

MA in Retail SCQF Level 6

To achieve the SVQ in Retail (Management) SCQF at Level 6, ten units must be completed. Three Mandatory units must be achieved with seven Optional units.
Candidates must complete a minimum of three Group A Optional Units.
To achieve the MA, certification for three Core Skills at SCQF Level 5 is required.

Mandatory Units for Retail (Management)

- Support Effective Team Working in a Retail Organisation
- Organise the Delivery of Reliable Customer Service
- Contribute to the Planning, Organisation and Evaluation of your Own Learning in a Retail Organisation

Optional Units

Group A: Candidates must complete a minimum of 3 units from this group

• Recruit and Retain Staff in a Retail Organisation	• Help Colleagues to Learn in a Retail Organisation
• Plan and Allocate Work to Staff in a Retail Organisation	• Monitor and Maintain Security in a Retail Organisation
• Plan Staffing Levels and Prepare Work Schedules for a Retail Organisation	• Assess, Monitor and Control Risks to Health and Safety and Provide Training in a Retail Organisation
• Monitor Work Targets to Make Changes in Staffing Levels in a Retail Organisation	• Monitor, Identify and Investigate Loss and Wastage in a Retail Organisation
• Identify and Analyse Opportunities for Solving Problems and Improving Retail Operations	• Take a Safe and Active Role When Accidents and Emergencies Occur in a Retail Organisation
• Recommend, Agree and Contribute to Implementing Improvements to Retail Operations	

Group B1: Candidates must complete a minimum of 1 unit and maximum of 3 units from this group

• Organise Staff to Receive, Check and Record Incoming Deliveries in a Retail Organisation	• Process Credit or Hire-Purchase Applications on Behalf of Retail Customers
• Manage Staff and Maintain Stock Records in a Storage Facility in a Retail Organisation	• Evaluate Takings Practices and Procedures in a Retail Organisation
• Organise an Audit Programme and Put It into Practice with a Team in a Retail Organisation	• Monitor Practices and Procedures at the Payment Point in a Retail Organisation
• Investigate Problems and Report the Findings of Stock Audits in a Retail Organisation	• Evaluate and Improve External Suppliers Service to Customers' of a Retail Organisation
• Monitor and Improve Customers' Experience of a Retail Organisation	• Choose and Contract with Suppliers and Order Stock in a Retail Organisation
• Improve the Customer Relationship	• Check Storage and Care of Stock in a Retail Organisation
• Check and Evaluate the Performance of Suppliers of Stock	• Lead a Team to Improve Customer Service
• Promote a Retail Organisation's Own Credit Card to Customer	• Develop Effective Relationships with Customers Within a Retail Organisation
• Help Customers to Apply for a Retail Organisation's Credit Card and Associated Insurance Products	• Monitor and Resolve Customer Complaints Within a Retail Organisation
• Identify the Retail Customer's Credit or Hire-Purchase Requirements	• Work Productively with Colleagues in a Multi-Channel Retail Organisation
• Advise Retail Customers on the Features of Borrowing Facilities	• Offer Customers Information on Insurance Products Associated with a Retail Organisation's Credit Card



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Group B1 Optional Units (Continued)

• Advise and Support Customers in a Retail Organisation on the Use of Online Retail Facilities	• Update Product Information on a Trading Website
• Work with Colleagues to Encourage Innovation in a Multi-Channel Retail Organisation	• Provide Support to Individual Retail Customers of a Trading Website
• Motivate Colleagues to Promote Online Retail Facilities to Retail Customers	• Manage a Social Network on a Trading Website
• Organise Staff to Display Goods for Retail Sale	• Assess How Effective Displays Are in a Retail Organisation
• Analyse Feedback from Retail Customers of a Multi-Channel Retail Organisation when Goods Are Returned	

Group B2: Candidates must complete a minimum of 0 units and maximum of 3 units from this group

• Keep Stock Available, Correctly Priced and Maintain Quality of Stock in a Retail Organisation	• Monitor the Service Provided to Customers by External Suppliers of a Retail Organisation
• Cash Up One or More Payment Registers	• Use In-store Online Facilities to Achieve Retail Sales
• Monitor and Support Secure Use of the Payment Register and Service Area in a Retail Organisation	• Maintain the Confidentiality and Security of Online Data Regarding Retail Customers

Core Skills

The Core Skills shown below must be achieved for the Customer Service MA at SCQF level 6:

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| • Communication | SCQF Level 5 |
| • Numeracy | SCQF Level 5 |
| • Information and Communication Technology | SCQF Level 5 |

The Core Skills must be separately assessed and certified.