

# Qualification factsheet

## Qualification overview

<b>Qualification title</b>	NCFE Level 3 Diploma in Skills for Business: Retail		
<b>Qualification number (QN)</b>	601/2651/6		
<b>Total qualification time (TQT):</b>	930	<b>Guided learning hours (GL)</b>	567
<b>Performance Points/UCAS</b>	This qualification has been allocated UCAS points. Please refer to the UCAS website for further details of the points allocation and the most up-to-date information.		
<b>Entry requirements:</b>	<p>This qualification is for learners aged 16 and above and is suitable for use within a Study Programme.</p> <p>There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 2 qualification.</p> <p>Centres are responsible for ensuring that this qualification is appropriate for the age and ability of learners. They need to make sure that learners can fulfil the requirements of the assessment criteria and comply with the relevant literacy, numeracy and health and safety aspects of the qualification.</p>		

## About this qualification

This qualification provides transferable skills, knowledge and understanding that can be applied in any business setting. The units in Group A are aligned to National Occupational Standards for business and represent the core attributes required by employers in a range of business settings. The units in Group B specialise in Retail.

## Qualification structure

To be awarded the NCFE Level 3 Diploma in Skills for Business: Retail, learners are required to successfully complete 6 units from Group A and 4 units from Group B.

## Group A units

Unit 01 Business culture and responsibilities
Unit 02 Deliver customer service in a business environment
Unit 03 Produce documents in a business environment
Unit 04 Solve problems in a business environment
Unit 05 Work with others in a business environment
Unit 06 Communicate in a business environment
Unit 07 Contribute to running a project
Unit 08 Innovation in a business environment
Unit 09 Manage and improve own performance in a business environment
Unit 10 Respond to change in a business environment

## Group B units

Unit 11 Understanding the retail industry
Unit 12 Visual merchandising in a retail environment
Unit 13 Buyer behaviour in sales situations
Unit 14 Promoting and branding in retail business
Unit 15 Understanding the receipt and storage of goods in retail

## Assessment

The NCFE Level 3 Diploma in Skills for Business: Retail is a knowledge-based qualification which is internally assessed and externally quality assured.

## Placement requirements

This is not a competence-based qualification so learners may be assessed using simulation. We recommend that this is done in a Realistic Working Environment which reflects a real work setting and replicates the key characteristics of the workplace in which the skill to be assessed is normally employed. This will ensure that any competence achieved in this way will be sustained in real employment. Further information about insurance can be found at [www.abi.org.uk](http://www.abi.org.uk) or [www.hse.gov.uk](http://www.hse.gov.uk).

## Progression opportunities

This NCFE qualification aims to provide learners with:

- an understanding of the essential skills required to work successfully in a business environment
- the skills required to solve problems in a business environment
- an understanding of business culture and responsibilities
- the ability to successfully communicate and work with others in a business environment
- the opportunity to develop the skills required to manage and improve their own performance in a business environment
- an understanding of the retail industry
- the skills required for visual merchandising in a retail environment
- an understanding of buyer behaviour in sales situations
- an understanding of the receipt and storage of goods in retail
- knowledge of promotion and branding in a retail business.

Learners who achieve this qualification could progress to:

- NCFE Level 3 Diploma in Business Administration
- NCFE Level 3 Diploma in Customer Service
- NCFE Level 3 and Level 4 Diploma in Management
- Foundation degree in a business-related discipline
- Level 4 Retail Management

This qualification aims to provide learners with a number of progression options, including higher level studies at university or FE colleges. The skills required to progress to higher academic studies are different from those required at levels 1 and 2. Level 3 qualifications enable the development of these skills.



## Contact us

NCFE  
Q6  
Quorum Park  
Benton Lane  
Newcastle upon Tyne  
NE12 8BT

Tel: 0191 239 8000\*

Fax: 0191 239 8001

Email: [customersupport@ncfe.org.uk](mailto:customersupport@ncfe.org.uk)

Website: [www.ncfe.org.uk](http://www.ncfe.org.uk)

**NCFE © Copyright 2023 All rights reserved worldwide.**

Version 1.1 June 2023

Information in this qualification factsheet is correct at the time of publishing but may be subject to change.

NCFE is a registered charity (Registered Charity No. 1034808) and a company limited by guarantee (Company No. 2896700).

CACHE; Council for Awards in Care, Health and Education; and NNEB are registered trademarks owned by NCFE.

All the material in this publication is protected by copyright.

***\* To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***