

Retail Skills Advanced Apprenticeship – Management 3

Level 3 Diploma in Retail Management

This level 3 qualification is for someone who has worked in the retail industry for some time – they will have plenty of experience and their work might involve supervising others or managing resources. The qualification is for someone who wants to develop their skills further, perhaps to move into a management role.

These qualifications allow candidates to further learn, develop and practise the skills required for employment and/or career progression in retail management. Units in the qualification cover all areas of retail management including managing teams, resolving conflict, producing staff schedules and promoting continuous improvement.

To achieve the Level 3 Diploma in Retail Management, learners must achieve a minimum of 43 credits. 36 credits must be achieved at level 3.

- 10 credits must come from the mandatory unit in group A
- A minimum of 33 credits must come from the optional units of which
 - A minimum of 18 credits must come from group B
 - A maximum of 15 credits can come from the imported units in group C
 - A maximum of 8 credits can come from the imported units in group D

MANDATORY UNITS GROUP A	GLH	CREDIT
Work effectively and support others in a retail organisation	50	10
OPTIONAL UNITS GROUP B	GLH	CREDIT
Using web-based facilities in-store to achieve retail sales	20	2
Advising and supporting customers on the use of in store web based retail facilities	24	3
Maintaining data confidentiality and security when using web based retail facilities in store	20	2
Audit stock levels and stock inventories in a retail environment	28	6
Source required goods and services in a retail environment	52	10
Monitor and help improve food safety in a retail environment	50	11
Manage staff to receive goods in a retail environment	24	5
Organise and monitor the storage of stock in a retail environment	27	6
Maintain the availability of goods on display in a retail environment to promote sales	30	6
Manage the payment transaction process in a retail environment	43	9
Contribute to the continuous improvement of retail operations within own area of responsibility	47	10
Manage the prevention of wastage and loss in a retail environment	50	11
Produce staffing schedules to help a retail team to achieve its target	22	5
Monitor and support secure payment point use during trading hours	13	3
Motivating colleagues to promote web-based retail facilities to customers	30	4
OPTIONAL UNITS GROUP C	GLH	CREDIT
Make effective decisions	10	3
Manage conflict in a team	20	3
Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	20	4
Plan, allocate and monitor work of a team	25	5
Set objectives and provide support for team members	35	5
OPTIONAL UNITS GROUP D	GLH	CREDIT
Monitor and solve customer service problems	40	6
Organise the delivery of reliable customer service	40	6
Promote continuous improvement	47	7
Work with others to improve customer service	53	8

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