

## Retail Management Level 3

### Who Are Retail Management N / SVQs For?

Retail Management NVQs are aimed at people working in a management role in the retail sector.

### How Do I Achieve A N / SQV?

Like all N / SVQs, this qualification is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

### How Do I Know What Level of NVQ Is Best For Me?

#### Who Should Do Level 3?

The Level 3 qualification is intended for individuals who are already competent in a significant variety of retail work activities. For example, store managers, senior sales assistants and supervisors. The individual will be working as part of a team. The individual's work situation will provide the opportunity to be involved in a range of retail activities. For example, staff management, selling goods, customer service, organisational effectiveness. This qualification is very flexible in its structure enabling the organisation and individual to choose the optional units which best suit their work situation and job role.

### What Units Do I Have To Complete?

#### Level 3

In order to achieve a full Level 3 qualification, candidates must complete 6 units of competence, including 1 mandatory unit and 5 optional units. At least 2 optional units must come from 328-332 (only 1 unit can be chosen from 331 or 332). The remaining 3 optional units must be chosen from 260, 306-308, 310-311, 313, 315-321, 328-334, 336. Only 1 of the customer service units 316-320 can count towards this qualification.

#### Mandatory Unit

Unit 301 Work effectively in your retail organisation

## Optional Units

- Unit 260 Cash up in a retail store
- Unit 306 Organise the receipt and storage of goods in a retail environment
- Unit 307 Audit stock levels and stock inventories in a retail environment
- Unit 308 Monitor and help improve food safety in a retail environment
- Unit 310 Source required goods and services in a retail environment
- Unit 311 Maintain the availability of goods for sale to customers in a retail environment
- Unit 313 Plan, monitor and adjust staffing levels and schedules in a retail environment
- Unit 315 Monitor and evaluate the quality of service provided by external suppliers to your customers
- Unit 316 Organise the delivery of reliable customer service
- Unit 317 Improve the customer relationship
- Unit 318 Work with others to improve customer service
- Unit 319 Monitor and solve customer service problems
- Unit 320 Promote continuous improvement in customer service
- Unit 321 Help to monitor and maintain the security of the retail unit
- Unit 328 Contribute to the continuous improvement of retail operations
- Unit 329 Recruit, select and keep colleagues
- Unit 330 Provide learning opportunities for colleagues
- Unit 331 Develop productive working relationships with colleagues
- Unit 332 Allocate and check work in your team
- Unit 333 Evaluate the receipt of payments from customers
- Unit 334 Monitor and maintain health and safety in a retail environment
- Unit 336 Monitor and support secure till use during trading hours

## Retail Management Modern Apprenticeship

### You Must Achieve

Level 3 Retail Management (6 units)

### Plus TWO UNITS from any of the following N / SVQs:

Team Leading Level 2  
Retail Level 3  
Customer Service Level 3  
Management Level 3  
Training and Development Level 3  
Floristry Level 3  
Vehicle Parts Distribution and Supply Level 3  
Administration Level 3  
Sales Level 3  
Procurement Level 3  
Using IT Level 3  
Telesales Level 3  
Scottish Certificate in Licensing  
REHIS Intermediate Food Safety Certificate  
NEBS(M) Team Leading  
European Computer Driving Licence

### Plus The following Core Skills:

Communication	-	Intermediate 1
Numeracy	-	Intermediate 1
Problem Solving	-	Intermediate 1 (fully embedded in unit 301)
Information Technology	-	Intermediate 1
Working with Others	-	Intermediate 2