



# Learner overview

**NCFE Level 3 Diploma in Skills for Business:  
Retail  
QN: 601/2651/6**

## Qualification content, structure and outcomes

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.

This qualification aims to provide you with:

- an understanding of the essential skills required 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
- 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 your performance in a business environment.

The qualification is not competence based; however, you may be assessed using simulation via a realistic working environment, to reflect a real work setting. You will need to create a portfolio of evidence which will be internally assessed and externally moderated.

The qualification is a Level 3 Diploma and has 567 guided learning hours and 93 credits.

To be awarded the NCFE Level 3 Diploma in Skills for Business: Retail, you must achieve a minimum of 6 units from group A and 4 units from group B:

### Group A

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

### Group B

- Unit 11 Understanding the retail industry (10 credits)
- Unit 12 Visual merchandising in a retail environment (10 credits)
- Unit 13 Buyer behaviour in sales situations (3 credits)
- Unit 14 Promoting and branding in retail business (10 credits)

- Unit 15 Understanding the receipt and storage of goods in retail (10 credits)

Please see the 'Unit breakdown' tab on the qualification page of our website for further information on the units [www.ncfe.org.uk](http://www.ncfe.org.uk).

### **Similar qualifications**

NCFE also offers the Level 3 Diploma in Skills for Business in the following areas of business:

- General
- Finance
- Enterprise
- IT
- Sales and Marketing
- Human resources.

The aims and objectives of the qualifications are the same. The generic qualification is a smaller qualification and does not focus on a particular area of business. There are also Skills for Business qualifications at level 2.

For more information, please see the NCFE website [www.ncfe.org.uk](http://www.ncfe.org.uk).

### **Other ways you could achieve the same outcome**

As detailed above, NCFE also offers the Level 3 Diploma in Skills for Business focusing on other areas of business, for example finance. There is also a generic version of the qualification which may be suitable if you have not chosen an area of business to specialise in. For more information, please see the NCFE website [www.ncfe.org.uk](http://www.ncfe.org.uk).

The Level 3 Skills for Business qualifications do not form part of an apprenticeship.

### **How the qualification supports the identified outcome**

The qualification is assessed via a portfolio of evidence which will strengthen your learning as it allows time for reflection as you gather your evidence.

Upon completion of the qualification, you could progress to:

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

### **UCAS points**

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.