



Pearson

Pearson Edexcel Level 3 Diploma in Retail Skills (Management) (QCF)

Qualification Number: 600/4105/5

What is the purpose of this qualification?

This qualification is designed for learners who are already working in retail, or for those who would like to enter into the sector. The qualification supports progression to employment in roles such as Retail Supervisor or Manager. It is also beneficial to those already in similar roles to maximize their career development. It will allow the learner to develop skills and knowledge required for the sector, have existing skills recognised and achieve a nationally recognised Level 3 qualification.

This qualification is based on the National Occupational Standards (NOS) in Retail, which were set and designed by People 1st, Sector Skills Council for Retail. It can be taken as part of an Apprenticeship, making up the competency element of the Advanced Level Apprenticeship in Retail Skills (Management).

What does this qualification cover?

The Pearson Edexcel Level 3 Diploma in Retail Skills (Management) (QCF) is a 43 credit and 199-241 guided learning hour (GLH) qualification. It consists of one mandatory unit plus optional units which learners must choose from to achieve the required credits.

Mandatory content:

- Work effectively and support others in a retail organisation

An example of optional units:

- Monitor and maintain health and safety in a retail environment
- Contribute to the continuous improvement of retail operations within own area of responsibility
- Produce staffing schedules to help a retail team to achieve its targets

Customer service:

- Organise the delivery of reliable customer service

- Monitor and solve customer service problems
- Improve the customer relationship

Management and Leadership

- Set objectives and provide support for team members
- Plan, allocate and monitor work of a team
- Manage conflict in a team

Who could take this qualification?

This qualification is available to learners who are 16 years and older. No prior knowledge, experience or qualifications are required, but the learner may be seeking work within the retail sector or already be employed within a retail role. A learner currently employed in the retail sector will find the qualification appropriate for developing their skills and moving into a supervisory or managerial role.

How is this qualification assessed?

All units within this qualification are internally assessed via a portfolio of evidence. The qualification and units are graded as pass/fail.

What could this qualification lead to?

Learners who have achieved the Pearson Edexcel Level 3 Diploma in Retail Skills (Management) (QCF) can progress to a range of other retail and management qualifications at level 3 and above.

Qualifications:

- Pearson BTEC Level 4 Diploma in Management and Leadership (QCF)
- Pearson Edexcel BTEC Level 3 Certificate or Diploma in Retail Knowledge (QCF)
- Pearson Edexcel Level 3 Diploma in Retail Skills (Visual Merchandising) or (Sales Professional) (QCF).

Job roles:

- | | |
|--------------------------------------|--------------------|
| • Retail/sales Supervisor or manager | • Retail Buyer |
| • Customer services manager | • Online retailer |
| | • Stock management |

Who supports this qualification?

This qualification is supported by People 1st, the Sector Skills Council for Retail.