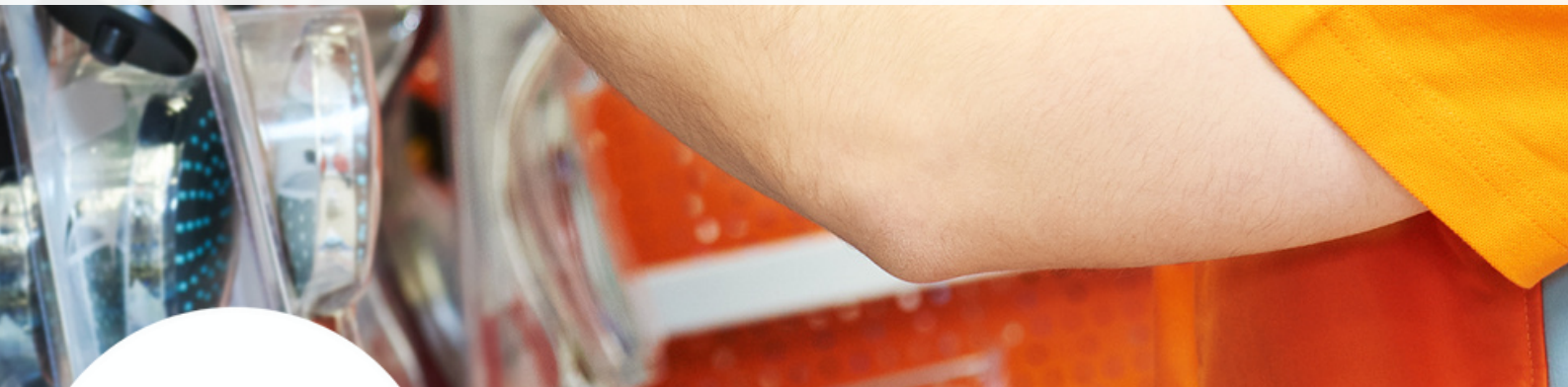




# Pre-entry Advice & Guidance Level 1 Certificate in Retail Skills



# About this Pre-entry Advice and Guidance.

This guidance will provide you with:

1. Course information – including what you will learn and how you will be assessed
2. Course entry requirements
3. Progression pathways – future learning and/or employment
4. Your next steps

This guidance should help you decide if this is the right course for you.

# Course Information

**Course Title**

**Level 1 Certificate in  
Retail Skills**

**Level**

**1**

**Awarding Body**

**City and Guilds**

**Duration**

**2/3 years**

**Course entry  
requirements**

**None**

# Course Title

**Level 1 Certificate in Retail Skills**

# Content

**Level 1 will suit you if you are new to retail, and are looking to gain basic knowledge, understanding and experience in retail.**

**You complete core unit:**

- **Work effectively in a retail team.**

**Modules covered :**

- **Keep stock at required levels.**
- **Maintain food safety while working with food in retail.**
- **Load orders for dispatch to customers.**
- **Recognise and report security risks.**
- **Provide counter & takeaway service.**
- **Receive goods and materials into storage.**
- **Process returned goods.**
- **Assemble products for display.**
- **Check stock levels and sort out problems with stock levels.**
- **Display stock to promote sales to customers.**
- **Carry out promotional campaigns.**
- **Deal with customer queries and complaints.**

# How is the course assessed?

**This course is assessed by a mixture of practical competence and completion of practical workshop portfolio and online exams.**

# Progression

**Progression from Level 1 is through to Level 2 through our Apprenticeships NI programme. You can start as a Sales Advisor from £8.50 p/h to £22,000 a year.**

# Additional Info

## Additional Support

Additional support is available for you in class and for exams if you have a confirmed disability, learning difficulty or long-term medical condition.

You just need to fill out a form and you will be referred to Ability Action for support.

## Essential Skills

OCN qualifications available in: Literacy and Numeracy at Entry Level, Level 1 and Level 2 and in ICT from Level 1 to Level 2. Compulsory component of your course if you do not have a GCSE Grade C in English and Maths. Essential Skills Level 2 is comparable to GCSE Grade C.

# What Happens next?

Enrol for your course online at [www.springvalelearning.com](http://www.springvalelearning.com)

We will contact you by mobile telephone to confirm your details and arrange a tour of our facilities.

You will then fill in an expression of interest form.

We will then send you out an offer letter.

Then simply contact us to confirm that you are accepting your place on our course.



**Programme Manager : Shelly Higgins**  
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**Enrol  
today**

**SKILLS**  
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