

BIIAB Level 3 Diploma in Retail Management

The Level 3 Diploma in Retail Skills (Management) is a flexible qualification designed to provide learners with an in-depth level of retail competence required by employers in the sector. It is typically suitable for those with retail managerial responsibilities and autonomy.

What does it comprise of?

To complete this qualification, candidates must achieve forty three credits of which

- All credits must come from level 3 units, and 10 credits must come from the mandatory unit
- A minimum of 33 credits must come from the optional units in Group B, of which:
 - A minimum of 18 credits must come from Group B1
 - A maximum of 15 credits can come from the imported management and leadership units in Group B2
- A maximum of 8 credits can come from the imported customer service units un Group B3

Group A Mandatory Unit (10 credits)

Unit Title	Credit Value	Level
Work effectively and support others in your retail organisation	10	3

Group B1:

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
Maintain 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 a retail environment	11	3
Produce staffing schedules to help a retail team to achieve its targets	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

Group B2:

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

Group B3:

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

Assessment

Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning. A portfolio of evidence is produced which demonstrates that the candidate can perform to the level described. Participants will all have a Training Assessor who will help assemble the portfolio and prepare for assessment.

To complete the Apprenticeship in Retail Management Level 3 learners must complete the following components:

- Level 3 Diploma in Retail Management
- Level 3 Certificate in Retail Knowledge (Technical Certificate)
- Functional Skills: English Level 2 and Math's Level 2

Learners who achieve the Level 3 Diploma in Retail Skills (Management) can progress to the Level 3 Diploma in Retail Skills (Visual Merchandising and/or Sales Professional) or to higher vocational qualifications.

How long will it take?

There are no fixed periods for completion, however depending on experience most participants complete within 12 to 18 months

How to participate

Our centre will provide you with advice on how to access the programme, methods of delivery and eligibility for funding.

For more information please call:

0330 088 0888

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