**Skills for Work: Retailing National 5 (SCQF level 5) – Resource Sheet**

This resource sheet provides details of the resources available to support teachers/lecturers in the teaching and delivery of the Skills for Work: Retailing at SCQF level 5. Please remember that a secure login and password are required for SQA’s secure webpage. These can be provided by your centre’s SQA co-ordinator.

[C779 75 Skills for Work: Retailing National 5 (SCQF level 5)](https://www.sqa.org.uk/sqa/31944.html)

**Purpose**

The Skills for Work: Retailing course at National 5 has been designed to provide an introductory qualification in retail that reflects employability skills identified as being important by employers in retail and many other sectors. The course provides opportunities for learners to develop general and practical skills as well as knowledge and understanding of the key aspects of retailing

**General aims**

* develop transferable skills of employability
* allow learners to experience vocationally related learning
* provide opportunities to develop a range of Core Skills
* encourage learners to take responsibility for their own learning and development
* facilitate progression to further education and/or training
* provide learners with an introduction to working in retailing
* help build learners’ confidence

**Specific aims**

* help learners to develop a good work ethic through developing a positive and responsible attitude to work
* develop team working and problem-solving skills
* develop communication skills
* develop customer care skills
* encourage learners in the setting of personal goals, and develop skills of reviewing and evaluating experiences
* prepare learners for further learning, study and training opportunities within the retail industry or other areas of employment

**Qualification Structure**

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| **Mandatory (4 must be chosen)** | |
| HH8M 75 | [Retailing: Working in Retail](https://www.sqa.org.uk/sqa/files/nq/HH8M75.pdf) |
| HH8J 75 | [Retailing: Maintaining, Storing and Replenishing Stock](https://www.sqa.org.uk/sqa/files/nq/HH8J75.pdf) |
| HH8L 75 | [Retailing: Satisfying Customer Needs](https://www.sqa.org.uk/sqa/files/nq/HH8L75.pdf) |
| HH8K 75 | [Retailing: Planning and Implementing a Retail Event](https://www.sqa.org.uk/sqa/files/nq/HH8K75.pdf) |

**Summary of unit content**

Units are statements of standards for assessment and not programmes of learning and teaching. They can be delivered in a variety of ways; however, Skills for Work units are designed to provide an experiential learning process.

**Retailing: Working in Retail (National 5)**

This unit will provide learners with the opportunity to develop identified employability skills by carrying out practical activities in a realistic working environment. This could be within a retail organisation, or a shop within a college or school. A simulated environment should closely resemble a working store environment. Learners will be encouraged to develop their employability skills through good timekeeping and attendance, following instructions, working as part of a team and dealing with customers. In addition, learners will learn about the nature of retailing as an industry and explore the variety of job roles available within it. They will also learn about the skills identified as being important by retail employers and what they expect from potential employees. Learners will also have the opportunity to participate in group and one-to-one interviews.

**Retailing: Maintaining, Storing and Replenishing Stock (National 5)**

This unit is based on the principles of the five ‘Rs’ — having the right product in the right place at the right time, in the right quantity and at the right price. The unit focuses on the practical needs of retailing giving the learners the opportunity to learn about stock handling, stock replenishment and the role of the supply chain in managing stock. The legal requirements of pricing and health and safety at work will also be linked to these topics. Learners will be able to demonstrate their learning while carrying out practical activities. Learners will have the opportunity to develop skills relating to working co-operatively with others, the ability to follow instructions and to planning and organising their work while undertaking this unit.

**Retailing: Satisfying Customer Needs (National 5)**

Learners will learn about the skills and knowledge that are important when providing a high degree of customer satisfaction. Learners will learn about the features and benefits of products, complementary products, listening and questioning techniques, interacting with customers and how to be effective when dealing with customer complaints. The focus of learning will be on learners acquiring good communication skills that will be used to establish and respond to customer needs. Learners will identify opportunities to maximise sales and in doing so will learn how good service and appropriate selling skills can improve sales for a retailer. Learners will also learn about current consumer legislation and how it affects retailers. The focus is to provide learners with an understanding of how current consumer legislation impacts on the retail environment.

**Retailing: Planning and Implementing a Retail Event (National 5)**

This unit will provide learners with the opportunity to develop transferable skills that are desirable to the retail industry along with many others. Learners will be required to plan, implement and finally evaluate an event. In doing so they will be required to work effectively with others, and further develop their communications skills and their skills in planning and organisation. Implementing the event will involve a range of skills that are required for modern retailing including displaying and merchandising goods effectively to maximise sales opportunities. Learners will have opportunities to develop their problem-solving abilities when completing this unit due to the complexities of planning and implementing an event.

**Resources**

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| **Resource** | **SQA Webpage** | **Further information** |
| **SQA Open Webpage** | | |
| **Group Award specification** | [Retailing National 5 Skills for Work Course Specification](https://www.sqa.org.uk/sqa/files_ccc/RetailingN5SFWCourseSpec.pdf) | The course specification can be found within the ‘Qualification Structure’ tab. |
| **Unit specifications** | These can be found via the SQA unit search function [here](https://www.sqa.org.uk/sqa/controller?p_service=Front.searchUnits&t=nq_unit,hn_unit,aq_unit,acd_unit,qcf_unit&g=0&q=&r=) or by clicking on the hyperlinks above. |  |
| **SQA Secure Webpage** | | |
| **Assessment Support Packs (ASPs)** | ASPs are available on the SQA Secure webpage [here](https://secure.sqa.org.uk/secure/nq/Skills_for_Work/Retailing/National_5) | ASPs are available for all units.  These loose-leaf packs –**for teachers'/lecturers' use only** - contain instruments of assessment, guidance and other useful information relating to internal assessment.  Secure login and password are required to access these materials – please contact your centre SQA co-ordinator |
| **Support Material Packs** | Support Material Packs are available on the SQA Secure webpage [here](https://secure.sqa.org.uk/secure/nq/Skills_for_Work/Retailing/National_5) | Support Materials Packs are available for all units.  Additional notes provided to teachers and lecturers to support in the delivery of Skills for Work units |