

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Introduction to Retail Skills
Unit Reference Number:	T/615/5724
Level:	Entry 1
Credit Value:	3
Minimum GLH:	30

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand good retail practice in a sales area	1.1 List benefits of keeping a sales/display area attractive, clean and tidy
2. Know what constitutes good customer care	2.1 Demonstrate how to welcome a customer
	2.2 Demonstrate how to provide information and advice to a customer
3. Know how to make a sale	3.1 Serve a customer
	3.2 Take part in a sales transaction
4. Know how to work safely	4.1 Identify fire procedures and fire hazards in the workplace
	4.2 Identify the importance of safe manual lifting and handling of goods and materials
	4.3 Demonstrate safe working practices individually and in relation to others