

Qualification Specification

601/3903/1

iCQ Level 1 Certificate in Retail Knowledge (RQF)



Qualification Details

Title : iCQ Level 1 Certificate in Retail Knowledge (RQF)
Awarding Organisation : iCan Qualifications Limited
Fees Price List Url : https://icanqualify.net
Qualification Type : RQF
Qualification Sub Type : None
Qualification Level : Level 1
Qualification Sub Level : None
EQF Level : Level 2
Regulation Start Date : 10-Jul-2014
Operational Start Date : 01-Aug-2014
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 : B. Prepare for further learning or training and/or develop knowledge and/or skills in a subject area
Sub Purpose : B1. Prepare for further learning or training
Total Credits : 13
Min Credits at/above Level : 13
Minimum Guided Learning Hours : 87
Maximum Guided Learning Hours : 90
Diploma Guided Learning Hours : 0
Barring Classification Code : ZZZZ
Overall Grading Type : Pass
Assessment Methods : Portfolio of Evidence
Structure Requirements : To achieve this qualification, learners must attain a total of 13 credits. 11 credits must come from units contained in the mandatory Group M, plus a further 2 credits (1 units) from the optional Group O
Age Ranges : Pre-16 : Yes; 16-18 : Yes; 18+ : No; 19+ : Yes
Qualification Objective : This qualification is for these learners who are looking to gain knowledge about working in a retail environment



Qualification Specification

601/3903/1

icQ Level 1 Certificate in Retail Knowledge (RQF)

Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OAG) Overarching Group	Yes	0	2	0	13	0
↳ M) Group M - Mandatory Units	Yes	6	6	6	11	0
↳ O) Group O - Optional Units	Yes	2	1	0	2	0

Group M Group M - Mandatory Units

URN	Title	Level	GLH	Credit
A/502/5756	Understanding the business of retail	1	8	1
J/502/5808	Understanding the control, handling and replenishment of stock in a retail business	1	11	2
M/502/5804	Understanding how a retail business maintains health, safety and security on its premises	1	15	2
R/502/5780	Understanding how individuals and teams contribute to the effectiveness of a retail business	1	15	2
I/502/5805	Understanding the retail selling process	1	13	2
T/502/5819	Understanding customer service in the retail sector	1	17	2

Group O Group O - Optional Units

URN	Title	Level	GLH	Credit
D/502/5801	Understanding retail consumer law	2	11	2
H/502/5797	Understanding the handling of customer payments in a retail business	2	8	2

Qualification Framework : RQF

Title : Understanding the business of retail

Unit Level : Level 1

Unit Sub Level : None

Guided Learning Hours : 8

Unit Credit Value : 1

SSAs : 7.1 Retailing and Wholesaling

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

This unit is intended to be delivered in England, Scotland, Wales or Northern Ireland but assessment can be adapted so that the unit can be used outside of the United Kingdom.

Unit: A/502/5756 : Understanding the business of retail

Understand how retail outlets differ in size and type

Assessment Criterion - The learner can:

- | | |
|-------|---|
| 01.01 | List the different retail channels and state the main features of each one |
| 01.02 | Identify the sizes and types of retail outlets typically found in a variety of retail locations such as high streets or retail business parks |

Understand the range of retail occupations

- | | |
|-------|---|
| 02.01 | State how retail occupations differ between small, medium and large retail businesses |
| 02.02 | Identify the usual entry points and progression opportunities for a variety of retail occupations |
| 02.03 | Outline the skills, personal attributes and behaviours required for a range of retail occupations |

Understand the retail supply chain

- | | |
|-------|---|
| 03.01 | List the sources from which retailers obtain products |
| 03.02 | Outline the key stages of a products journey through the supply chain |

Understand the contribution which the retail sector makes to the economy of the United Kingdom

- | | |
|-------|--|
| 04.01 | Outline the size of the retail sector using information such as: <ul style="list-style-type: none"> • the number of people employed • the number of retail businesses • the amount of money spent by customers every year |
|-------|--|

Understand how customers concerns influence the products and services offered by retailers

- | | |
|-------|---|
| 05.01 | Outline environmental issues of concern to retail customers |
| 05.02 | Outline ethical issues of concern to retail customers |
| 05.03 | List the main advantages to retailers of being responsive to customers environmental and ethical concerns |



Qualification Framework : RQF
Title : Understanding the control, handling and replenishment of stock in a retail business
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 11
Unit Credit Value : 2
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance .

Unit: J/502/5808 : Understanding the control, handling and replenishment of stock in a retail business	
Understand the principles of stock control	
Assessment Criterion - The learner can:	
01.01	State the main purposes of stock control systems
01.02	Describe the key features of a stock control system
01.03	Identify the technology that can be used in stock control
01.04	List the benefits of effective stock control
Understand how to move, handle and store stock	
02.01	Identify the different techniques and methods for moving stock including how it is kept secure
02.02	Identify the different techniques and methods for handling stock including how it is kept secure
02.03	Identify the different techniques and methods for storing stock including how it is kept secure
02.04	State where and in what conditions different types of stock should be stored
02.05	Identify procedures for dealing with the removal of waste
02.06	State why it is important to follow procedures for dealing with the removal of waste
Understand procedures for replenishing stock	
03.01	Outline the procedures for replenishing stock on display
03.02	State why accurate pricing and ticketing of stock is important



Qualification Framework : RQF
Title : Understanding how a retail business maintains health, safety and security on its premises
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 2
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance . For use within the UK assessment criteria 1.1 and 1.2 should specifically refer to current UK legislation: 1.1 refers to Health and Safety at Work Act 1.2 refers to Care of Substances Hazardous to Health (COSHH) Regulations

Unit: M/502/5804 : Understanding how a retail business maintains health, safety and security on its premises	
Know the main provisions of health and safety legislation in relation to a retail business	
Assessment Criterion - The learner can:	
01.01	State the role of employees and employers in relation to relevant health and safety legislation
01.02	State when and why the control of substances hazardous to health is important
01.03	State where to find information on company health and safety policies
Know how health and safety are maintained on the premises of a retail business	
02.01	List the risks and hazards which commonly occur on the premises of a retail business
02.02	Outline precautions to reduce the risk of accidents
02.03	Outline precautions to reduce the risk of fire
02.04	List the main types of fire extinguisher and the materials each should be used on
02.05	Outline procedures for the safe manual lifting and moving of stock
02.06	State why high standards of cleanliness and hygiene should apply to the staff and premises of a retail business
Know how cash and stock are kept secure on the premises of a retail business	
03.01	List the main causes of stock loss
03.02	List the different types of shop theft and where and when each type typically occurs
03.03	List the methods of payment typically accepted in retail outlets
03.04	Outline the main ways of preventing loss when handling payments
03.05	Outline the main checks for maintaining the security of cash and non-cash payments



Qualification Framework : RQF
Title : Understanding how individuals and teams contribute to the effectiveness of a retail business
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 2
SSAs : 7.1 Retailing and Wholesaling
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance .

Unit: R/502/5780 : Understanding how individuals and teams contribute to the effectiveness of a retail business	
Know the key employment rights and responsibilities of employees and the employer	
Assessment Criterion - The learner can:	
01.01	State the purpose of a contract of employment
01.02	List the main content typically included in a contract of employment
01.03	Outline the actions which can be taken by the individual and the employer if either party fails to keep to the terms of the contract of employment
01.04	Identify the legislation which protects individuals from harassment and discrimination
Know the characteristics of effective team working in retail business	
02.01	State the benefits to individual employees and to the retail business as a whole of working in teams
02.02	Identify different roles and levels of responsibility within retail teams
02.03	List the typical characteristics of effective and ineffective teams
02.04	List different techniques for communicating effectively within a team
Understand a range of activities for improving own skills and performance	
03.01	State the benefits to the retail business of improving employees skills and performance
03.02	State why it is important for employees to identify own strengths and development needs
03.03	List the different methods for reviewing and improving the performance and skills of individual employees



Qualification Framework	: RQF
Title	: Understanding the retail selling process
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 13
Unit Credit Value	: 2
SSAs	: 7.1 Retailing and Wholesaling
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: T/502/5805 : Understanding the retail selling process	
Understand the selling process	
Assessment Criterion - The learner can:	
01.01	Identify the key steps of the selling process
01.02	Outline the key skills and qualities required of successful sales staff
Understand how to find out what the customer wants	
02.01	State when and how to acknowledge, greet and approach customers
02.02	State how to find out what customers want
Understand how product information can be used to promote sales	
03.01	List common concerns a customer may have when buying a product
03.02	State how providing information about the product can increase its attractiveness to the customer
03.03	Describe the difference between the features and benefits of products
03.04	Identify basic rules for demonstrating products to customers
03.05	State where to obtain different types of product information



Qualification Framework	: RQF
Title	: Understanding customer service in the retail sector
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 17
Unit Credit Value	: 2
SSAs	: 7.1 Retailing and Wholesaling
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: T/502/5819 : Understanding customer service in the retail sector	
Understand the importance of customer service to a retail business	
Assessment Criterion - The learner can:	
01.01	State what is meant by customer service in a retail business
01.02	Outline how customer service contributes to the success of a retail business
Understand what gives customers a positive initial impression of a retail business and its staff	
02.01	Outline the factors which contribute to a customers initial impression of a retail business
02.02	Outline how the staff of a retail business can help to give customers a positive initial impression
Understand how customer service is adapted to meet the needs of individual customers	
03.01	List the types of service which customers may need, including help with gaining access to products, facilities and information
03.02	List the main ways of meeting customers needs for service, including ways of giving customers access to products, facilities and information
Understand the importance of communication to the delivery of customer service	
04.01	Outline how written communication can contribute to the effectiveness of customer service
04.02	Outline how spoken communication and body language can contribute to the effectiveness of customer service
04.03	State how different types of questions can be used to find out what customers need
04.04	State why it is important to listen to customers
Understand a variety of customer complaints and problems	
05.01	List the main types of customer complaints and problems
05.02	Identify solutions to typical customer complaints and problems
05.03	Outline the ways in which the law protects the rights of consumers

Qualification Framework	: RQF
Title	: Understanding retail consumer law
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 11
Unit Credit Value	: 2
SSAs	: 7.1 Retailing and Wholesaling
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: D/502/5801 : Understanding retail consumer law	
Understand how consumer legislation protects the rights of customers	
Assessment Criterion - The learner can:	
01.01	State the purpose of consumer legislation in relation to retail
01.02	Describe the key principles and concepts of consumer legislation such as fitness for purpose, misinterpretation, and merchantable quality
Know the main provisions for the protection of consumers from unfair trading practices	
02.01	Describe the provisions in place to protect consumers from unfair trading practices
02.02	Describe retail employees responsibilities in ensuring fair trading practices
Know the main provisions of consumer credit legislation in relation to retail	
03.01	Describe the key legal responsibilities of a retail business and its employees when offering credit facilities to customers
Know the main provisions of data protection legislation in relation to retail	
04.01	Describe the key responsibilities and obligations of a retail business and its employees under current data protection legislation
Know the main provisions of the law relating to the sale of licensed and age-restricted products	
05.01	Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of licensed goods
05.02	Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of age-restricted goods
Understand the consequences for businesses and employees of contravening retail law	
06.01	Describe the legal consequences for businesses and employees of contravening retail law
06.02	Describe the probable commercial consequences and sanctions for employees and businesses of contravening retail law



Qualification Framework	: RQF
Title	: Understanding the handling of customer payments in a retail business
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 8
Unit Credit Value	: 2
SSAs	: 7.1 Retailing and Wholesaling
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: H/502/5797 : Understanding the handling of customer payments in a retail business	
Know the methods of payment accepted from retail customers	
Assessment Criterion - The learner can:	
01.01	List the methods of payment typically accepted by retail businesses and describe how each is processed
Understand the risks involved in handling payments	
02.01	Describe how errors can arise when accepting cash payments at the till, and explain how these can result in losses
02.02	Identify the security risks that may arise when handling payments
Understand the cashiers responsibility for providing service at the payment point	
03.01	Outline the cashiers key responsibilities for serving customers at the payment point
03.02	Identify common problems which can arise at the payment point and describe how the cashier can resolve or refer these
03.03	Describe additional services which are often offered to customers at the payment point, such as cash-back or wrapping
03.04	Describe how the cashier can help to promote additional sales at the payment point
Understand the cashiers responsibilities when processing age-restricted goods at the payment point	
04.01	List the types and age restrictions of products which can be sold only to customers, or by employees, who are over a minimum age specified by law
04.02	State the consequences for the cashier and the business if legal age restrictions are not complied with
04.03	Describe the cashiers responsibilities for helping to ensure that legal age restrictions are complied with