

# Diploma in Providing Retail Services at SCQF 5

## SCQF LEVEL 5 MODERN APPRENTICESHIP



### 12 Month Programme

This qualification is designed to give learners the knowledge and skills needed for employment within the retail sector.

### Introduction to the course

Retail Skills at SCQF level 5 allows learners to demonstrate competence in job related skills in their particular area of work and expertise.

### Learner outcomes

This qualification covers areas such as health and safety, teamwork, customer service and sales. There are a wide range of optional units reflecting the diversity of the sector and the multi-channel nature of the modern retail business including:

- Provide Customer Service
- Developing Meta-skills and Personal Practice
- Work effectively as part of a team in a retail organisation

### Assessment

Assessment is through performance in the workplace and will be based on performance evidence, i.e. observation (in person, video recordings) and work products generated by the candidate (word-processed documents, letters, spreadsheets, receipts, e-mail correspondence, database reports, graphic elements, etc.). The specific evidence produced will depend on the choice of optional units.

### A good fit for

Learners who wish to pursue a career in retail or individuals who are currently in employment and who wish to obtain a formal qualification or to support continuing professional development.

### What's next?

Upon successful completion, learners will gain a recognised qualification which guarantees that they have the skills, knowledge and abilities required to carry out their role successfully. The level 5 award could provide progression to an SVQ in Retail at SCQF level 6 and employment in the retail sector.

Skills  
Development  
Scotland

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### Course overview



**Start Date**  
Flexible



**Level**  
SCQF Level 5



**Duration**  
12 months



**Delivery**  
Blended



**Assessment**  
Workplace assessments



**Qualification**  
Diploma in Providing Retail Services at SCQF 5



**Entry Requirements**  
No prior qualifications or knowledge are required to undertake this qualification. However, experience/knowledge of the retail industry would be an advantage.

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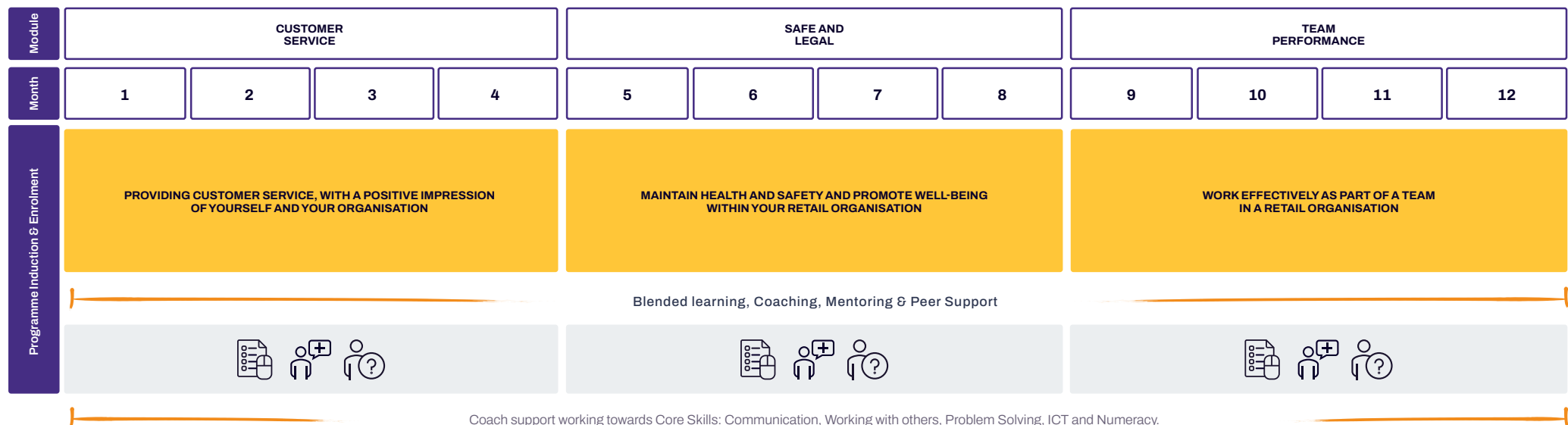


unlocking potential  
delivering personalisation  
enhancing performance

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## Blended Delivery Model



### Key



Online learning



Progress reviews



Assessment visit

The optional units available will be discussed with your skills coach at the start of the programme, as part of your personal development plan.