Qualification Specification
601/1726/6
iCQ Level 3 Diploma in Retail Skills (Management)

Qualification Details

Title :	iCQ Level 3 Diploma in Retail Skills (Management) (RQF)
Awarding Organisation :	iCan Qualifications Limited
Fees Price List Url :	https://icanqualify.net
Qualification Type :	RQF
Qualification Sub Type :	None
Qualification Level :	Level 3
Qualification Sub Level :	None
EQF Level :	Level 4
Regulation Start Date :	14-Oct-2013
Operational Start Date :	01-Nov-2013
Offered In England :	Yes
Offered In Wales :	Yes
Offered In Northern Ireland :	Yes
Assessment Language In English :	Yes
Assessment Language In Welsh :	No
Assessment Language In Irish :	No
SSA :	7.1 Retailing and Wholesaling
Purpose :	D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose :	D1. Confirm competence in an occupational role to the standards required
Total Credits :	43
Min Credits at/above Level :	43
Minimum Guided Learning Hours :	199
Maximum Guided Learning Hours :	241
Diploma Guided Learning Hours :	0
Barring Classification Code :	ZZZZ
Overall Grading Type :	Pass
Assessment Methods :	E-assessment, Multiple Choice Examination, Portfolio of Evidence
Structure Requirements :	To achieve this qualification learners must attain a minimum of 43 credits, of which all 43 credits must be at level 3. Learners must achieve the Mandatory Unit in Group M (10 credits), plus at least a further 33 credits from the optional Groups A, B and C. A minimum of 18 credits must come from Group A, a maximum of 15 credits may come from Group B, and a maximum of 8 credits may come from Group C.
Age Ranges :	Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes
Qualification Objective :	This qualification is for those who take responsibility for a retail environment and who wish to develop their management skills

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OAG) Over-arching Group	**Yes**	0	2	0	43	0
M) Mandatory Unit	**Yes**	1	1	0	10	0
OA) Group A Optional Units	**Yes**	12	2	0	18	0
OB) Group B Optional Units	No	5	1	0	0	15
OC) Group C Optional Units	No	5	1	0	0	8

Group M Mandatory Unit

URN	Title	Level	GLH	Credit
H/503/5729	Work effectively and support others in a retail organisation	3	50	10

Group OA Group A Optional Units

URN	Title	Level	GLH	Credit
A/503/5669	Audit stock levels and stock inventories in a retail environment	3	28	6
D/503/5681	Manage staff to receive goods in a retail environment	3	24	5
D/503/5731	Contribute to the continuous improvement of retail operations within own area of responsibility	3	47	10
F/503/5737	Monitor and support secure payment point use during trading hours	3	13	3
H/503/5682	Organise and monitor the storage of stock in a retail environment	3	27	6
H/503/5732	Manage the prevention of wastage and loss in a retail environment	3	50	11
K/503/5733	Produce staffing schedules to help a retail team to achieve its targets	3	22	5
L/503/5675	Monitor and help improve food safety in a retail environment	3	50	11
L/503/5692	Maintain the availability of goods on display in a retail environment to promote sales	3	30	6
M/503/5734	Monitor and maintain health and safety in a retail environment	3	60	13
R/503/5693	Manage the payment transaction process in a retail environment	3	43	9
T/503/5671	Source required goods and services in a retail environment	3	52	10

Group OB Group B Optional Units

URN	Title	Level	GLH	Credit
F/600/9715	Make effective decisions	3	10	3
M/600/9600	Set objectives and provide support for team members	3	35	5
M/600/9628	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	3	20	4
R/600/9685	Manage conflict in a team	3	20	3
Y/600/9669	Plan, allocate and monitor work of a team	3	25	5

Group OC Group C Optional Units

URN	Title	Level	GLH	Credit
D/601/1553	Work with others to improve customer service	3	53	8
H/601/1232	Improve the customer relationship	3	47	7
H/601/1554	Promote continuous improvement	3	47	7
J/601/1515	Monitor and solve customer service problems	3	40	6
Y/601/1230	Organise the delivery of reliable customer service	3	40	6

Unit Specification
H/503/5729
Work effectively and support others in a retail organisation

Qualification Framework :	RQF
Title :	Work effectively and support others in a retail organisation
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	50
Unit Credit Value :	10
SSAs :	7.1 Retailing and Wholesaling
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance. Workplace assessment of occupational competence is required.

Unit: H/503/5729 : Work effectively and support others in a retail organisation
Understand how own team contributes to the success of the wider organisation
Assessment Criterion - The learner can:
01.01	explain own teams purpose, aims and targets in the context of the wider organisation
01.02	explain the roles and responsibilities of colleagues in own team
01.03	explain the importance of good working relations within own team
Understand own role within a team in a retail environment
02.01	explain own responsibility for contributing to own teams success, including helping colleagues to learn
02.02	explain the importance of being a reliable team member
02.03	explain the factors to take account of when making commitments, including: •existing workload •the degree to which interruptions and changes of plan are within own control
02.04	explain the importance of implementing the organisations policies and procedures for health and safety, including the importance of setting a good example to colleagues
Understand what motivates self and colleagues in a retail environment
03.01	explain the factors that can affect own and colleagues motivation to carry out work in a retail environment, including skills and existing workload
03.02	explain potential circumstances that could affect morale in a retail environment
Be able to support effective working within a retail team
04.01	allocate work in ways that take account of own and colleagues preferences, skills and available time
04.02	make and keep commitments to colleagues within: •own team •the wider organisation
04.03	agree alternative actions when it is not possible to keep commitments made to colleagues
04.04	interact with colleagues within own team and wider organisation in ways that attempt to maintain morale
04.05	explain to team members why it is important to treat each other fairly, politely and with respect
04.06	implement own organisations health and safety procedures while working
Be able to improve own work performance in own retail team
05.01	identify knowledge and skills needed to improve own work performance
05.02	reach agreement with own line manager concerning: •learning and development goals •action points and deadlines for own learning and development
05.03	take measures to improve own performance
05.04	review own progress against an agreed learning and development plan, including seeking feedback from those in a position to give it
Be able to help others to learn in a retail environment
06.01	communicate to colleagues own willingness and availability to provide work-related information and advice
06.02	provide information and advice on request to colleagues where this is within own responsibility
06.03	provide advice and support to colleagues to help them meet the organisations standards
06.04	communicate procedures to colleagues in a logical sequence to help them meet the organisations standards
06.05	provide colleagues with opportunities to practise new skills
06.06	provide constructive feedback to colleagues on their progress in developing new skills
06.07	ensure that health, safety and security are not compromised when helping others to learn
06.08	refer colleagues to specialist advice as needed to support their learning

Qualification Framework : RQF
Title : Audit stock levels and stock inventories in a retail environment
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 28
Unit Credit Value : 6
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: A/503/5669 : Audit stock levels and stock inventories in a retail environment
Be able to implement a stock audit in a retail environment
Assessment Criterion - The learner can:
01.01 explain the importance of auditing levels of stock and stock inventories
01.02 plan an audit of stock that: will ensure accurate, complete and timely auditing; will cause as little disruption as possible to normal work; includes plans for dealing with contingencies
01.03 negotiate with colleagues to obtain staff who have the necessary skills to help with the audit
01.04 allocate specific responsibilities to each member of the audit team
01.05 explain to the audit team what they are expected to do
01.06 diagnose and resolve problems that arise when implementing the audit
Be able to use the findings of an audit to identify and resolve problems with stock levels and stock inventories
02.01 analyse the findings of a stock audit to identify problems that need resolving
02.02 prioritise problems according to their importance and urgency
02.03 investigate and resolve problems: methodically; as far as possible within the scope of the audit and with the resources available
Be able to communicate the results of an audit
03.01 clarify audit findings, including any unresolved problems, in a timely fashion for those who need the information

Qualification Framework :	RQF
Title :	Manage staff to receive goods in a retail environment
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	24
Unit Credit Value :	5
SSAs :	7.1 Retailing and Wholesaling
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: D/503/5681 : Manage staff to receive goods in a retail environment	
Be able to manage staff to receive and check incoming deliveries of goods in a retail environment	
Assessment Criterion - The learner can:	
01.01	select sufficient staff to prepare for, receive and check expected incoming deliveries of goods
01.02	explain to staff, in advance of deliveries of goods arriving: •what needs to be done to prepare the receiving area •what needs to happen when the expected deliveries arrive
01.03	assess whether the area for receiving goods has been adequately prepared to ensure safe and secure unloading of goods
01.04	assess whether there is enough storage space of the right type for the expected goods
01.05	ensure that goods are unloaded safely and securely
01.06	explain why incoming goods should be checked against requirements immediately after unloading
01.07	ensure that incoming goods are checked against requirements immediately after unloading
01.08	ensure that delivery records are completed in line with organisational procedures
01.09	evaluate records of deliveries of goods to determine whether each supplier has met the organisations service needs
01.10	resolve problems with deliveries of goods in line with organisational procedures

Unit Specification
D/503/5731
Contribute to the continuous improvement of retail operations within own area of responsibility

Qualification Framework : RQF
Title : Contribute to the continuous improvement of retail operations within own area of responsibility
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 47
Unit Credit Value : 10
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: D/503/5731 : Contribute to the continuous improvement of retail operations within own area of responsibility
Understand how own area of responsibility can contribute to the overall success of the retail organisation
Assessment Criterion - The learner can:
01.01 explain characteristics of the organisations brand image, customer base and desired market position
01.02 explain the relationship between the agreed performance measures for own area of responsibility and the organisations brand image and desired market position
01.03 explain how systems and procedures in own area of responsibility are intended to support the achievement of organisational performance measures
01.04 explain potential causes of failure to achieve organisational performance measures in the type of retail operations carried out in own area of responsibility
Understand how to motivate staff in own area of responsibility to support and contribute to the continuous improvement of retail operations
02.01 explain why it is important for staff to understand the purpose and intended benefits of improvements to retail operations
02.02 explain how own manner when explaining improvements can affect staffs response to these
02.03 explain the importance of encouraging staff to suggest ideas for improvement to retail operations
02.04 explain the importance of ensuring that colleagues receive the credit if their ideas are implemented
02.05 explain the importance of showing enthusiasm and leading by example when putting improvements into practice
Be able to evaluate achievements of organisational performance measures for retail operations within own area of responsibility
03.01 evaluate organisational performance within own area of responsibility using information that is : relevant; reliable; up to date
Be able to develop recommendations for improving the effectiveness of retail operations
04.01 develop ideas to improve the effectiveness of operations in own area of responsibility
04.02 evaluate which ideas for improvements to the effectiveness of operations in own area of responsibility should be put forward to decision makers, based on the extent to which the ideas are: consistent with the organisations brand image; consistent with organisational policy; achievable, given the available resources; beneficial to the organisation and its customers
Be able to recommend ideas for improving the effectiveness of retail operations to decision makers
05.01 present ideas to decision makers for possible improvements, doing so: with supporting facts; acknowledging any contributions made by other people
05.02 explain to decision makers the benefits the recommended improvements could bring
05.03 justify to decision makers the resources needed to put improvements into practice
05.04 clarify any aspects of the recommended improvements decision makers wish to discuss further
Be able to contribute to the implementation of planned improvements to retail operations within own area of responsibility
06.01 explain planned improvements to staff in ways that attempt to: make clear the benefits of the proposed changes; encourage involvement in implementing proposed changes
06.02 ensure that staff have everything they need to implement proposed changes including additional training
06.03 seek advice and support to resolve any problems with implementing proposed changes that are not within own authority to resolve
06.04 demonstrate to staff own commitment to achieving the benefits of proposed changes through own behaviour

Qualification Framework : RQF
Title : Monitor and support secure payment point use during trading hours
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 13
Unit Credit Value : 3
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: F/503/5737 : Monitor and support secure payment point use during trading hours
Understand the data security risks associated with payment point use
Assessment Criterion - The learner can:
01.01 explain who is authorised to remove cash or cash equivalents from payment points during trading hours
01.02 explain the data security risks that can arise at a payment point
Be able to monitor and support secure payment point use during trading hours
02.01 monitor the payment point during trading hours to ensure that staff are following organisational procedures for keeping customers personal data confidential
02.02 authorise payment point transactions and adjustments in line with organisational procedures for: •customer service •security •stock control
02.03 replenish change in payment points in line with organisational procedures

Unit Specification
H/503/5682
Organise and monitor the storage of stock in a retail environment

Qualification Framework : RQF
Title : Organise and monitor the storage of stock in a retail environment
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 27
Unit Credit Value : 6
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: H/503/5682 : Organise and monitor the storage of stock in a retail environment
Understand the causes and prevention of stock loss within storage systems
Assessment Criterion - The learner can:
01.01 explain the causes of stock deterioration, loss and damage
01.02 explain how to reduce stock loss within storage systems
Understand the legal and organisational requirements for storing stock
02.01 explain the legal and organisational requirements for storing stock, including health and safety requirements and the removal of out-of-date stock
Be able to organise the use of storage facilities in a retail environment
03.01 organise storage facilities to take account of: day-to-day work; safety requirements; the need to keep stock secure; the need to keep stock in a saleable condition
03.02 train staff to use the storage system: securely; safely; in line with relevant legal requirements
03.03 assign staff clear roles and responsibilities for storing and moving stock
03.04 develop plans to cope with unforeseen storage problems that take account of available resources
03.05 review plans for coping with unforeseen storage problems
03.06 revise plans to cope with unforeseen storage problems, taking account of any relevant factors
03.07 monitor storage operations to ensure that staff are storing and moving stock: securely; safely; in line with relevant legal requirements
03.08 maintain stock records that are in line with organisational procedures
Be able to monitor the storage and care of stock in a retail environment
04.01 maintain a routine that meets the organisations requirements for checking the quality of storage facilities and stock
04.02 perform spot checks of storage facilities and stock
04.03 train staff to: identify stock that is out of date or at risk of deteriorating; deal with stock that is out of date or at risk of deteriorating in line with legal requirements and organisational procedures
04.04 monitor the storage and movement of stock to make sure that stock is reaching the shop floor as it is needed
04.05 recommend to decision makers ways of running storage and stock movement systems more profitably

Qualification Framework : RQF
Title : Manage the prevention of wastage and loss in a retail environment
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 50
Unit Credit Value : 11
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: H/503/5732 : Manage the prevention of wastage and loss in a retail environment
Understand the purpose of loss-control and stock-taking systems
Assessment Criterion - The learner can:
01.01 explain the purpose of loss-control and stocktaking systems
Be able to monitor own work area security in a retail environment
02.01 monitor the work area to detect any problems with security
02.02 implement security measures in line with: legislation; organisational requirements
Be able to promote security consciousness to colleagues
03.01 provide information to colleagues on: responsibilities for maintaining security; maintenance of security in own work area when opening, operating and closing the retail unit; those with authority to stop and search staff and customers; the items most likely to be stolen from own work area
Be able to investigate loss of stock, equipment, cash and cash equivalents
04.01 monitor levels of stock, equipment, cash and cash equivalents in line with organisational procedures to enable loss to be detected
04.02 record losses in line with organisational procedures
04.03 follow organisational procedures to investigate the cause of losses
Be able to take measures to prevent wastage and loss
05.01 provide information to colleagues on: the nature and extent of wastage and loss; how wastage and loss can occur; the problems caused by wastage and loss; how they can help to prevent wastage and loss
05.02 evaluate potential methods for preventing wastage and loss
05.03 implement methods to prevent wastage and loss
05.04 evaluate the effectiveness of wastage and loss prevention measures

Unit Specification
K/503/5733
Produce staffing schedules to help a retail team to achieve its targets

Qualification Framework : RQF
Title : Produce staffing schedules to help a retail team to achieve its targets
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 22
Unit Credit Value : 5
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: K/503/5733 : Produce staffing schedules to help a retail team to achieve its targets
Understand the uses of and constraints upon the staffing schedules for a retail team
Assessment Criterion - The learner can:

01.01	explain the relationship between staffing schedules and the achievement of work targets within a retail team
01.02	explain the factors other than staffing that may affect progress towards work targets, and the effect these are likely to have
01.03	explain what can happen if requirements are not complied with when drawing up staffing schedules including: •legal requirements •organisational requirements •contracts of employment

Be able to produce staffing schedules for a retail team

02.01	produce staffing schedules that: •cover all the operational needs that the team is responsible for meeting •take account of the operational constraints that apply •take account of the existing skills of staff •show how work will be allocated between available staff •show the locations where individuals will work •show the times when individuals will start and finish work •comply with relevant laws, organisational policy relating to working hours and individual contracts of employment •attempt to make it easy for team members to understand and use •include contingency plans to cope with unusual situations

Be able to adjust staffing schedules to take account of changing operational needs and constraints

03.01	monitor the progress of the team towards meeting operational needs
03.02	adjust staffing schedules where necessary and possible to ensure that operational needs can be met

Unit Specification
L/503/5675
Monitor and help improve food safety in a retail environment

Qualification Framework :	RQF
Title :	Monitor and help improve food safety in a retail environment
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	50
Unit Credit Value :	11
SSAs :	7.1 Retailing and Wholesaling
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.
	Workplace assessment of occupational competence is required.

Unit: L/503/5675 : Monitor and help improve food safety in a retail environment	
Understand the principles of food safety management that apply to a retail environment	
Assessment Criterion - The learner can:	
01.01	explain the following terms in relation to own organisation: •'critical control points' •'control points' •'critical limits' •'variance'
01.02	explain the importance of monitoring critical control points and control points
01.03	explain the impact of variance at critical control points and control points on food safety, public health and the organisation
01.04	explain why traceability is important to food safety
01.05	explain how traceability works
01.06	explain the importance of having organisational food safety procedures in place
Be able to monitor critical control points in a retail environment	
02.01	select relevant food safety control measures when monitoring critical control points
02.02	implement all specified organisational operational controls and checks of critical control points at the set time frequency
02.03	maintain records of monitoring activities in line with organisational procedures
02.04	obtain verification for completed checks, following organisational procedures
Be able to deal with problems identified when monitoring critical control points in a retail environment	
03.01	take corrective action when control measures fail, ensuring that such action is: •suited to the situation •carried out with a degree of urgency that matches the seriousness of the situation
03.02	report to the designated person any procedures that are out of line with critical limits
03.03	seek expert advice and support for problems identified when monitoring critical control points that are outside own level of authority or expertise to resolve
Be able to ensure that staff perform to the standard required for food safety in a retail environment	
04.01	allocate food safety responsibilities to staff
04.02	supervise staff to ensure that allocated food safety responsibilities are met
04.03	ensure that staff receive the training in food safety that they need
Be able to evaluate the nature and impact of factors or issues that may affect the safety of food in a retail environment	
05.01	evaluate the nature and impact of factors or issues that may affect the safety of food, arising in: •own work activities •the working environment •supplies •products to be sold to customers
Be able to contribute to improving food safety in a retail environment	
06.01	explain the term continuous improvement in relation to food safety
06.02	explain the importance of contributing to the process of improving food safety
06.03	present to decision-makers ideas for improving procedures or processes that affect food safety
06.04	implement new or revised procedures to improve food safety, where authorised to do so

Qualification Framework : RQF
Title : Maintain the availability of goods on display in a retail environment to promote sales
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 30
Unit Credit Value : 6
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: L/503/5692 : Maintain the availability of goods on display in a retail environment to promote sales
Understand how the display of goods can promote sales
Assessment Criterion - The learner can:
01.01	explain how different types of display help the store to reach its sales targets
01.02	explain how the way that information is positioned within displays can help to promote sales
01.03	explain how the layout of the selling area affects sales
Understand legal and organisational requirements for displaying goods
02.01	explain the organisational and legal requirements for displaying descriptions and prices of goods
02.02	explain the organisations standards for putting displays together, including standards for cleaning and preparation
02.03	explain the security, health and safety requirements and procedures relating to displaying goods
02.04	explain customers legal rights in relation to the display of goods
Be able to organise staff to display goods for retail sale
03.01	explain to staff the purpose of the display and the requirements and standards it must meet, including standards for health and safety and security
03.02	ask staff questions to check their understanding of the requirements and standards for the display
03.03	ensure that staff prepare the display area: •safely •with the minimum of inconvenience to customers
03.04	ensure that staff put the display together: •safely •with the minimum of inconvenience to customers
03.05	explain the importance of consulting an authorised decision-maker before modifying or changing the display
03.06	ensure that the records kept of displays are in line with organisational procedures
Be able to evaluate the effectiveness of displays
04.01	evaluate the effectiveness of displays in relation to: •their intended purpose •legal and organisational requirements and standards
04.02	evaluate information within displays to ensure that its content and position are: •legally compliant •likely to promote sales
04.03	ask staff for suggestions for making the display more appealing to customers
04.04	explain the importance of dealing promptly with any risks to security or health and safety that arise when evaluating displays
Be able to maintain the required quantity and quality of goods on display
05.01	provide accurate, up-to-date pricing information to the staff who need it
05.02	monitor price marking to ensure that it is correct
05.03	resolve any pricing problems that arise
05.04	develop stock replenishment plans to maintain the required quantity and quality of goods on display
05.05	organise the removal of stock of unsaleable quality from display

Unit Specification
M/503/5734
Monitor and maintain health and safety in a retail environment

Qualification Framework : RQF
Title : Monitor and maintain health and safety in a retail environment
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 60
Unit Credit Value : 13
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: M/503/5734 : Monitor and maintain health and safety in a retail environment
Understand own role in controlling risks to health and safety in a retail environment
Assessment Criterion - The learner can:
01.01 explain own rights and responsibilities under current legislation relating to: health and safety at work; managing health and safety at work; reporting injuries, diseases and dangerous occurrences; substances that can endanger health; first aid; fire precautions
01.02 describe sources of information and advice about health and safety legislation, policy and procedures
01.03 explain how to control health and safety hazards in relation to own role
01.04 describe methods of containing threatening and/or violent behaviour
01.05 explain how to control threatening and/or violent behaviour
Understand own responsibility for implementing accident and emergency procedures in a retail environment
02.01 explain how people can react in the event of accidents and emergencies
02.02 explain the importance of staying calm in the event of an accident or emergency
02.03 describe organisational procedures for raising alarms
02.04 explain own responsibilities in relation to evacuating the workplace in the event of an accident or emergency
02.05 describe escape routes from own work place including how to reach and use them safely
Be able to control risks to health and safety in a retail environment
03.01 monitor own working area to ensure that: it is free from risks to health and safety; colleagues are using any personal protective equipment in line with organisational procedures
03.02 seek advice immediately from the designated person when having difficulty controlling a risk to health and safety
03.03 provide training to colleagues on safe working practices
03.04 implement health and safety checks in line with organisational procedures
Be able to conduct risk assessments in a retail environment
04.01 explain why risk assessments are necessary in a retail environment
04.02 conduct risk assessments in such a way as to detect any significant risks to health and safety
04.03 prioritise risks in the order they should be dealt with
04.04 record risk assessments in line with organisational procedures
04.05 make risk assessment records available to those who need them
04.06 review risk assessment procedures to take account of changes in factors affecting health and safety
04.07 update risk assessment procedures as needed
Be able to implement accident and emergency procedures in a retail environment
05.01 take action in line with organisational procedures to prevent injury when emergencies occur in the workplace
05.02 take action in line with organisational procedures to prevent damage to property when emergencies occur in the workplace
05.03 take action in line with organisational procedures to contain potentially unsafe situations in the work area
05.04 seek immediate help from an appropriate source in the event of accidents and emergencies
05.05 use safety equipment in the event of an accident or emergency in line with the organisations and/or manufacturers guidelines
05.06 ensure when the building is being evacuated that: colleagues and customers leave the building immediately; colleagues and customers use designated escape routes to leave the building; officials responding to requests for help are given access
05.07 act immediately to isolate anyone acting violently or making threats
05.08 take action to protect colleagues and customers from anyone acting violently or making threats

Unit Specification
R/503/5693
Manage the payment transaction process in a retail environment

Qualification Framework : RQF
Title : Manage the payment transaction process in a retail environment
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 43
Unit Credit Value : 9
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: R/503/5693 : Manage the payment transaction process in a retail environment	
Be able to monitor payment transaction processing in a retail environment	
Assessment Criterion - The learner can:	
01.01	explain the aims that takings practices and procedures are designed to achieve
01.02	monitor the way staff process payment transactions, ensuring they are processed: •in line with organisational processing requirements •in ways that attempt to maintain goodwill
01.03	perform checks to ensure that equipment is providing information concerning payment transactions that is: •up to date •accurate
01.04	follow organisational procedures to take action to resolve any instances of: •payment transaction processing not meeting organisational processing requirements •payment transactions not being processed in ways that attempt to maintain goodwill •out of date or inaccurate information
Be able to manage the operation of payment points in a retail environment	
02.01	perform checks to ensure that staff set up and operate payment points in line with organisational procedures
02.02	resolve any operational problems with payment points when within own authority to do so
02.03	monitor the way that payments are handled, ensuring that staff are following organisational procedures
02.04	develop contingency plans to deal with unexpected problems at payment points

Unit Specification
T/503/5671
Source required goods and services in a retail environment

Qualification Framework : RQF
Title : Source required goods and services in a retail environment
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 52
Unit Credit Value : 10
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Workplace assessment of occupational competence is required.

Unit: T/503/5671 : Source required goods and services in a retail environment	
Understand the role of suppliers when sourcing goods and services	
Assessment Criterion - The learner can:	
01.01	explain how suppliers terms and conditions can affect the profitability of a retail business
01.02	explain the organisations legal rights as a purchaser of goods and services, including rights relating to returns, replacements and refunds
01.03	explain what constitutes a legally binding contract between retailer and supplier
Be able to source required goods and services	
02.01	interpret stock records to establish: •which stock needs replenishing •the quantity of stock required
02.02	evaluate the service offered by suppliers, taking account of: •the availability of the required goods and services •the terms and conditions offered by suppliers
Be able to order goods and services	
03.01	analyse purchase requisitions to identify items that can be ordered together
03.02	order goods and services: •of the required type and quantity •allowing sufficient time for delivery
03.03	develop procedures that will enable colleagues to give sufficient notice of any special orders for goods and services
03.04	resolve overdue or incomplete orders with the supplier
03.05	arrange returns, replacements and refunds when applicable
03.06	explain the options available when orders cannot be fulfilled on time
03.07	maintain purchasing records that are in line with organisational procedures
Be able to evaluate the performance of suppliers of stock for retail sale	
04.01	evaluate the quality, price and timeliness of deliveries against the organisations requirements
04.02	evaluate colleagues feedback about suppliers performance to determine if the standard of performance is acceptable
04.03	provide feedback to suppliers on the level of service they provide

Unit Specification
F/600/9715
Make effective decisions

Qualification Framework : RQF
Title : Make effective decisions
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 10
Unit Credit Value : 3
SSAs : 1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: F/600/9715 : Make effective decisions	
Be able to identify circumstances that require a decision to be made.	
Assessment Criterion - The learner can:	
01.01	Explain the circumstances requiring a decision to be made.
01.02	State the desired objective(s) for making a decision.
01.03	Establish criteria on which to base the decision, in line with own organisation.
Be able to collect information to inform decision-making.	
02.01	Identify information needed to inform the decision-making process.
02.02	Communicate with stakeholders affected by the decision.
02.03	Explain how to inform stakeholders about the decision-making process.
Be able to analyse information to inform decision-making.	
03.01	Identify information for validity and relevance to the decision-making process.
03.02	Analyse information and against established criteria.
Be able to make a decision.	
04.01	Apply decision-making technique(s) to determine a decision.
04.02	Explain the decision made in line with desired objectives.
04.03	Communicate the decision taken to relevant stakeholders.

Unit Specification
M/600/9600
Set objectives and provide support for team members

Qualification Framework : RQF
Title : Set objectives and provide support for team members
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 35
Unit Credit Value : 5
SSAs : 1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: M/600/9600 : Set objectives and provide support for team members	
Be able to communicate a teams purpose and objectives to the team members.	
Assessment Criterion - The learner can:	
01.01	Describe the purpose of a team.
01.02	Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).
01.03	Communicate the teams purpose and objectives to its members
Be able to develop a plan with team members showing how team objectives will be met.	
02.01	Discuss with team members how team objectives will be met.
02.02	Ensure team members participate in the planning process and think creatively.
02.03	Develop plans to meet team objectives.
02.04	Set SMART personal work objectives with team members.
Be able to support team members identifying opportunities and providing support.	
03.01	Identify opportunities and difficulties faced by team members.
03.02	Discuss identified opportunities and difficulties with team members.
03.03	Provide advice and support to team members to overcome identified difficulties and challenges.
03.04	Provide advice and support to team members to make the most of identified opportunities.
Be able to monitor and evaluate progress and recognise individual and team achievement.	
04.01	Monitor and evaluate individual and team activities and progress.
04.02	Provide recognition when individual and team objectives have been achieved.

Unit Specification
M/600/9628
Manage or support equality of opportunity, diversity and inclusion in own area of responsibility

Qualification Framework : RQF
Title : Manage or support equality of opportunity, diversity and inclusion in own area of responsibility
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 4
SSAs : 1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: M/600/9628 : Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	
Understand own responsibilities under equality legislation, relevant codes of practice and own organisational policies.	
Assessment Criterion - The learner can:	
01.01	Explain how equality of opportunity, diversity and inclusion relate to legal, industry requirements and organisational policies.
01.02	Describe how equality of opportunity, diversity and inclusion are considered in planning in own area of responsibility.
Be able to communicate an organisations written equality, diversity and inclusion policy and procedures in own area of responsibility.	
02.01	Outline an organisations equality, diversity and inclusion policy and procedures.
Be able to monitor equality, diversity and inclusion within own area of responsibility.	
03.01	Monitor how equality, diversity and inclusion activities in own area of responsibility are in line with own organisation.

Qualification Framework : RQF
Title : Manage conflict in a team
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.4 Public Services, 14.2 Preparation for Work, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/600/9685 : Manage conflict in a team	
Be able to support team members understanding of their role and position within a team.	
Assessment Criterion - The learner can:	
01.01	Communicate to team members the standards of work and behaviour expected of them.
01.02	Explain how team members can work together and support each other.
Be able to take measures to minimise conflict within a team.	
02.01	Identify issues with organisational structures, systems or procedures that are likely to give rise to conflict.
02.02	Identify potential conflict between team members.
02.03	Explain action required to avoid potential conflict and agree strategies for conflict resolution.
Be able to understand how to encourage team members to resolve their own conflicts.	
03.01	Explain how team members can be encouraged to identify and resolve their own problems and conflicts.
03.02	Explain how respect can be developed and maintained between team members.
Be able to understand legal and organisational requirements concerning conflict.	
04.01	Explain legal and organisational requirements concerning conflict in own team.
04.02	Explain how to maintain complete, accurate and confidential records of conflicts and their outcomes.

Qualification Framework : RQF
Title : Plan, allocate and monitor work of a team
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 25
Unit Credit Value : 5
SSAs : 1.4 Public Services, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: Y/600/9669 : Plan, allocate and monitor work of a team	
Be able to plan work for a team.	
Assessment Criterion - The learner can:	
01.01	Agree team objectives with own manager.
01.02	Develop a plan for a team to meet agreed objectives, taking into account capacity and capabilities of the team.
Be able to allocate work across a team.	
02.01	Discuss team plans with a team.
02.02	Agree work allocation and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members.
02.03	Agree standard of work required by team.
Be able to manage team members to achieve team objectives.	
03.01	Support all team members in order to achieve team objectives.
Be able to monitor and evaluate the performance of team members.	
04.01	Assess team members work against agreed standards and objectives.
04.02	Identify and monitor conflict within a team.
04.03	Identify causes for team members not meeting team objectives.
Be able to improve the performance of a team.	
05.01	Identify ways of improving team performance.
05.02	Provide constructive feedback to team members to improve their performance.
05.03	Implement identified ways of improving team performance.

Unit Specification
D/601/1553
Work with others to improve customer service

Qualification Framework : RQF
Title : Work with others to improve customer service
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 53
Unit Credit Value : 8
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: D/601/1553 : Work with others to improve customer service	
improve customer service by working with others	
Assessment Criterion - The learner can:	
01.01	contribute constructive ideas for improving customer service
01.02	identify what they have to do to improve customer service and confirm this with others
01.03	agree with others what they have to do to improve customer service
01.04	co-operate with others to improve customer service
01.05	keep their commitments made to others
01.06	make others aware of anything that may affect plans to improve customer service
monitor their own performance when improving customer service	
02.01	discuss with others how what they do affects customer service performance
02.02	identify how the way they work with others contributes towards improving customer service
monitor team performance when improving customer service	
03.01	discuss with others how teamwork affects customer service performance
03.02	work with others to collect information on team customer service performance
03.03	identify with others how customer service teamwork could be improved
03.04	take action with others to improve customer service performance
understand how to work with others to improve customer service	
04.01	describe who else is involved either directly or indirectly in the delivery of customer service
04.02	describe the roles and responsibilities of others in their organisation
04.03	describe the roles of others outside their organisation who have an impact on their services or products
04.04	evaluate what the goals or targets of their organisation are in relation to customer service and how these are set
04.05	evaluate how their organisation identifies improvements in customer service

Qualification Framework : RQF
Title : Improve the customer relationship
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 47
Unit Credit Value : 7
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: H/601/1232 : Improve the customer relationship
improve communication with their customers
Assessment Criterion - The learner can:
01.01	select and use the best method of communication to meet their customers expectations
01.02	take the initiative to contact their customers to update them when things are not going to plan or when they require further information
01.03	adapt their communication to respond to individual customers feelings
balance the needs of their customer and their organisation
02.01	meet their customers expectations within their organisations service offer
02.02	explain the reasons to their customers sensitively and positively when customer expectations cannot be met
02.03	identify alternative solutions for their customers either within or outside the organisation
02.04	identify the costs and benefits of these solutions to their organisation and to their customers
02.05	negotiate and agree solutions with their customers which satisfy them and are acceptable to their organisation
02.06	take action to satisfy their customers with the agreed solution when balancing customer needs with those of their organisation
exceed customer expectations to develop the relationship
03.01	make extra efforts to improve their relationship with their customers
03.02	recognise opportunities to exceed their customers expectations
03.03	take action to exceed their customers expectations within the limits of their own authority
03.04	gain the help and support of others to exceed their customers expectations
understand how to improve the customer relationship
04.01	describe how to make best use of the method of communication chosen for dealing with their customers
04.02	explain how to negotiate effectively with their customers
04.03	explain how to assess the costs and benefits to their customers and their organisation of any unusual agreement they make
04.04	explain the importance of customer loyalty and/or improved internal customer relationships to their organisation

Qualification Framework : RQF
Title : Promote continuous improvement
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 47
Unit Credit Value : 7
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: H/601/1554 : Promote continuous improvement
plan improvements in customer service based on customer feedback
Assessment Criterion - The learner can:
01.01	gather feedback from customers that will help to identify opportunities for customer service improvement
01.02	analyse and interpret feedback to identify opportunities for customer service improvements and propose changes
01.03	discuss with others the potential effects of any proposed changes for their customers and their organisation
01.04	negotiate changes in customer service systems and improvements with somebody with sufficient authority to approve trial or full implementation of the change
implement changes in customer service
02.01	organise the implementation of authorised changes
02.02	implement the changes following organisational guidelines
02.03	inform people inside and outside their organisation who need to know of the changes being made and the reasons for them
02.04	monitor early reactions to changes and make appropriate fine-tuning adjustments
review changes to promote continuous improvement
03.01	collect and record feedback on the effects of changes
03.02	analyse and interpret feedback and share their findings on the effects of changes with others
03.03	summarise the advantages and disadvantages of the changes
03.04	use their analysis and interpretation of changes to identify opportunities for further improvement
03.05	present these opportunities to somebody with sufficient authority to make them happen
understand how to promote continuous improvement
04.01	review how service improvements in their area affect the balance between overall customer satisfaction, the costs of providing service and regulatory requirements
04.02	explain how customer experience is influenced by the way service is delivered
04.03	explain how to collect, analyse and present customer feedback
04.04	explain how to make a business case to others to bring about change in the products or services they offer

Unit Specification
J/601/1515
Monitor and solve customer service problems

iCQ

Qualification Framework : RQF
Title : Monitor and solve customer service problems
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 40
Unit Credit Value : 6
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: J/601/1515 : Monitor and solve customer service problems
solve immediate customer service problems
Assessment Criterion - The learner can:
01.01	respond positively to customer service problems following organisational guidelines
01.02	solve customer service problems when they have sufficient authority
01.03	work with others to solve customer service problems
01.04	keep customers informed of the actions being taken
01.05	check with customers that they are comfortable with the actions being taken
01.06	solve problems with service systems and procedures that might affect customers before customers become aware of them
01.07	inform managers and colleagues of the steps taken to solve specific problems
identify repeated customer service problems and options for solving them
02.01	identify repeated customer service problems
02.02	identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option
02.03	work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation
take action to avoid the repetition of customer service problems
03.01	obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated
03.02	action their agreed solution
03.03	keep their customers informed in a positive and clear manner of steps being taken to solve any service problems
03.04	monitor the changes they have made and adjust them if appropriate
understand how to monitor and solve customer service problems
04.01	describe organisational procedures and systems for dealing with customer service problems
04.02	describe the organisational procedures and systems for identifying repeated customer service problems
04.03	explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers
04.04	explain how to negotiate with and reassure customers while their problems are being solved

Unit Specification
Y/601/1230
Organise the delivery of reliable customer service

Qualification Framework : RQF
Title : Organise the delivery of reliable customer service
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 40
Unit Credit Value : 6
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: Y/601/1230 : Organise the delivery of reliable customer service
plan and organise the delivery of reliable customer service
Assessment Criterion - The learner can:
01.01	plan, prepare and organise everything they need to deliver services or products to different types of customers
01.02	organise what they do to ensure that they are consistently able to give prompt attention to your customers
01.03	reorganise their work to respond to unexpected additional workloads
review and maintain customer service delivery
02.01	maintain service delivery during very busy periods and unusually quiet periods
02.02	maintain service delivery when systems, people or resources have let them down
02.03	consistently meet their customers expectations
02.04	balance the time they take with their customers with the demands of other customers seeking their attention
02.05	respond appropriately to their customers when customers make comments about the products or services they are offering
02.06	alert others to repeated comments made by their customers
02.07	take action to improve the reliability of their service based on customer comments
02.08	monitor the action they have taken to identify improvements in the service they give to their customers
use recording systems to maintain reliable customer service
03.01	record and store customer service information accurately following organisational guidelines
03.02	select and retrieve customer service information that is relevant, sufficient and in an appropriate format
03.03	quickly locate information that will help solve a customers query
03.04	supply accurate customer service information to others using the most appropriate method of communication
understand how to organise the delivery of reliable customer service
04.01	describe organisational procedures for unexpected situations and their role within them
04.02	describe resource implications in times of staff sickness and holiday periods and their responsibility at these times
04.03	explain the importance of having reliable and fast information for their customers and their organisation
04.04	evaluate the organisational procedures and systems for delivering customer service
04.05	identify useful customer feedback and explain how to decide which feedback should be acted on
04.06	describe how to communicate feedback from customers to others
04.07	evaluate the organisational procedures and systems for recording, storing, retrieving and supplying customer service information
04.08	explain the legal and regulatory requirements regarding the storage of data