

apprenticeship FRAMEWORK

Retail (Wales)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

Latest framework version?

For any previous versions of this framework: www.acwcerts.co.uk/framework_library

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Wales

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Retail (Wales)

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Framework information

Information on the Issuing Authority for this framework:

People 1st

Apprenticeship sector for occupations in hospitality, catering, retail, leisure, travel, tourism and passenger transport.

Issue number: 9	This framework includes:
Framework ID: FR03572	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: 31/07/2017	This framework is for use in: Wales

Short description

The Retail Apprenticeship frameworks at Levels 2 and 3 are designed to provide apprentices with the knowledge, skills and understanding they require to carry out their job role and to support their future progression within the sector. At Level 2, the Foundation Apprenticeship framework reflects the requirements of a range of roles within retail, including Sales Assistants, Customer Service Assistants and Stockroom Assistants as well as more specialist roles such as Beauty Consultants. The Level 3 Apprenticeship is more suited to individuals within a senior or specialist role within the retail sector e.g. Senior Sales Assistants, Craft Experts and Supervisors.

Contact information

Proposer of this framework

Skillsmart Retail UK Ltd the Standard Setting Body for retail are now owned by the People 1st Sector Skills Council. Skillsmart Retail used its own employer consultation mechanisms to develop this framework and key employers were involved in the development of this framework for the Retail Sector.

Developer of this framework

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Your organisation | People 1st

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Revising a framework

Why this framework is being revised

The framework is being revised to add new level 3 TQUK qualifications and remove expired EDI qualifications.

Summary of changes made to this framework

The framework is being revised to add new level 3 TQUK qualifications and remove expired EDI qualifications.

Qualifications removed

Level 2

- 500/6882/9 Pearson EDI Level 2 Certificate in Retail Knowledge (QCF)
- 600/3982/6 Pearson EDI Level 2 Certificate In Retail Skills (QCF)
- 600/3983/8 Pearson EDI Level 2 Diploma In Retail Skills (QCF)

Level 3

- 500/6883/0 Pearson EDI Level 3 Certificate in Retail Knowledge (QCF)
- 600/4075/0 Pearson EDI Level 3 Diploma In Retail Skills (Management) (QCF)
- 600/4107/9 Pearson EDI Level 3 Diploma In Retail Skills (Sales Professional) (QCF)
- 600/4103/1 Pearson EDI Level 3 Diploma In Retail Skills (Visual Merchandising) (QCF)

Qualifications added

Level 3

- 601/6194/2 TQUK Level 3 Diploma in Retail Skills (Management) (QCF)
- 601/6195/4 TQUK Level 3 Diploma in Retail Skills (Sales Professional) (QCF)
- 601/6196/6 TQUK Level 3 Diploma in Retail Skills (Visual Merchandising) (QCF)
- 601/6192/9 TQUK Level 3 Certificate in Retail Knowledge (QCF)
- 601/6193/0 TQUK Level 3 Diploma in Retail Knowledge (QCF)

Qualifications that have been extended

None

Purpose of this framework

Summary of the purpose of the framework

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

The Retail Apprenticeship frameworks are designed primarily to develop people in employment throughout the retail sector through gaining the knowledge, skills and understanding to carry out the job role. This will enable them to progress more quickly to more senior roles. Moving from a sales colleague to a senior or supervisory position results in an average increase in annual salary of £5k. The Retail Apprenticeship frameworks are relevant to 1.8 million employees in the retail sector.

The Retail Apprenticeships are a key tool in equipping the workforce with the skills and knowledge necessary to ensure the sector thrives.

Level 2 Foundation Apprenticeship in Retail

This framework has been designed for individuals working within a retail environment as a general sales assistant as well as those in more specialist roles, for example beauty consultants or fresh food counter assistants. Both the Retail Skills and Retail Knowledge qualifications contain generic mandatory units which focus on the apprentice's ability to function effectively in retail. The qualifications also have optional units which enable apprentices operating in more specialist roles to develop their skills and knowledge.

Level 3 Apprenticeship in Retail

This framework enables apprentices, who are employed in a more senior position within retail, such as Senior Sales Assistants, Team Leaders, Supervisors, to consolidate existing skills and knowledge. This will allow them to fulfil the requirements of their existing role and to support progression within the retail sector. At Level 3 there are three pathways within the Retail Skills qualifications; Sales Professional, Visual Merchandising and Management. These pathways have been established to ensure that apprentices participating in the Apprenticeship in Retail are able to complete competence-based qualifications which most appropriately reflect their current skills and job role.

Aims and objectives of this framework (Wales)

For the retail sector, apprenticeships are a key tool in the workforce development strategy because they:

- assist in lowering skills shortages within the sector.
- ensure that the apprenticeship programme is accessible to all retailers, regardless of their size.
- promote the sector as a career of choice to the wider community.

The current economic climate finds the retail sector battling to sustain their business under intense financial pressure. Redundancy on a large scale in the retail sector is very different from mass redundancies in sectors such as manufacturing. Firstly, even when a large company such as Woolworths closes, the distributed nature of retail means that it affects individuals in communities across the UK. Secondly, on average, retail accounts for 10% of the workforce whatever the economic circumstances and, even in this challenging trading environment, it is likely to remain the largest private sector employer for the foreseeable future. Finally, it is recognised that retail has a higher than average staff turnover (average 17% across the sector) and can, therefore, absorb significant numbers of people as part of its normal recruitment cycle.

Although conditions are undoubtedly extremely challenging, the diversity and distributed nature of retail means that it has the potential to emerge from the recession in a stronger position following a period of retrenchment and consolidation. Part of this emergence from recession will come through employers investing in skills, which will ensure that they have the skilled staff they need to take full advantage of the upturn when it comes.

The retail apprenticeship frameworks and the component qualifications have been developed through consultation with employers and partners in order to ensure that they meet the needs of the retail sector. Many employers, such as Tesco, B&Q, Superdrug, Boots and Sainsbury's, to name but a few, are offering apprenticeship programmes through a 'business-as-usual' model, and a number of other retailers are well on their way to introducing them. These engaged employers represent 16% of the total workforce, or around 490,000 employees, with scope for this number to be dramatically increased.

For further information about apprenticeships and careers in retail please visit:

www.people1st.co.uk

Entry conditions for this framework

This framework does not impose any entry restrictions except where employers set their own entry requirements.

As part of the last consultation process Skillsmart Retail asked employers if there should be formal entry requirements and the majority who responded disagreed. This was based on the fact that retailers employ individuals from all academic abilities and to set entry criteria would create barriers.

However, as individuals of all academic ability will apply to undertake the frameworks, it is essential that there is a rigorous initial assessment process. Whilst Skillsmart Retail does not prescribe the use of any particular assessment and diagnostic tools, those used must be fit for purpose with regard to measuring literacy and numeracy skills. Furthermore, we recommend assessing an applicant's suitability for working within the sector with regard to personal attitudes, attributes and behaviours.

Completion of any nationally accredited Level 1 retail qualification (such as the Level 1 Retail Skills or the Level 1 Retail Knowledge qualification) would provide apprentices with a good understanding of the sector prior to undertaking a Level 2 Retail Foundation Apprenticeship framework.

Completion of a Level 2 Foundation Apprenticeship in Retail or nationally accredited qualification at Level 2 would benefit learners commencing an Advanced Retail Apprenticeship at Level 3.

Essential Skills Wales

Essential Skills Wales qualifications in ICT are not mandatory for the Foundation Apprenticeship or the Apprenticeship in Retail. Following a period of consultation with employers within the sector, it has been identified that the retail sector operates slightly differently to other sectors, in terms of the use of information technology within the retail outlet. Many outlets do not require employees to use traditional ICT packages on a daily basis. Where ICT programmes are used by employees, they are usually be-spoke computer programmes which are specific to that organisation and are not generic applications such as Microsoft Office etc. ICT skills are therefore not considered to be a requirement for colleagues operating in a retail environment. It is recognised, however, that IT usage is part of everyday life and that, whilst it is not mandatory within the Apprenticeship programmes, the learner would pick up valuable skills and recognition from undertaking the ICT in Essential Skills Wales.

For the Foundation Apprenticeship at Level 2, the Essential Skills Wales qualifications at Level 1 in Communication and Application of Number are required to be achieved.

However, where a learner has achieved Key Skills qualifications in Application of Number

and/or Communication at Level 1 before 31st August 2011, the learner would be exempt from undertaking the relevant Essential Skills Wales qualification.

For the Retail Apprenticeship at Level 3, the Essential Skills Wales qualifications at Level 2 in Communication and Application of Number are required to be achieved. However, where a learner has achieved Key Skills qualifications in Application of Number and/or Communication at Level 2 before 31st August 2011, the learner would be exempt from undertaking the relevant Essential Skills Wales qualification.

Level 2

Title for this framework at level 2

Foundation Apprenticeship in Retail

Pathways for the framework at level 2:

Pathway 1: Retail

Pathway 2: Retail (Specialist)

Level 2, Pathway 1: Retail

Description of this pathway

Level 2 Foundation Apprenticeship in Retail (minimum 50 credits)

Entry requirements for this pathway in addition to the framework entry requirements

There are no specific minimum entry requirements for this framework.

Job title(s)	Job role(s)
Sales Assistant	Liaising with customers in all aspects of retail sales.
Stockroom Assistant	Handling stock and deliveries, receiving, storing, and picking stock for the sales floor

Qualifications

Competence qualifications available to this pathway

C1 – Level 2 Certificate in Retail Skills

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/4065/8	City and Guilds	24	73	N/A
C1b	600/3838/X	OCR	24	73	N/A
C1c	600/3854/8	Edexcel	24	73	N/A
C1d	600/3835/0	ABC Awards	24	73	N/A
C1e	600/3914/0	Skillsfirst Awards	24	73	N/A
C1f	600/3943/7	SQA	24	73-172	N/A
C1g	601/1874/X	LAO	24	73-161	N/A
C1h	600/7638/0	EAL	24	73-161	N/A
C1i	600/7146/1	NOCN	24	73-165	N/A
C1j	601/3814/2	Future (Awards and Qualifications Ltd)	24	73-161	N/A
C1k	601/5395/7	TQUK	24	73-161	N/A
C1l	601/6556/X	BIIAB	24	73-167	N/A
C1m	600/6032/3	iCan Qualifications Limited	24	117	N/A

Knowledge qualifications available to this pathway

K1 – Level 2 Certificate in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/7352/7	City and Guilds	14	93	N/A
K1b	500/6736/9	OCR	14	93	N/A
K1c	500/7363/1	Edexcel	14	93	N/A
K1d	500/7497/0	ABC Awards	14	93	N/A
K1e	500/8174/3	Skillsfirst Awards	14	93	N/A
K1f	500/6943/3	VTCT	14	93	N/A
K1g	600/1375/8	SQA	14	90-113	N/A
K1h	600/3204/2	ICQ	14	93	N/A
K1i	600/2139/1	NCFE	14	93	N/A
K1j	600/2784/8	Open Awards	14	93	N/A
K1k	600/3750/7	HABC	14	93	N/A
K1l	601/1872/6	LAO	14	93-113	N/A
K1m	600/7639/2	EAL	14	93-113	N/A
K1n	600/5798/1	NOCN	14	93-113	N/A
K1o	601/3813/0	Future (Awards and Qualifications Ltd)	14	93-113	N/A
K1p	601/5451/2	TQUK	14	93-113	N/A
K1q	601/6578/9	BIIAB	14	93-113	N/A

K2 – Level 2 Certificate in Retail Knowledge (Beauty)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/0647/X	VTCT	16	134	N/A

K3 – Level 2 Diploma in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	500/7362/X	Edexcel	37	270	N/A
K3b	600/1618/8	SQA	37	205-342	N/A
K3c	600/5799/3	NOCN	37	270-342	N/A
K3d	601/3721/6	LAO	37	270-342	N/A
K3e	601/5452/4	TQUK	37	270-342	N/A

K4 – Level 2 Certificate in Retail Knowledge (Construction and Electrical Merchandising – Building)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K4a	500/7533/0	City and Guilds	22	120	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1-K4 provide the underpinning knowledge and understanding for the qualification C1. Apprentices only need to complete one of the qualifications from K1 - K4.

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

Progression routes into and from this pathway

Progression routes into the Level 2 Foundation Apprenticeship:

- Completion of a nationally accredited qualification at Level 1 in retail or othersuitable subject area eg Level 1 Retail Skills; Retail Knowledge
- Entry to employment programmes, such as 'Retail Works'
- Completion of full time education.
- Completion of the Welsh Baccalaureate at Foundation Level (Level 1)
- A learner can progress into this pathway at any point, either entering with no experience of the industry or with some experience.

Progression routes from the Level 2 Foundation Apprenticeship in Retail:

- The apprentice may wish to have a period of consolidation within their current role and further develop additional retail skills, either at the same level or at a higher level.
- Development into a different role at the same level, for example within warehousing, cash office administration; with or without the acquisition of formal qualifications.
- The Level 3 Apprenticeship in Retail programme.
- The Welsh Baccalaureate at Intermediate (Level 2) or Advanced Level (Level 3)

UCAS points for this pathway:

[Framework Developer to complete with relevant info]

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

ERR Delivery

The nine outcomes for Employee Rights and Responsibilities are embedded in the mandatory units of the knowledge-based qualifications in this pathway. ERR is, therefore, delivered and assessed as part of these qualifications.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to

record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from ACW:

<https://acwcerts.co.uk/web/apprentice-application-form>

Level 2, Pathway 2: Retail (Specialist)

Description of this pathway

Level 2 Retail Apprenticeship (Specialist) (minimum 63 credits)

Entry requirements for this pathway in addition to the framework entry requirements

There are no specific minimum entry requirements for this pathway.

Job title(s)	Job role(s)
Beauty Consultant	Performs the role of the Sales Assistant but also deals with specific products providing expert advice and guidance to customers
Visual Merchandiser	Making displays in-store and in store windows
Fresh food Counter Assistant	Prepares merchandise for customers by cutting and weighing or by maintaining the freshness and appearance of the merchandise on display

Qualifications

Competence qualifications available to this pathway

C1 – Level 2 Diploma in Retail Skills

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/3960/7	City and Guilds	37	115	N/A
C1b	600/3839/1	OCR	37	115	N/A
C1c	600/3867/6	Edexcel	37	115	N/A
C1d	600/3836/6	ABC Awards	37	115	N/A
C1e	600/3916/4	Skillsfirst Awards	37	115	N/A
C1f	600/3990/5	SQA	37	115-255	N/A
C1g	601/1967/6	LAO	37	115	N/A
C1h	600/7637/9	EAL	37	115-255	N/A
C1i	600/7147/3	NOCN	37	116-247	N/A
C1j	601/5396/9	TQUK	37	115-255	N/A
C1k	601/6579/0	BIIAB	37	115-261	N/A

Knowledge qualifications available to this pathway

K1 – Level 2 Certificate in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/7352/7	City and Guilds	14	93	N/A
K1b	500/6736/9	OCR	14	93	N/A
K1c	500/7363/1	Edexcel	14	93	N/A
K1d	500/7497/0	ABC Awards	14	93	N/A
K1e	500/8174/3	Skillsfirst Awards	14	93	N/A
K1f	500/6943/3	VTCT	14	93	N/A
K1g	600/1375/8	SQA	14	90-113	N/A
K1h	600/3204/2	ICQ	14	93	N/A
K1i	600/2139/1	NCFE	14	93	N/A
K1j	600/3750/7	HABC	14	93	N/A
K1k	600/2784/8	Open Awards	14	93	N/A
K1l	601/1872/6	LAO	14	93	N/A
K1m	600/7639/2	EAL	14	93-113	N/A
K1n	600/5798/1	NOCN	14	93-113	N/A
K1o	601/5451/2	TQUK	14	93-113	N/A
K1p	601/6578/9	BIIAB	14	93-113	N/A

K2 – Level 2 Certificate in Retail Knowledge (Beauty)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/0647/X	VTCT	16	134	N/A

K3 – Level 2 Diploma in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	500/7362/X	Edexcel	37	270	N/A
K3b	600/1618/8	SQA	37	205-342	N/A
K3c	600/5799/3	NOCN	37	270-342	N/A
K3d	601/5452/4	TQUK	37	270-342	N/A

K4 – Level 2 Certificate in Retail Knowledge (Construction and Electrical Merchandising – Building)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K4a	500/7533/0	City and Guilds	22	120	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1-K4 provide the underpinning knowledge and understanding for the qualification C1. Apprentices only need to complete one of the qualifications from K1 - K4.

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required: Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required: Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

Progression routes into and from this pathway

Progression routes into the Level 2 Foundation Apprenticeship:

- Completion of a nationally accredited qualification at Level 1 in retail or other suitable subject area eg Level 1 Retail Skills; Retail Knowledge
- Entry to employment programmes, such as 'Retail Works'
- Completion of full time education.
- Completion of the Welsh Baccalaureate at Foundation Level (Level 1)
- A learner can progress into this pathway at any point, either entering with no experience of the industry or with some experience.

Progression routes from the Level 2 Foundation Apprenticeship in Retail:

- The apprentice may wish to have a period of consolidation within their current role and further develop additional retail skills, either at the same level or at a higher level.
- Development into a different role at the same level, for example within warehousing, cash office administration; with or without the acquisition of formal qualifications.
- The Level 3 Apprenticeship in Retail programme.
- The Welsh Baccalaureate at Intermediate (Level 2) or Advanced Level (Level 3)

UCAS points for this pathway:

Framework Developer to complete with relevant info

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

ERR Delivery

The nine outcomes for Employee Rights and Responsibilities are embedded in the mandatory units of the knowledge-based qualifications in this pathway. ERR is, therefore, delivered and assessed as part of these qualifications.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from ACW:

<https://acwcerts.co.uk/web/apprentice-application-form>

Level 3

Title for this framework at level 3

Apprenticeship in Retail

Pathways for the framework at level 3:

- Pathway 1: Sales Professional
- Pathway 2: Visual Merchandising
- Pathway 3: Management

Level 3, Pathway 1: Sales Professional

Description of this pathway

Level 3 Apprenticeship in Retail (Sales Professional) (minimum 71 credits)

Entry requirements for this pathway in addition to the framework entry requirements

There are no specific minimum entry requirements for this pathway.

Job title(s)	Job role(s)
Senior Sales Assistant	Performs the role of the Sales Assistant but also coaches Sales Assistants and is involved in merchandising their sales area.
Craft Expert (e.g. Bakery)	Responsible for running the counter, coaching assistants, merchandising, preparing products and serving customers.
Style Advisor (Personal Shoppers, Retail Consultant, Stylist)	Works on a one-to-one basis with individual customers, within particular specialist areas.

Qualifications

Competence qualifications available to this pathway

C1 – Level 3 Diploma in Retail Skills (Sales Professional)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/4063/4	City and Guilds	43	181	N/A
C1b	600/3843/3	OCR	43	181	N/A
C1c	600/3924/3	Edexcel	43	181	N/A
C1d	600/4108/0	ABC Awards	43	181	N/A
C1e	600/3874/3	Skillsfirst Awards	43	181	N/A
C1f	600/3989/9	SQA	43	180-255	N/A
C1g	601/2000/9	LAO	43	181	N/A
C1h	601/0351/1	ICQ	43	181	N/A
C1i	600/7633/1	EAL	43	181-238	N/A
C1j	600/7223/4	NOCN	43	180-238	N/A
C1k	601/6573/X	BIIAB	43	181-248	N/A
C1l	601/6195/4	TQUK	43	181-238	N/A

Knowledge qualifications available to this pathway

K1 – Level 3 Certificate in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/7350/3	City and Guilds	16	106	N/A
K1b	500/6737/0	OCR	16	106	N/A
K1c	500/7312/6	Edexcel	16	106	N/A
K1d	500/7442/8	ABC Awards	16	106	N/A
K1e	500/8085/4	Skillsfirst Awards	16	106	N/A
K1f	600/1550/0	SQA	16	106-130	N/A
K1g	600/2140/8	NCFE	16	106	N/A
K1h	600/3752/0	HABC	16	106	N/A
K1i	601/1873/8	LAO	16	106-124	N/A
K1j	601/1454/X	ICQ	16	106-124	N/A
K1k	600/7636/7	EAL	16	106-124	N/A
K1l	600/5743/9	NOCN	16	106-130	N/A
K1m	601/4165/7	Future (Awards and Qualifications) Ltd	16	106-124	N/A
K1n	601/6557/1	BIIAB	16	106-124	N/A
K1o	601/6192/9	TQUK	16	106-124	N/A

K2 – Level 3 Diploma in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	500/7313/8	Edexcel	37	249	N/A
K2b	600/1551/2	SQA	37	238-290	N/A
K2c	600/5744/0	NOCN	37	256-295	N/A

K2d	601/6193/0	TQUK	37	238-294	N/A
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K3 – Level 3 Diploma in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	500/6674/2	Lantra Awards	40	279	X

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1-K3 provide the underpinning knowledge for the qualification C1.

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required: Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required: Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

Progression routes into and from this pathway

Progression into the Level 3 Apprenticeship in Retail (Sales Professional):

The general view of retailers is that a period of consolidation is required before progressing to higher levels of responsibility, even within a development programme such as the Level 3 Apprenticeship. If someone does not want to progress to a higher level at this stage they could still undertake further training to develop a broader range of general and technical skills, perhaps leading to other qualifications such as Team Leader at Level 2 or specialist sales roles such as the craft qualifications at Level 2 or Level 3.

Learners may progress into the Level 3 Apprenticeship after completion of the Intermediate Level Welsh Baccalaureate.

Progression from the Level 3 Apprenticeship in Retail (Sales Professional):

Some may wish to continue their development with other individual qualifications including the Diploma in Retail Skills for the Visual Merchandising or Management pathways within the Level 3 Apprenticeship framework. Prior achievement of the Level 2 Foundation Apprenticeship is not a pre-requisite for entry to the Level 3 Apprenticeship programmes.

Within the sector, there are further opportunities for employment in more specialist areas such as learning and development, warehousing or information technology.

For those who wish to continue their development of skills and qualifications beyond Level 3, opportunities exist to progress to:

- Higher level retail qualifications in buying and merchandising, visual merchandising or generic qualifications in management.
- Foundation degrees in Retailing (other retail titles available)
- BA Honours degree in Retail
- In-house development programmes.
- Advanced Level (Level 3) Welsh Baccalaureate.

Progression will, however, be dependent on the qualifications and experience an individual possesses as achievement alone of the Level 3 Apprenticeship does not guarantee entry to these opportunities. Institutions have developed 'access' courses that will enable people to progress.

Skillsmart Retail has endorsed a Framework for Foundation Degrees in Retail Management and Leadership. A new technology-assisted version called the Foundation Degree in Retailing is

starting to gain steady take-up by employers and a number of colleges/universities who are now able to offer this course. This is seen by many as the programme of choice at Level 4 following completion of the Apprenticeship in Retail.

UCAS points for this pathway:

(no information)

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

ERR Delivery

The nine outcomes for Employee Rights and Responsibilities are embedded in the mandatory units of the knowledge-based qualifications in this pathway. ERR is, therefore, delivered and assessed as part of these qualifications.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from ACW:

<https://acwcerts.co.uk/web/apprentice-application-form>

Level 3, Pathway 2: Visual Merchandising

Description of this pathway

Level 3 Apprenticeship in Retail (Visual Merchandising) (minimum 81 credits)

Entry requirements for this pathway in addition to the framework entry requirements

There are no specific minimum entry requirements for this pathway.

Job title(s)	Job role(s)
Visual Merchandiser Supervisor	Interprets the design briefs and makes and/or sets out the displays in-store and in store windows.

Qualifications

Competence qualifications available to this pathway

C1 – Level 3 Diploma in Retail Skills (Visual Merchandising)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/4062/2	City and Guilds	53	251	N/A
C1b	600/3842/1	OCR	53	251	N/A
C1c	600/3985/1	Edexcel	53	251	N/A
C1d	600/4093/2	ABC Awards	53	251	N/A
C1e	600/3965/6	Skillsfirst Awards	53	251	N/A
C1f	600/3988/7	SQA	53	251	N/A
C1g	601/1976/7	LAO	53	251	N/A
C1h	601/0434/X	ICQ	53	251	N/A
C1i	600/7224/6	NOCN	53	245-255	N/A
C1j	601/6561/3	BIIAB	53	251-255	N/A
C1k	601/6196/6	TQUK	53	251-255	N/A

Knowledge qualifications available to this pathway

K1 – Level 3 Certificate in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/7350/3	City and Guilds	16	106	N/A
K1b	500/6737/0	OCR	16	106	N/A
K1c	500/7312/6	Edexcel	16	106	N/A
K1d	500/8085/4	Skillsfirst Awards	16	106	N/A
K1e	500/7442/8	ABC Awards	16	106	N/A
K1f	600/1550/0	SQA	16	106-130	N/A
K1g	600/2140/8	NCFE	16	106	N/A
K1h	600/3752/0	HABC	16	106	N/A
K1i	601/1873/8	LAO	16	106-126	N/A
K1j	601/1454/X	ICQ	16	106-126	N/A
K1k	600/7636/7	EAL	16	106-124	N/A
K1l	600/5743/9	NOCN	16	106-130	N/A
K1m	601/6557/1	BIIAB	16	106-124	N/A
K1n	601/6192/9	TQUK	16	106-124	N/A

K2 – Level 3 Diploma in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	500/7313/8	Edexcel	37	249	N/A
K2b	600/1551/2	SQA	37	238-290	N/A
K2c	600/5744/0	NOCN	37	256-295	N/A

K2d	601/6193/0	TQUK	37	238-294	N/A
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K3 – Level 3 Diploma in Retail Knowledge (Garden Retail)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	500/6674/2	Lantra Awards	40	279	

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1 - K3 provide the underpinning knowledge for C1.

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required: Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required: Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

Progression routes into and from this pathway

Progression into the Level 3 Apprenticeship in Retail (Visual Merchandising):

The general view of retailers is that a period of consolidation is required before progressing to higher levels of responsibility, even within a development programme such as the Level 3 Apprenticeship. If someone does not want to progress to a higher level at this stage they could still undertake further training to develop a broader range of general and technical skills, perhaps leading to other qualifications such as Team Leader at Level 2 or specialist sales roles such as the craft qualifications at Level 2 or Level 3.

Learners may progress into the Level 3 Apprenticeship after completion of the Intermediate Level Welsh Baccalaureate.

Progression from the Level 3 Apprenticeship in Retail (Visual Merchandising):

Some may wish to continue their development with other individual qualifications including the Diploma in Retail Skills for the Sales Professional or Management pathways within the Level 3 Apprenticeship framework. Prior achievement of the Level 2 Foundation Apprenticeship is not a pre-requisite for entry to the Level 3 Apprenticeship programmes.

Within the sector, there are further opportunities for employment in more specialist areas such as learning and development, warehousing or information technology.

For those who wish to continue their development of skills and qualifications beyond Level 3, opportunities exist to progress to:

- Higher level retail qualifications in buying and merchandising, visual merchandising or generic qualifications in management.
- Foundation degrees in Retailing (other retail titles available)
- BA Honours degree in Retail
- Advanced Level (Level 3) Welsh Baccalaureate.
- In-house development programmes.

Progression will, however, be dependent on the qualifications and experience an individual possesses as achievement alone of the Level 3 Apprenticeship does not guarantee entry to these opportunities. Institutions have developed 'access' courses that will enable people to progress.

Skillsmart Retail has endorsed a Framework for Foundation Degrees in Retail Management and Leadership. A new technology-assisted version called the Foundation Degree in Retailing is starting to gain steady take-up by employers and a number of colleges/universities who are now able to offer this course. This is seen by many as the programme of choice at Level 4 following completion of the Apprenticeship in Retail.

UCAS points for this pathway:

(no information)

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

ERR Delivery

The nine outcomes for Employee Rights and Responsibilities are embedded in the mandatory units of the knowledge-based qualifications in this pathway. ERR is, therefore, delivered and assessed as part of these qualifications.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to

record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from ACW: <https://acwcerts.co.uk/web/apprentice-application-form>

Level 3, Pathway 3: Management

Description of this pathway

Level 3 Apprenticeship in Retail (Management) (minimum 71 credits)

Entry requirements for this pathway in addition to the framework entry requirements

There are no specific minimum entry requirements for this pathway.

Job title(s)	Job role(s)
Craft Expert (e.g. Bakery)	Responsible for running the counter, coaching assistants, merchandising, preparing products and serving customers.
Style Advisor (Personal Shoppers, Retail Consultant, Stylist)	Works on a one-to-one basis with individual customers, within particular specialist areas.
Supervisor or Team Leader	Manages smaller teams of individuals in medium to large stores.
Department Manager	Manages smaller areas of the shop floor or stockroom in medium to large organisations.
Store Manager (of a small outlet)	Manages a small team of individuals and the day-to-day operations of the store

Qualifications

Competence qualifications available to this pathway

C1 – Level 3 Diploma in Retail Skills (Management)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/4064/6	City and Guilds	43	199	N/A
C1b	600/3841/X	OCR	43	199	N/A
C1c	600/4105/5	Edexcel	43	199	N/A
C1d	600/3834/2	ABC Awards	43	199	N/A
C1e	600/3811/1	Skillsfirst Awards	43	199	N/A
C1f	600/4020/8	SQA	43	199	N/A
C1g	601/1875/1	LAO	43	199-241	N/A
C1h	601/1726/6	ICQ	43	199-241	N/A
C1i	600/7632/X	EAL	43	199-241	N/A
C1j	600/7222/2	NOCN	43	199-244	N/A
C1k	601/4164/5	Future (Awards and Qualifications Ltd)	43	199-241	N/A
C1l	601/6560/1	BIIAB	43	199-246	N/A
C1m	601/6194/2	TQUK	43	199-241	N/A

Knowledge qualifications available to this pathway

K1 – Level 3 Certificate in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/7350/3	City and Guilds	16	106	N/A
K1b	500/6737/0	OCR	16	106	N/A
K1c	500/7312/6	Edexcel	16	106	N/A
K1d	500/8085/4	Skillsfirst Awards	16	106	N/A
K1e	500/7442/8	ABC Awards	16	106	N/A
K1f	600/1550/0	SQA	16	106-130	N/A
K1g	600/2140/8	NCFE	16	106	N/A
K1h	600/3752/0	HABC	16	106	N/A
K1i	601/1873/8	LAO	16	106-126	N/A
K1j	601/1454/X	ICQ	16	106-126	N/A
K1k	600/7636/7	EAL	16	106-124	N/A
K1l	600/5743/9	NOCN	16	106-130	N/A
K1m	601/6557/1	BIIAB	16	106-124	N/A
K1n	601/6192/9	TQUK	16	106-124	N/A

K2 – Level 3 Diploma in Retail Knowledge

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	500/7313/8	Edexcel	37	249	N/A
K2b	600/1551/2	SQA	37	238-290	N/A
K2c	600/5744/0	NOCN	37	256-295	N/A

K2d	601/6193/0	TQUK	37	238-294	N/A
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K3 – Level 3 Diploma in Retail Knowledge (Garden Retail)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	500/6674/2	Lantra Awards	40	279	X

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1-3 provide the underpinning knowledge for qualification C1.

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required: Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required: Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

Progression routes into and from this pathway

Progression into the Level 3 Apprenticeship in Retail (Management):

The general view of retailers is that a period of consolidation is required before progressing to higher levels of responsibility, even within a development programme such as the Level 3 Apprenticeship. If someone does not want to progress to a higher level at this stage they could still undertake further training to develop a broader range of general and technical skills, perhaps leading to other qualifications such as Team Leader at Level 2 or specialist sales roles such as the craft qualifications at Level 2 or Level 3.

Learners may progress into the Level 3 Apprenticeship after completion of the Intermediate level Welsh Baccalaureate.

Progression from the Level 3 Apprenticeship in Retail (Management):

Some may wish to continue their development with other individual qualifications including the Diploma in Retail Skills for the Visual Merchandising or Sales Professional pathways within the Level 3 Apprenticeship framework. Prior achievement of the Level 2 Foundation Apprenticeship is not a pre-requisite for entry to the Level 3 Apprenticeship programmes.

Within the sector, there are further opportunities for employment in more specialist areas such as learning and development, warehousing or information technology.

For those who wish to continue their development of skills and qualifications beyond Level 3, opportunities exist to progress to:

- Higher level retail qualifications in buying and merchandising, visual merchandising or generic qualifications in management.
- Foundation degrees in Retailing (other retail titles available)
- BA Honours degree in Retail
- Advanced Level (Level 3) Welsh Baccalaureate
- In-house development programmes.

Progression will, however, be dependent on the qualifications and experience an individual possesses as achievement alone of the Level 3 Apprenticeship does not guarantee entry to these opportunities. Institutions have developed 'access' courses that will enable people to progress.

SkillsSmart Retail has endorsed a Framework for Foundation Degrees in Retail Management and Leadership. A new technology-assisted version called the Foundation Degree in Retailing is

starting to gain steady take-up by employers and a number of colleges/universities who are now able to offer this course. This is seen by many as the programme of choice at Level 4 following completion of the Apprenticeship in Retail.

UCAS points for this pathway:

(no information)

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

ERR Delivery

The nine outcomes for Employee Rights and Responsibilities are embedded in the mandatory units of the knowledge-based qualifications in this pathway. ERR is, therefore, delivered and assessed as part of these qualifications.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from ACW: <https://acwcerts.co.uk/web/apprentice-application-form>

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The diversity and distributed nature of retail has meant that the component qualifications within the apprenticeship frameworks have had to be developed to ensure flexibility and choice within the rules of combination. Similarly, the units have been written, in collaboration with partner Awarding Organisations to ensure that they are free from bias, accessible to all learners and are applicable to a wide range of roles and businesses within the retail sector.

They have been developed in line with key legislation on disability and equality, including the Disability Discrimination Act.

In order to ensure that the major retailers are also able to engage with the apprenticeship frameworks in retail, Skillsmart Retail has worked closely with the regulatory bodies and awarding organisations, to develop an apprenticeship delivery model which is focussed on a 'business as usual' approach for retail organisations. This approach is predicated on the use of retailer's in-house training programmes being mapped, according to strict quality assurance guidelines, against the competence and knowledge components of the frameworks.

Retail's gender profile is 60:40 women and men; over half of employees work part-time. Retail also employs a slightly higher proportion of people from ethnic minority backgrounds compared with the whole economy and almost a third of retail employees are under 25 years old. Skillsmart Retail has worked with partner awarding organisations to word units and develop the qualifications in a manner which does not emulate the under-representation of certain groups of individuals within the sector. However, these are identified as trends which are specific to the nature of the retail sector, they do not represent a barrier of entry into the sector. For example, there is a high proportion of women either entering, or returning to the sector, following the birth of a child. The nature of the work within the sector lends itself to a more flexible working pattern.

The component qualifications are designed to be flexible but also ensure that learners are not presented with any unnecessary barriers that would prevent them from undertaking any of the units. Flexibility has been written into the assessment practices to allow for simulation in the competence-based qualification where an unnecessary barrier may be presented. |

On and off the job training

Summary of on- and off-the-job training

The training required to complete the Apprenticeships in Retail at both levels 2 and 3 is categorised as either being delivered on or off the job. The following sections provide information about the number of training hours that an apprentice must receive either on or off the job, in order to achieve the specific Apprenticeship pathways.

Level 2 Foundation Apprenticeship in Retail

The total amount of training hours which includes both on and off-the-job learning for this pathway is 315 training hours. This is derived from a minimum of 103 training hours delivered off the job (which includes 10 hours from Essential Skills Wales) and a minimum of 73 training hours delivered on the job. The remaining training hours which are required to deliver the rest of Essential Skills Wales can either be delivered on, or off the job, according to the requirement of the provider's delivery model.

Level 2 Intermediate Apprenticeship in Retail (Specialist)

The total amount of training hours which includes both on and off-the-job learning for this pathway is 375 training hours. This is derived from a minimum of 103 training hours delivered off the job (which includes 10 hours from Essential Skills Wales) and a minimum of 115 training hours delivered on the job. The remaining training hours are required to deliver the rest of the Essential Skills Wales qualifications, which can either be delivered on, or off the job, according to the requirement of the provider's delivery model.

Level 3 Apprenticeship in Retail (Sales Professional)

The total amount of training hours, which includes both on and off-the-job guided learning for the Sales Professional pathway is 387 training hours. This is derived from a minimum of 126 training hours delivered off the job (which includes 20 hours from Essential Skills Wales) and a minimum of 181 hours delivered on the job. The remaining training hours are required to deliver the rest of the Essential Skills Wales qualifications, which can either be delivered on, or off the job, according to the requirement of the provider's delivery model.

Level 3 Apprenticeship in Retail (Visual Merchandising)

The total amount of training hours, which includes both on and off-the-job guided learning for the Visual Merchandising pathway is 498 training hours. This is derived from a minimum of 126 training hours delivered off the job (which includes 20 hours from Essential Skills Wales) and a minimum of 251 hours delivered on the job. The remaining training hours are required to deliver the rest of the Essential Skills Wales qualifications, which can either be delivered on, or off the job, according to the requirement of the provider's delivery model.

Level 3 Apprenticeship in Retail (Management)

The total amount of training hours, which includes both on and off-the-job guided learning for the Visual Merchandising pathway is 444 training hours. This is derived from a minimum of 126 training hours delivered off the job (which includes 20 hours from Essential Skills Wales) and a minimum of 199 hours delivered on the job. The remaining training hours are required to deliver

the rest of the Essential Skills Wales qualifications, which can either be delivered on, or off the job, according to the requirement of the provider's delivery model.

Off-the-job training

Off the job training is defined as time for learning activities spent away from normal work duties. For this framework the amount of off-the-job training is as follows:

Level 2 Foundation Apprenticeship in Retail

The total amount of off the job training for the Level 2 Foundation Apprenticeship in Retail is 103 hours.

Level 3 Apprenticeship in Retail (Sales Professional/Visual Merchandising/Management)

The total amount of off the job training for the Level 3 Apprenticeship in Retail is 126 hours.

How this requirement will be met

Training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice. The amount of off-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for apprenticeship certification. A declaration form confirming this should be downloaded from: <https://acwcerts.co.uk/web/form s-documentation>

Previous attainment

Where a learner enters an apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording of exemptions for certificated learning outside of the QCF; for example Principal Learning qualifications from within the Welsh Baccalaureate.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the Apprenticeship certificate.

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, manager or mentor;
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- be delivered during contracted working hours;
- be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers, guided study and induction.

The off the job training requirement will primarily be satisfied through the successful completion of the Retail Knowledge and Essential Skills Wales qualifications. Individual Learning Plans (ILPs) should be used to identify and record when and how off the job learning is to be delivered. Where the delivery of the Retail Knowledge qualifications and Essential Skills Wales qualifications do not give the learner the opportunity to satisfy the minimum off-the-job training requirements, the Individual Learning Plan should be used to indicate where training has been delivered off the job. This could be through

appraisals, mentoring sessions, health and safety presentations, induction programmes etc. On application for the certification of the overall Apprenticeship, confirmation will be sought to ensure the learner has received the minimum off the job training hours. |

On-the-job training

On-the-job training is defined as skills, knowledge and competence gained within normal work duties. For these frameworks the amount of on-the-job training is as follows:

Level 2 Foundation Apprenticeship in Retail

The total amount of on-the-job training for the Level 2 Foundation Apprenticeship in Retail is 73 hours.

Level 3 Apprenticeship in Retail (Sales Professional)

The total amount of on-the-job training for the Level 3 Apprenticeship in Retail (Sales Professional) is 181 hours.

Level 3 Apprenticeship in Retail (Visual Merchandising)

The total amount of on-the-job training for the Level 3 Apprenticeship in Retail (Visual Merchandising) is 251 hours.

Level 3 Apprenticeship in Retail (Management)

The total amount of on-the-job training for the Level 3 Apprenticeship in Retail (Management) is 199 hours.

How this requirement will be met

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or Recognition of Prior Learning (RPL) procedures. The amount of on-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of on-the-job hours can be verified for apprenticeship certification. A declaration form confirming this should be downloaded from:

<https://acwcerts.co.uk/web/form s-documentation>

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the apprenticeship certificate.

Job roles within the apprenticeship frameworks require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

The on the job training requirement will be satisfied by the successful completion of the competence-based elements of the Apprenticeship frameworks. The record of hours may need to be submitted to the Certifying Authority when applying for an apprenticeship completion certificate.

Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

|Enter Qualification Names|

Improving own learning and performance

|There are no requirements for the Improving Own Learning and Performance Wider Key Skill qualification as it is already covered in the mandatory unit of the Retail Skills and Retail Knowledge qualifications.

The Retail Skills mandatory unit, at both levels 2 and 3, are focussed on the learner's ability to work effectively as part of a retail organisation and a large proportion of the unit is about the learner's ability to review their learning style and to improve their own performance, both as a learner and as an employee.

Providers and apprentices are also encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim APL for these skills in the future. The Individual Learning Plan could prove to be an effective tool for identifying opportunities for the delivery of Wider Key Skills, and recording their achievement. |

Working with others

|There are no requirements for the Working with Others Wider Key Skill qualification as it is already covered in the mandatory unit of the Retail Skills and Retail Knowledge qualifications.

Team working is a skill which is essential for working within a retail environment and there is a mandatory unit contained within the Retail Knowledge qualifications which specifically focusses on the learner's ability to work as part of a team. However, it has also been integrated into most of the mandatory and optional units within the two suites of qualifications.

Providers and apprentices are also encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim APL for these skills in the future. The Individual Learning Plan could prove to be an effective tool for identifying opportunities for the delivery of Wider Key Skills, and recording their achievement. |

Problem solving

There are no requirements for the Problem Solving Wider Key Skill qualification as it is already covered in the mandatory unit of the Retail Skills and Retail Knowledge qualifications. Working within a retail environment it is essential that apprentices are able to deal effectively and efficiently with customers' problems. The mandatory units of both the Retail Skills and Retail Knowledge qualifications are written in order to enable a learner to develop skills in effective problem solving, through developing strategies for working through problems and issues within the retail setting.

Providers and apprentices are also encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim APL for these skills in the future. The Individual Learning Plan could prove to be an effective tool for identifying opportunities for the delivery of Wider Key Skills, and recording their achievement.

apprenticeship FRAMEWORK

For more information visit-
www.acwcerts.co.uk/framework_library