
		Num.	3	1
		Num.	4	1

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units														
		C.39	C.40	C.41	C.42	C.43	C.46	C.47	C.48							
Communication	3															
Communication	4	✓	✓	✓	✓				✓							
Communication	5								✓							
Communication	6															
Information and communication technology	3															
Information and communication technology	4															
Information and communication technology	5															
Information and communication technology	6															
Numeracy	3	✓		✓				✓								
Numeracy	4	✓		✓												
Numeracy	5															
Numeracy	6															
Problem solving	3															
Problem solving	4															
Problem solving	5															
Problem solving	6															
Working with others	3															
Working with others	4															
Working with others	5															
Working with others	6															

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## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
C.39 <b>Process the self-service dispensing and purchase of motor fuel on a forecourt</b>	Authorise and monitor the self-service dispensing of motor fuel on a forecourt	None identified		
	Provide service at point of sale in a retail store	Comm.	4	3
		Num.	3	1
		Num.	4	1
C.40 <b>Establish customer needs and provide advice regarding tiling products</b>	Establish customer needs and provide advice regarding tiling products	Comm.	4	3
C.41 <b>Advise customers upon measuring and planning for the fixing of tiles</b>	Advise customers upon measuring and planning for the fixing of tiles	Comm.	4	3
		Num.	3	1
		Num.	4	1
C.42 <b>Advise customers upon the fixing of tiles</b>	Advise customers upon the fixing of tiles	Comm.	4	3
C.43 <b>Maintain a display of cut flowers in a retail store</b>	Maintain a display of cut flowers in a retail store	None identified		
C.46 <b>Cash up in a retail store</b>	Cash up in a retail store	Num.	3	2
C.47 <b>Promote the store's credit card to customers</b>	Promote the store's credit card to customers	Comm.	4	3
		Comm.	5	3
C.48 <b>Provide service to customers in the dressing room of a retail store</b>	Use the dressing room facilities to create sales opportunities	None identified		
	Keep dressing room facilities ready for customer use	None identified		

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units									
		C.49	C.50	C.52	C.54	C.55					
Communication	3										
Communication	4		✓	✓	✓						
Communication	5			✓	✓						
Communication	6										
Information and communication technology	3										
Information and communication technology	4										
Information and communication technology	5										
Information and communication technology	6										
Numeracy	3		✓								
Numeracy	4					✓					
Numeracy	5										
Numeracy	6										
Problem solving	3										
Problem solving	4		✓								
Problem solving	5										
Problem solving	6										
Working with others	3										
Working with others	4										
Working with others	5										
Working with others	6										

✓ = A possible opportunity to evidence Core Skills at the level shown. Potentially relevant elements from the Core Skills units are listed on the next page.



## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>C.49</b> <b>Promotes sales of food or drink products by offering samples to customers</b>	Promote sales of food or drink products by offering samples to customers	None identified		
<b>C.50</b> <b>Deliver retail products to the customer's premises</b>	Deliver retail products to the customer's premises	Comm. Num. PS	4 3 4	1 and 3 1 2
<b>C.52</b> <b>Help customers to apply for the store's credit card and associated insurance products</b>	Help customers to apply for the store's credit card and associated insurance products	Comm. Comm.	4 5	3 3
	Offer customers insurance products associated with the store's credit card	Comm. Comm.	4 5	3 3
<b>C.54</b> <b>Help customers to choose delicatessen products in a retail outlet</b>	Help customers to choose delicatessen products in a retail outlet	Comm. Comm.	4 5	1 and 3 3
<b>C.55</b> <b>Portion delicatessen products in a retail outlet to meet individual customers' requirements</b>	Portion delicatessen products in a retail outlet to meet individual customers' requirements	Num.	4	2

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units							
		D.10	D.11	D.12					
Communication	3								
Communication	4	✓	✓	✓					
Communication	5								
Communication	6								
Information and communication technology	3	✓							
Information and communication technology	4	✓							
Information and communication technology	5								
Information and communication technology	6								
Numeracy	3								
Numeracy	4								
Numeracy	5								
Numeracy	6								
Problem solving	3								
Problem solving	4								
Problem solving	5		✓	✓					
Problem solving	6								
Working with others	3								
Working with others	4								
Working with others	5			✓					
Working with others	6								

✓ = A possible opportunity to evidence Core Skills at the level shown. Potentially relevant elements from the Core Skills units are listed on the next page.

## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>D.10</b> <b>Give customers a positive impression of yourself and your organisation (CfA Business Skills @ Work)</b>	Establish effective relationships with customers	Comm.	4	3
	Respond appropriately to customers	Comm.	4	3
	Communicate information to customers	Comm. ICT ICT	4 3 4	3 1 and 3 1 and 3
<b>D.11</b> <b>Support customer service improvements (CfA Business Skills @ Work)</b>	Use feedback to identify potential customer service improvements	Comm. PS	4 5	1 and 3 1
	Contribute to the implementation of changes in customer service	Comm. PS	4 5	2 and 3 1 and 2
	Assist with the evaluation of changes in customer service	Comm. PS	4 5	1 and 3 1
<b>D.12</b> <b>Resolve customer service problems (CfA Business Skills @ Work)</b>	Spot customer service problems	Comm. PS	4 5	3 1
	Pick the best solution to resolve customer service problems	Comm. PS	4 5	1 and 3 1
	Take action to resolve customer service problems	Comm. PS WWO	4 5 5	3 1, 2 and 3 1

## SVQ 2 Retail Skills

Core Skill	SCQF Level	SVQ units													
		E.06	E.07	E.16	E.19	E.20	E.22								
Communication	3														
Communication	4	✓	✓	✓	✓										
Communication	5														
Communication	6														
Information and communication technology	3														
Information and communication technology	4														
Information and communication technology	5														
Information and communication technology	6														
Numeracy	3			✓				✓							
Numeracy	4			✓											
Numeracy	5														
Numeracy	6														
Problem solving	3														
Problem solving	4				✓										
Problem solving	5														
Problem solving	6														
Working with others	3														
Working with others	4				✓										
Working with others	5														
Working with others	6			✓											

✓ = A possible opportunity to evidence Core Skills at the level shown. Potentially relevant elements from the Core Skills units are listed on the next page.

## SVQ 2 Retail Skills

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
E.06 <b>Help to maintain health and safety in a retail environment</b>	Deal with accidents and emergencies in a retail environment	Comm.	4	3
	Help to reduce risks to health and safety in a retail environment	Comm.	4	3
E.07 <b>Help to keep the retail unit secure</b>	Help to keep the retail environment secure	Comm.	4	3
E.16 <b>Allocate and check work in your team (CfA Business skills @ work)</b>	Allocate and check work in your team	Comm. Num. Num. WWO	4 3 4 6	3 1 1 1 and 3
E.19 <b>Work effectively in your retail team</b>	Work effectively in your retail team	Comm.	4	3
		PS	4	1
		WWO	4	1
	Improve the way you learn in a retail environment	Comm.	4	3
		PS	4	2 and 3
		WWO	4	2
E.20 <b>Prepare newspapers and magazines for return to the merchandiser</b>	Prepare newspapers and magazines for return to the merchandiser	None identified		
E.22 <b>Check the accuracy of records of hours worked in a retail store</b>	Check the accuracy of records of hours worked in a retail store	Num.	4	1

## SVQ 3 Retail

Core Skill	SCQF Level	SVQ units											
		B.14	B.15	B.16	B.22								
Communication	3												
Communication	4			✓	✓								
Communication	5	✓	✓		✓								
Communication	6												
Information and communication technology	3												
Information and communication technology	4			✓									
Information and communication technology	5			✓									
Information and communication technology	6		✓										
Numeracy	3	✓	✓	✓									
Numeracy	4	✓	✓	✓									
Numeracy	5												
Numeracy	6												
Problem solving	3												
Problem solving	4				✓								
Problem solving	5				✓								
Problem solving	6	✓	✓										
Working with others	3												
Working with others	4												
Working with others	5												
Working with others	6	✓	✓										

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## SVQ 3 Retail

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>B.14</b> <b>Organise the receipt and storage of goods in a retail environment</b>	Organise staff to receive and check incoming deliveries in a retail environment	Comm.	5	3
		Num.	3	1
		Num.	4	1
		WVO	6	1 and 3
	Organise and maintain storage facilities in a retail environment	WVO	6	1
	Check the storage and care of stock in a retail environment	PS	6	1 and 2
<b>B.15</b> <b>Audit stock levels and stock inventories in a retail environment</b>	Put an audit programme into practice in a retail environment	Comm.	5	3
		PS	6	1 and 2
		WVO	6	1 and 3
	Report on the findings of a retail stock audit	Comm.	5	2
		ICT	6	1, 2 and 3
	Num.	3	1	
		Num.	4	1
		PS	6	1 and 2
<b>B.16</b> <b>Source required goods and services in a retail environment</b>	Choose suppliers and order stock for retail sale	ICT	4	3
		ICT	5	3
		Num.	3	1
		Num.	4	1
	Check and evaluate the performance of suppliers of stock for retail sale	Comm.	4	3
	Num.	3	1	
		Num.	4	1
<b>B.22</b> <b>Monitor and help improve food safety in a retail environment</b>	Monitor food safety at critical control points in a retail environment	Comm.	4	3
	Contribute to continuous improvement of food safety in a retail environment	Comm.	4	3
		Comm.	5	3
		PS	4	1 and 2
		PS	5	1 and 2

## SVQ 3 Retail

Core Skill	SCQF Level	SVQ units											
		C.07	C.13	C.15	C.16								
Communication	3												
Communication	4	✓	✓	✓									
Communication	5		✓										
Communication	6		✓										
Information and communication technology	3			✓									
Information and communication technology	4												
Information and communication technology	5												
Information and communication technology	6												
Numeracy	3	✓	✓	✓	✓								
Numeracy	4	✓	✓	✓	✓								
Numeracy	5												
Numeracy	6												
Problem solving	3												
Problem solving	4												
Problem solving	5												
Problem solving	6				✓								
Working with others	3												
Working with others	4												
Working with others	5												
Working with others	6		✓										

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# SVQ 3 Retail

## Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>C.07</b> <b>Process part-exchange sales transactions in a retail environment</b>	Decide on the value of items offered in part exchange by retail customers	Comm.	4	3
		Num.	3	1
		Num.	4	1
	Negotiate part-exchange sales transactions with retail customers	Comm.	4	3
		Num.	3	1
		Num.	4	1
	Provide service at point of sale in a retail store	Comm.	4	3
		Num.	3	1
		Num.	4	1
<b>C.13</b> <b>Maintain the availability of goods for sale to customers in a retail environment</b>	Organise staff to display goods for retail sale	Comm.	4	3
		Comm.	5	3
		WVO	6	1 and 3
	Assess how effective displays are in a retail environment	Comm.	4	3
		Comm.	6	3
	Keep products available and maintain their quality in a retail environment	Comm.	4	3
		Comm.	6	3
		Num.	3	1
		Num.	4	1
<b>C.15</b> <b>Enable customers to apply for credit and hire purchase facilities</b>	Identify the retail customer's credit or hire-purchase requirements	Comm.	4	3
		Num.	3	1
		Num.	4	1
	Advise retail customers on the features of borrowing facilities	Comm.	4	3
		Num.	3	1
		Num.	4	1
	Process credit or hire purchase applications on behalf of retail customers	Comm.	4	3
		ICT	3	1 and 2
		Num.	3	1
Num.		4	1	
<b>C.16</b> <b>Evaluate the receipt of payments from customers</b>	Evaluate takings practices and procedures in a retail environment	PS	6	1 and 2
	Monitor takings practices and processes at the cash point in a retail environment	Num.	3	1
		Num.	4	1
		PS	6	1

## SVQ 3 Retail

Core Skill	SCQF Level	SVQ units										
		C.24	C.25	C.26								
Communication	3											
Communication	4	✓	✓	✓								
Communication	5	✓										
Communication	6		✓									
Information and communication technology	3			✓								
Information and communication technology	4											
Information and communication technology	5											
Information and communication technology	6											
Numeracy	3	✓	✓	✓								
Numeracy	4	✓	✓	✓								
Numeracy	5											
Numeracy	6											
Problem solving	3											
Problem solving	4											
Problem solving	5			✓								
Problem solving	6											
Working with others	3											
Working with others	4											
Working with others	5											
Working with others	6		✓									

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## SVQ 3 Retail

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>C.24</b> <b>Choose merchandise to feature in visual merchandising displays</b>	Interpret requirements for retail displays	Comm.	5	1
	Choose and agree retail merchandise to be featured in displays	Comm.	4	3
		Num.	3	1
		Num.	4	1
<b>C.25</b> <b>Plan, monitor and control how graphics are used in visual merchandising displays</b>	Identify and get hold of graphic materials for retail displays	Comm.	4	1
		Num.	3	1
		Num.	4	1
	Co-ordinate how graphic materials are used in retail displays	Comm.	4	1, 2 and 3
		Num.	3	1
	Num.	4	1	
	Check how graphic materials are used in retail displays	WVO	6	1 and 3
		Comm.	4	3
		Comm.	6	3
<b>C.26</b> <b>Monitor the effect of visual merchandising displays and layouts</b>	Gather information about retail customers' responses to displays and layouts	ICT	3	1 and 2
		Num.	3	1
		Num.	4	1
	Assess and report the effect of retail displays and layouts	Comm.	4	2 and 3
		ICT	3	1 and 2
		Num.	3	1
		Num.	4	1
		PS	5	1

## SVQ 3 Retail

Core Skill	SCQF Level	SVQ units										
		C.27	C.28	C.29								
Communication	3											
Communication	4	✓	✓	✓								
Communication	5		✓									
Communication	6	✓										
Information and communication technology	3											
Information and communication technology	4			✓								
Information and communication technology	5			✓								
Information and communication technology	6											
Numeracy	3	✓	✓	✓								
Numeracy	4	✓	✓	✓								
Numeracy	5			✓								
Numeracy	6			✓								
Problem solving	3											
Problem solving	4											
Problem solving	5											
Problem solving	6		✓	✓								
Working with others	3											
Working with others	4											
Working with others	5											
Working with others	6											

✓ = A possible opportunity to evidence Core Skills at the level shown. Potentially relevant elements from the Core Skills units are listed on the next page.

## SVQ 3 Retail

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>C.27</b> <b>Allocate, monitor and control visual merchandising project resources against budgets</b>	Negotiate and agree costs for visual merchandising projects	Comm.	4	2 and 3
		Comm.	6	3
		Num.	3	1
		Num.	4	1
	Control costs for visual merchandising projects	Comm.	4	2 and 3
		Num.	3	1
		Num.	4	1
<b>C.28</b> <b>Contribute to developing and putting into practice the company's visual merchandising policy</b>	Contribute to developing the company's visual design policy for its retail stores	Comm.	4	1, 2 and 3
		Num.	3	1
		Num.	4	1
		PS	6	1
	Support staff putting into practice the company's visual design policy for its retail stores	Comm.	4	3
		Comm.	5	3
<b>C.29</b> <b>Create plans, elevations and drawings to realise visual merchandising ideas</b>	Develop and test solutions for retail display layouts	ICT	4	1 and 2
		ICT	5	1 and 2
		Num.	3	1 and 2
		Num.	4	1 and 2
		Num.	5	1
		Num.	6	3
		PS	6	1 and 2
	Produce guidance for putting retail display layouts together	Comm.	4	3
		ICT	4	1 and 2
		ICT	5	1 and 2
		Num.	3	1
		Num.	4	1

## SVQ 3 Retail

Core Skill	SCQF Level	SVQ units											
		C.30	C.31	C.38	C.45								
Communication	3			✓									
Communication	4			✓	✓								
Communication	5	✓	✓		✓								
Communication	6												
Information and communication technology	3	✓	✓										
Information and communication technology	4												
Information and communication technology	5												
Information and communication technology	6	✓	✓										
Numeracy	3	✓	✓	✓									
Numeracy	4	✓	✓	✓									
Numeracy	5												
Numeracy	6												
Problem solving	3												
Problem solving	4												
Problem solving	5												
Problem solving	6	✓											
Working with others	3												
Working with others	4												
Working with others	5												
Working with others	6												

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# SVQ 3 Retail

## Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>C.30</b> <b>Develop individual retail service opportunities</b>	Make plans for finding new retail clients	Comm.	5	3
		ICT	3	1 and 2
		ICT	6	1
		Num.	3	1
		Num.	4	1
		PS	6	1
	Market your service to potential retail clients	Comm.	5	3
		ICT	3	1 and 2
		ICT	6	1
<b>C.31</b> <b>Provide a personalised sales and after-sales service to your retail clients</b>	Provide a personalised service to retail clients	Comm.	5	3
		ICT	3	1 and 2
		ICT	6	1
		Num.	3	1
		Num.	4	1
	Provide an after-sales service to retail clients	Comm.	5	3
		ICT	3	1 and 2
		ICT	6	1
<b>C.38</b> <b>Assist customers to obtain appropriate insurance (Financial Services Skills Council)</b>	Identify the customer's insurance needs	Comm.	3	1
		Comm.	4	3
	Agree insurance policies with the customer to enable them to be appropriately insured	Comm.	3	1 and 2
		Comm.	4	3
	Process insurance applications	Comm.	4	3
		Num.	3	1
		Num.	4	1
	Assist customers with claims	Comm.	4	1, 2 and 3
<b>C.45</b> <b>Help customers to choose alcoholic beverages in a retail store</b>	Help customers to choose alcoholic beverages in a retail store	Comm.	4	3
		Comm.	5	3

## SVQ 3 Retail

Core Skill	SCQF Level	SVQ units											
		C.56	C.57	D.13	D.14								
Communication	3												
Communication	4			✓	✓								
Communication	5	✓	✓	✓	✓								
Communication	6												
Information and communication technology	3			✓									
Information and communication technology	4			✓									
Information and communication technology	5												
Information and communication technology	6												
Numeracy	3				✓								
Numeracy	4				✓								
Numeracy	5												
Numeracy	6												
Problem solving	3												
Problem solving	4												
Problem solving	5												
Problem solving	6			✓	✓								
Working with others	3		✓										
Working with others	4												
Working with others	5												
Working with others	6			✓	✓								

✓ = A possible opportunity to evidence Core Skills at the level shown. Potentially relevant elements from the Core Skills units are listed on the next page.



## SVQ 3 Retail

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>C.56</b> <b>Help customers to choose specialist products in a retail environment</b>	Help customers to choose specialist products in a retail environment	Comm.	5	3
<b>C.57</b> <b>Demonstrate specialist products to customers in a retail environment</b>	Demonstrate specialist products to retail customers	Comm. WVO	5 3	3 1
<b>D.13</b> <b>Organise the delivery of reliable customer service (CfA Business Skills @ Work)</b>	Plan and organise the delivery of reliable customer service	Comm. WVO	5 6	3 1
	Review and maintain customer service delivery	Comm. PS	5 6	3 1 and 2
	Use recording systems to maintain reliable customer service	Comm. ICT	4 3	2 and 3 1, 2 and 3
<b>D.14</b> <b>Improve the customer relationship (CfA Business Skills @ Work)</b>	Improve communication with your customers	Comm.	4	2
		Comm.	6	3
	Balance the needs of your customer and your organisation	Comm.	5	3
		Num. Num. PS	3 4 6	1 1 1 and 2
Exceed customer expectations to develop the relationship	Comm. WVO	5 6	3 1 and 3	

## SVQ 3 Retail

Core Skill	SCQF Level	SVQ units											
		D.15	D.16	D.17	E.08								
Communication	3												
Communication	4	✓	✓	✓	✓								
Communication	5	✓	✓	✓									
Communication	6												
Information and communication technology	3												
Information and communication technology	4												
Information and communication technology	5												
Information and communication technology	6												
Numeracy	3												
Numeracy	4												
Numeracy	5												
Numeracy	6												
Problem solving	3												
Problem solving	4				✓								
Problem solving	5	✓		✓									
Problem solving	6	✓	✓										
Working with others	3												
Working with others	4												
Working with others	5				✓								
Working with others	6	✓	✓	✓									

✓ = A possible opportunity to evidence Core Skills at the level shown. Potentially relevant elements from the Core Skills units are listed on the next page.

## SVQ 3 Retail

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>D.15</b> <b>Work with others to improve customer service (CfA Business Skills @ Work)</b>	Improve customer service by working with others	Comm. PS WWO	5 5 6	3 1 1 and 3
	Monitor your own performance when improving customer service	Comm. PS WWO	5 6 6	3 3 4
	Monitor joint performance when improving customer service	Comm. Comm. PS WWO	4 5 6 6	3 3 1 and 2 1 and 3
<b>D.16</b> <b>Monitor and solve customer service problems (CfA Business Skills @ Work)</b>	Solve immediate customer service problems	Comm. PS	5 6	3 1 and 2
	Identify repeated customer service problems and options for solving them	Comm. PS WWO	5 6 6	3 1 1
	Take action to avoid the repetition of customer service problems	Comm. Comm. PS	4 5 6	2 3 2
<b>D.17</b> <b>Promote continuous improvement (CfA Business Skills @ Work)</b>	Plan improvements in customer service based on customer feedback	Comm. Comm.	4 5	3 3
	Implement changes in customer service	Comm. PS WWO	5 5 6	3 2 1 and 3
	Review changes to promote continuous improvement	Comm.	5	2 and 3
<b>E.08</b> <b>Work effectively in your retail organisation</b>	Support effective team working in a retail environment	Comm. WWO	4 5	3 1
	Help to plan and organise your own learning in a retail environment	Comm. PS WWO	4 4 5	3 3 3
	Help others to learn in a retail environment	Comm. WWO	4 5	3 1

## SVQ 3 Retail

Core Skill	SCQF Level	SVQ units											
		E.09	E.10	E.11	E.12								
Communication	3												
Communication	4	✓	✓	✓	✓								
Communication	5	✓	✓	✓	✓								
Communication	6	✓											
Information and communication technology	3				✓								
Information and communication technology	4				✓								
Information and communication technology	5				✓								
Information and communication technology	6												
Numeracy	3			✓	✓								
Numeracy	4			✓	✓								
Numeracy	5												
Numeracy	6												
Problem solving	3												
Problem solving	4												
Problem solving	5	✓											
Problem solving	6		✓	✓	✓								
Working with others	3												
Working with others	4												
Working with others	5	✓											
Working with others	6												

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## SVQ 3 Retail

### Core Skills Evidence Links

SVQ units		Core Skills			
Unit	Learning outcome	Core Skill	SCQF Level	Tasks	
<b>E.09</b> <b>Help to manage a retail team</b>	Help to manage a retail team	Comm.	4	3	
		Comm.	5	3	
		Comm.	6	3	
		PS	6	1 and 2	
		WWO	6	1	
<b>E.10</b> <b>Contribute to the continuous improvement of retail operations</b>	Identify opportunities for solving problems and improving retail operations	PS	6	1	
		Recommend ways of improving retail operations	Comm.	4	2 and 3
			Comm.	5	3
Contribute to putting improvements to retail operations into practice	Comm.	4	3		
	Comm.	5	3		
<b>E.11</b> <b>Help to monitor and maintain the security of the retail unit</b>	Put procedures into practice to maintain security in a retail environment	Comm.	4	3	
		Comm.	5	3	
	Monitor and investigate losses in a retail environment	Comm.	4	3	
		Comm.	5	3	
		Num.	3	1	
PS	Num.	4	1		
	PS	6	1 and 2		
<b>E.12</b> <b>Plan, monitor and adjust staffing levels and schedules in a retail environment</b>	Plan staffing levels and prepare work schedules for a retail team	Num.	3	1	
		Num.	4	1	
		ICT	3	1 and 2	
		ICT	4	1 and 2	
		ICT	5	1 and 2	
		PS	6	1 and 2	
	Monitor staffing levels and schedules against the work targets of a retail team	Comm.	4	3	
		Comm.	5	3	
		Num.	3	1	
PS	Num.	4	1		
	PS	6	1 and 2		

## SVQ 3 Retail

Core Skill	SCQF Level	SVQ units												
		E.13	E.14	E.15	E.17	E.18	E.21							
Communication	3													
Communication	4	✓	✓	✓	✓	✓								
Communication	5	✓	✓	✓		✓								
Communication	6													
Information and communication technology	3													
Information and communication technology	4													
Information and communication technology	5													
Information and communication technology	6													
Numeracy	3				✓									
Numeracy	4				✓									
Numeracy	5													
Numeracy	6													
Problem solving	3													
Problem solving	4													
Problem solving	5													
Problem solving	6	✓	✓											
Working with others	3													
Working with others	4													
Working with others	5													
Working with others	6	✓	✓	✓										

✓ = A possible opportunity to evidence Core Skills at the level shown. Potentially relevant elements from the Core Skills units are listed on the next page.

## SVQ 3 Retail

### Core Skills Evidence Links

SVQ units		Core Skills		
Unit	Learning outcome	Core Skill	SCQF Level	Tasks
<b>E.13</b> <b>Recruit, select and keep colleagues (CfA Business skills @ work)</b>	Recruit, select and keep colleagues	Comm.	4	3
		Comm.	5	3
		PS	6	1 and 2
		WVO	6	1 and 3
<b>E.14</b> <b>Provide learning opportunities for colleagues (CfA Business skills @ work)</b>	Provide learning opportunities for colleagues	Comm.	4	3
		Comm.	5	3
		PS	6	1 and 2
		WVO	6	1 and 3
<b>E.15</b> <b>Develop productive working relationships with colleagues (CfA Business skills @ work)</b>	Develop productive working relationships with colleagues	Comm.	4	3
		Comm.	5	3
		WVO	6	1, 3 and 4
<b>E.17</b> <b>Monitor and evaluate the quality of service provided to your customers by external suppliers</b>	Monitor the quality of customer service provided by external suppliers to your retail customers	Comm.	4	3
		Num.	3	1
		Num.	4	1
<b>E.18</b> <b>Monitor and maintain health and safety in a retail environment</b>	Evaluate and improve external suppliers' service to your retail customers	Comm.	4	2 and 3
<b>E.18</b> <b>Monitor and maintain health and safety in a retail environment</b>	Assess and control risks to health and safety in a retail environment	Comm.	4	3
		Comm.	5	3
	Put accident and emergency procedures into practice in a retail environment	Comm.	4	3
<b>E.21</b> <b>Monitor and support secure till use during trading hours</b>	Monitor and support secure till use during trading hours	None identified		

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