



Qube **learning**

level 3  
NVQ diploma

retail  
**management**

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European Union  
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This qualification is directed at those who have been working within a retail environment as a supervisor or manager. This course is flexible enough to be tailored to fit within many sectors of the retail industry, from clothing and fashion, to food and groceries, to charity shop work. The course will cover the practical skills for interacting & leading your team, monitoring health & safety and security processes while organising the retail environment.

Learners will need to gain 34 credits from the optional units. At least 26 credits must be gained from level 3 units (including the mandatory unit).

At least 4 optional units must be completed or up to a maximum of 6.

**Mandatory Unit**

Unit Number	Unit Title	Level	Credit
301	Work effectively in your retail organisation	3	9

**Optional Units**

Unit Number	Unit Title	Level	Credit
Unit 241	Develop productive working relationships with colleagues	2	9
Unit 242	Allocate & check work in your team	2	12
Unit 306	Organise the receipt & storage of goods in a retail environment	3	11
Unit 311	Maintain the availability of goods for sale to customers in a retail environment	3	11
Unit 313	Plan, monitor & adjust staffing levels & schedules in a retail environment	3	11
Unit 316	Organise the delivery of reliable customer service	3	8
Unit 317	Improve the customer relationship	3	8
Unit 318	Work with others to improve customer service	3	7
Unit 319	Monitor & solve customer service problems	3	7

**Optional Units (continued)**

Unit Number	Unit Title	Level	Credit
Unit 320	Promote continuous improvement in customer service	3	10
Unit 321	Help to monitor & maintain the security of the retail unit	3	11
Unit 328	Contribute to the continuous improvement of retail operations	3	10
Unit 329	Recruit, select & keep colleagues	3	13
Unit 330	Provide learning opportunities for colleagues	3	11
Unit 331	Evaluate the receipt of payments from customers	3	9
Unit 332	Monitor & maintain health & safety in a retail environment	3	13
Unit 336	Monitor & support secure till use during trading hours	3	3

A minimum of 16 credits must be selected from units 306, 311 - 313, 316 - 321 & 331. A further 15 credits must be selected from units 241, 260, 262, 306, 311 - 313, 316 - 321 & 331.

At least 1 unit must be selected from units 241, 242, 328 - 330.

There are time limits on how quickly units can be achieved.

