



MQF Level 1

Award in Retail

BC1-04-21

Course Description

Learners taking this 1-year Award will become familiar with the local retailing sector, which is mostly made up of small local retail shops and accounts for more than 20% of the gross value added to the local economy. Retail locally employs approximately 30,000 people.

In this award, learners will become familiar with the basic business concepts and the basic principles of stock management as an introduction to the world of business. In addition to this, learners will also familiarise themselves with the different types of customers and situations that people working in a retail environment meet on a daily basis. In light of this learners will understand the importance of having good communication skills both interpersonal and intrapersonal. Communication is very important when you are dealing with both suppliers and customers that come from different walks of life and in today's reality from different cultures. In addition to this, learners will also have the opportunity to understand the importance of teamwork in the world of work and how to communicate and work effectively with an assigned group of people with whom you do not necessarily see eye to eye.

Moreover, for a holistic approach, in this award learners will also understand the importance of safety and hygiene when working in the retail environment.

Programme Learning Outcomes

At the end of the programme the students are able to

- 1. Identify the basic business concepts and the basic principles of stock management in relation to retail*
- 2. Communicate in an effective manner with both suppliers and customers*
- 3. Work effectively within the assigned team*
- 4. Follow safety and hygiene practices when working within the retail environment.*

Entry Requirements

Finished Compulsory Education, documented by the SSC&P (Secondary School Certificate and Profile)

Other Entry Requirements

Applicants are required to Present a recent psychological report (issued no more than 3 years before the date of application) and school reports including most recent Individual Education Plan (IEP) Adapt to both class-based and community-based learning (to be ascertained through a 3-day workshop at MCAST, attendance for which is compulsory) Commitment to prospective employment;

Sit for an Interview (May be Applicable)

Current Approved Programme Structure

Unit Code	Unit Title	ECVET
BCRTL-103-1801	The Retail Environment	3
BCRTL-103-1802	Communication in the Retail Environment	3
BCRTL-103-1803	Interpersonal Skills and Teamwork in Retail	3
BCRTL-103-1804	Basic Hygiene and Safety Practices in a Supervised Retail Environment	3
CDKSK-105-1927	English	4
CDKSK-105-1928	Maltese	4
CDKSK-105-1926	Mathematics	4
CDKSK-103-2101	Community Social Responsibility	3
CDKSK-103-2106	Information Technology	3
Total ECVET		30

Unit: BCRTL-103-1801 - The Retail Environment

Unit level (MQF): 1

Credits: 3

Unit Description

Retailing is one of the most competitive industries in Malta. The local retailing sector is mostly made up of small local retail shops and it accounts for more than 20% of gross value added and employs approximately 30,000 people. Entry into the European Union and the adoption of the Euro have paved the way for large European retailers and franchises to expand on the islands.

Primarily, the unit tackles basic business concepts to introduce learners to the world of business. Learners will also learn about the different types of customers and situations that employees may need to deal with in the local retail environment.

Eventually, learners will be introduced to the different forms of payment that may be used by customers. The basic principles of stock management will also be covered, namely purchasing, stocktaking, storage and shelving.

Learning Outcomes

Upon completing the unit, the student should be able to:

1. *Explain the basic business concepts in relation to retail;*
2. *Describe the different types of customers within the retail sector;*
3. *Outline the basic principles of stock management within the retail sector.*

Unit: BCRTL-103-1802 - Communication in the Retail Environment

Unit level (MQF): 1

Credits: 3

Unit Description

Effective communication skills play a very important role in the retail environment. Following the completion of this unit, learners would be able to engage in basic communication with an organisation's customers and suppliers.

Primarily, the unit tackles the difference between verbal and non-verbal communication together with the importance of taking care of one's personal grooming and appearance. Learners will also learn the basic ways of communicating and dealing with an organisation's customers and suppliers. In dealing with customers, learners will be tackling how to greet customers, direct customers when returning goods, help customers and explain product features. In dealing with suppliers, learners will be tackling how to send emails to request information or clarifications from suppliers together with the steps to follow when receiving goods from suppliers.

Learning Outcomes

Upon completing the unit, the student should be able to:

- 1. Outline the importance of effective communication within a retail environment;*
- 2. Use appropriate methods to communicate with customers within a retail setting;*
- 3. Identify basic ways of communicating with suppliers within a retail environment.*

Unit: BCRTL-103-1803 - Interpersonal Skills and Teamwork in Retail

Unit level (MQF): 1

Credits: 3

Unit Description

Retail outlets more often than not, sell finished goods directly to their customers or clients most of the time face to face. Therefore, having good interpersonal skills is very important for anyone who wants to venture into the retail environment. In addition to this, teamwork is also vital in relation to working within the retail sector since it is one of those sectors where people are working together constantly.

Hence it is very important that there is good feeling between the employees and that they learn to work together as a team, pulling the same rope to reach their goals. In such an environment, team work is the key to work effectively and efficiently. In fact, lack of teamwork can cause certain tasks to be completed more than once while other tasks might get neglected.

Communication between team members is a key component in teamwork to ensure that all employees know what needs to be done, and what their specific responsibilities are. Effective teamwork is also crucial to work around stressful situations, since it will ensure that team members stick together rather than turn on each other in frustrating situations.

In this unit, learners will understand more in detail which are the interpersonal skills and which of these skills are more useful in their line of work and finally see the importance of each skill in detail related to the tasks they need to complete. Learners will also be made aware of the difference between hard and soft skills since both skills are equally important to be successful at the place of work.

Learners will then discuss the importance of having good communication between their peers and their superiors and what methods and techniques of communication are suitable. Good communication will then lead to good teamwork. Teamwork is vital since having an effective team helps to enable smooth operations. This is especially important since retail is a very stressful environment.

Learning Outcomes

Upon completing the unit, the student should be able to:

1. *Identify the interpersonal skills required to effectively work within the retail sector;*
2. *Communicate with own colleagues and superiors using suitable communication methods and techniques;*
3. *Describe the importance of working as a team within the retail sector;*
4. *Recognise the positive effects of teamwork within the retail environment.*

Unit: BCRTL-103-1804 - Basic Hygiene and Safety Practices in a Supervised Retail Environment

Unit level (MQF): 1

Credits: 3

Unit Description

In this unit, learners will understand the importance of keeping a safe and clean environment at the place of work, especially a retail environment.

Keeping the working environment hygienic is beneficial for a business for a number of reasons. Primarily, because cleanliness affects the perception of the customers, it also enhances employee motivation, avoids illness and disease transmission as well as ensures that the products are well taken care of and stored, especially if one is dealing with perishable items.

Good housekeeping also avoids unnecessary risks within a retail environment. Retail environments should have good housekeeping practices such as maintaining a cleaning schedule, keeping the store shelves and all areas clean, remove obstructions, avoid spillages and any liquids that might end up causing falls and keeping things in their proper place so as to avoid unnecessary hazards and accidents. One must keep in mind that the store is held liable if a customer or employee gets hurt due to the carelessness of others. Keeping others and oneself safe at the place of work is very important.

In this unit learners will become familiar with the basic hygiene and safety practices within a retail environment, good practices when carrying out housekeeping activities, know how to handle goods appropriately as well as know the risks that one can face within a retail environment and be able to assist in doing a risk assessment.

Learning Outcomes

Upon completing the unit, the student should be able to:

- 1. Understand the importance of good hygiene and housekeeping within a retail environment;*
- 2. Recognise the hazards that are present within a retail environment and how to report identified hazards;*
- 3. Follow health and safety regulations when working within different types of retail setting;*
- 4. Assist own superiors to conduct a risk assessment of the retail environment taking into account the company's policies and procedures.*