



Qube **learning**

level 3
NVQ diploma

retail
sales
professional

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This qualification is directed at those who have been working within a retail environment for a length of time or as a supervisor. 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 with staff and customers, learning to deal appropriately with goods and working securely within a retail environment.

Learners will need to gain 31 credits from the optional units. At least 24 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 11.

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 260	Cash up in a retail store	2	2
Unit 262	Provide service to customers in the dressing room of a retail store	2	1
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 312	Help to manage a retail team	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)	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 331 Evaluate the receipt of payments from customers	3	9

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.

Only 1 unit may be selected from units 241, 260 or 262 & units 316 - 319.

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

