

## Level 3 Diploma in Retail Knowledge (QCF)

### About the course

The Level 3 in Retail Knowledge (QCF) have been developed to give learners the opportunity to:

- Engage in learning that is relevant to them and which will provide opportunities to develop a range of skills and techniques, personal skills and attributes essential for successful performance in working life
- Achieve a nationally Level 2 or Level 3 vocationally-related qualification
- Progress to employment in a particular vocational sector
- Progress to related general and/or vocational qualifications.

### Structure of Course

Qualification credit value: a minimum of 37 credits. Minimum credit to be achieved at, or above, the level of the qualification: 29 credits

### Assessment

The purpose of assessment is to ensure that effective learning has taken place to give learners the opportunity to:

- Meet the standard determined by the assessment criteria and
- Achieve the learning outcomes.

Learners who achieve the minimum eligible credit value specified by the rule of combination will achieve the qualification at pass grade. Each unit within these qualifications have specified assessment criteria. Learners who achieve the minimum eligible credit value specified by the rule of combination will achieve the qualification at pass grade. To achieve a 'pass' a learner must have successfully passed all the assessment criteria.

### Contact us

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### Course Modules

#### Mandatory Group A –

- Unit 26 Understanding Customer Service in the Retail Sector
- Unit 27 Understanding the Management of Risks To Health and Safety On the Premises of a Retail Business
- Unit 28 Understanding Security and Loss Prevention in a Retail Business
- Unit 29 Understanding how the Smooth Operation of a Payment Point is maintained
- Unit 30 Understanding the Retail Selling Process
- Unit 31 Understanding the Management of Stock in a Retail Business
- Unit 32 Understanding the Development of Personal and Team Effectiveness in a Retail Business
- Unit 33 Understanding how the Effectiveness of Store Operations Can Be Improved

*Remaining units can be found on the providing qualification board's website*