



Apprenticeship in Retail - Management Pathway

Overview

The Apprenticeship in Retail Skills Management Pathway is suitable for those with Retail Management responsibilities as their primary work activity and wish to receive recognition for their skills and experience. It is a flexible qualification designed to provide learners with an in-depth level of retail competence required by employers in the sector.

The Apprenticeship in Retail Skills Management Pathway consists of qualifications that are included in the Qualifications and Credit Framework (QCF) and provides a flexible approach to learning through the selection of units and credits.

The Apprenticeship includes the following qualifications:

- > Level 3 NVQ Diploma in Retail Skills (Management)
- > Level 3 Certificate in Retail Knowledge
- > Essential Skills Wales Level 2 in Communication
- > Essential Skills Wales Level 2 in Application of Number

Level 3 NVQ Diploma in Retail Skills Management Pathway

This NVQ Diploma is made up of units at Level 3 where learners can demonstrate their skills in a particular area of Retail Management. Each unit has a credit value and in order to complete the Diploma, learners are required to achieve 43 credits, of which 10 credits will come from the mandatory unit in Group A.

A minimum number of 36 credits must be achieved at Level 3 or above.

The remaining credits may be selected from the optional units from Group B, of which, a minimum of 18 credits must come from Group B1, a maximum of 8 credits can come from the customer service units in Group B2 and a maximum of 15 credits can come from the management and leadership units in Group B3.

Mae'r Rhaglenni Prentisiaeth, Hyfforddeiaeth a Thwf Swyddi Cymru, a arweinir gan Llywodraeth Cymru, yn cael cymorth ariannol gan Gronfa Gymdeithasol Ewrop

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The following table will outline the units available for selection:

Mandatory Unit Group A

Title	Credit	Level
Work effectively and support others in a retail organisation	10	3

Optional Units Group B1 - Select a minimum of 18 credits from this Group

Title	Credit	Level
Audit stock levels and stock inventories in a retail environment	6	3
Source required goods and services in a retail environment	10	3
Monitor and help improve food safety in a retail environment	11	3
Manage staff to receive goods in a retail environment	5	3
Organise and monitor the storage of stock in a retail environment	6	3
Maintain the availability of goods on display in a retail environment to promote sales	6	3
Manage the payment transaction process in a retail environment	9	3
Contribute to the continuous improvement of retail operations within own area of responsibility	10	3
Manage the prevention of wastage and loss in retail environment	11	3
Produce staffing schedules to help a retail team to achieve its target	5	3
Monitor and maintain health and safety in a retail environment	13	3
Monitor and support secure payment point use during trading hours	3	3
Maintaining data confidentiality and security when using web-based retail facilities in-store	2	2
Using web-based facilities in-store to achieve retail sales	2	2
Advising and supporting customers on the use of in-store web-based retail facilities	3	2
Motivating colleagues to promote web-based retail facilities to customers	4	3



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Optional Units Group B2 - Imported Customer Service - Select a maximum of 8 credits from this Group

Title	Credit	Level
Organise the delivery of reliable Customer Service	6	3
Improve the customer relationship	7	3
Work with others to improve Customer Service	8	3
Monitor and solve Customer Service problems	6	3
Promote continuous improvement	7	3

Optional Units Group B3 - Management & Leadership - Select a maximum of 15 credits from this group

Title	Credit	Level
Set objectives and provide support for team members	5	3
Plan, allocate and monitor work of a team	5	3
Make effective decisions	3	3
Manage conflict in a team	3	3
Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	4	3

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