

Retail Skills Advanced Apprenticeship – Sales Professional 3

Level 3 Diploma in Sales Professional

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 learn, develop and practise the skills required for employment and/or career progression in retail as a sales professional. Units in the qualification cover all areas of retail sales including the sale of fresh goods, helping customers to choose goods and services, reducing wastage and all aspects of customer service.

They allow candidates to progress into employment or to the following City & Guilds qualifications:

- Level 3 Certificate / Diploma in Retail Skills (Management)
- Level 3 Certificate / Diploma in Retail Skills (Visual Merchandising)

To achieve the Level 3 Diploma in Sales Professional learners must achieve a minimum of 43 credits. 33 credits must be achieved at level 3.

- 10 credits must come from the mandatory unit in group A
- A minimum of 23 credits must come from group B
- A maximum of 10 credits can come from the level 2 and imported level 3 optional units in group C

MANDATORY UNITS GROUP A

Work effectively and support others in a retail organisation

GLH

50

CREDIT

10

OPTIONAL UNITS GROUP B

Using web-based facilities in-store to achieve retail sales

GLH

20

CREDIT

2

Advising and supporting customers on the use of in-store web-based retail facilities

24

3

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

Help customers to choose alcoholic beverages in a retail environment

53

10

Help customers to choose specialist products in a retail environment

34

8

Deputise for the leader of a retail team

55

11

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 targets

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

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OPTIONAL UNITS GROUP C	GLH	CREDIT
Hand process fish in a retail environment	21	6
Process greengrocery products for sale in a retail environment	17	7
Finish meat products by hand in a retail environment	29	9
Organise own work to meet a dough production schedule in a retail environment	48	10
Maintain food safety while working with food in a retail environment	13	6
Pick products in a retail environment to fulfil customer orders	19	4
Check stock levels and sort out problems with stock levels in a retail environment	10	2
Finish bake off food products in a retail environment	15	3
Glaze, coat or decorate bake off products for sale in a retail environment	15	3
Demonstrate products to customers in a retail environment	15	3
Provide a bra fitting service in a retail environment	44	10
Advise customers on the fixing and care of tiles	35	6
Cash up in a retail environment	9	2
Promote a retail store's credit card to customers in a retail environment	12	3
Provide service to customers in a dressing room in a retail environment	16	3
Promote food or drink products by offering samples to customers	13	2
Help customers to apply for a retail store's credit card and associated insurance products	22	4
Help customers to choose delicatessen products in a retail environment	15	3
Portion delicatessen products to meet customer requirements in a retail environment	15	4
Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	15	4
Operate a customer record card system on a beauty counter in retail	8	2
Hand divide, mould and shape fermented dough	21	4
Select, weigh and measure bakery ingredients	16	3
Identify and report the presence of pests, diseases and disorders	23	0
Maintain, moisture levels for crops or plants	15	5
Merchandise plants and other relevant products	45	6
Provide nutrients to crops or plants	15	2
Remove unwanted plant growth to maintain development	38	5
Improve the customer relationship	47	7
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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