

Business Administration and Management

Catering and Hospitality

Children and Young People

Creative, Design and Digital

Early Years Education

Education, Training and Assessment

Health and Science

Health and Social Care

 **Retail**

Sport, Public Services and Travel

Transport, Engineering and Construction

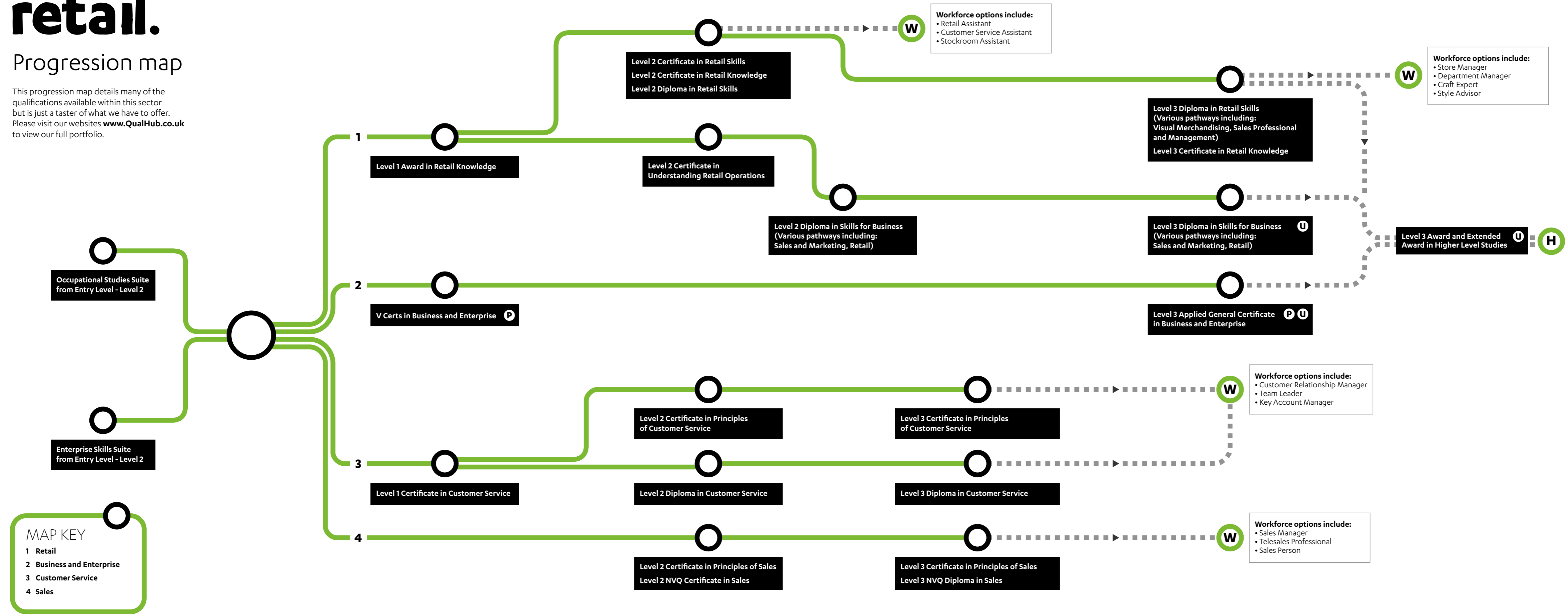
**Open up our progression map  
to plot your learner journeys and  
plan your curriculum.**



# retail.

## Progression map

This progression map details many of the qualifications available within this sector but is just a taster of what we have to offer. Please visit our websites [www.QualHub.co.uk](http://www.QualHub.co.uk) to view our full portfolio.



**MAP KEY**

- 1 Retail
- 2 Business and Enterprise
- 3 Customer Service
- 4 Sales

**P** Performance Points   **U** UCAS Points   **H** Higher Education   **W** Workforce Options

For details on the many qualifications that will support learners' general progression, please see our Supporting Qualifications document which provides information on all of the qualifications found below. All qualifications in this map are eligible for funding. Please check the **ESFA Hub** and relevant Funding Rules or Guidance for confirmation on which funding streams they're eligible under plus the learner eligibility criteria.



## Your curriculum planning tool

Whether you're based in a college, training provider or school, this document has been designed to help you plan which qualifications you'd like to deliver.

Remember to visit [www.QualHub.co.uk](http://www.QualHub.co.uk) to view our full portfolio of qualifications across all sectors.

### Using this product guide

Qualifications are grouped into subject areas which makes the document easy to navigate.


**A** **Level 1** Technical Award in Business and Enterprise

**D** Minimum Entry Age: 14 **LRA** **PP** **v.certs** **C**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	603/0835/7 <b>B</b>
Guided Learning Hours (GLH):	122
Total Qualification Time (TQT):	182
Credit Value:	N/A <b>G</b>

**H** Learning Resources Available: NCFE

This V Cert features on the list of DfE approved qualifications and will be recognised in the 2019 Key Stage 4 Performance Tables.

**F**  **If you're interested in this qualification you may also be interested in:**  
Level 2 Technical Award in Business and Enterprise

#### KEY

- LRA** Learning Resources Available
- PP** Performance Points
- UCAS** UCAS

Please note, all qualifications in this guide are eligible for funding. Please check the ESFA Hub and relevant Funding Rules or Guidance for confirmation on which funding streams they're eligible under plus the learner eligibility criteria.

### Understanding the qualification pages

- A** This is the qualification title.
- B** This is the Qualification Reference Number (QRN).
- C** If the qualification is a V Cert, the V Cert logo will appear here.
- D** This is the recommended entry age for the qualification.
- E** The icons in this area are intended to give you more information about each of the qualifications. This includes whether it holds performance points, UCAS points as well as if it's supported by learning resources. Please see the key to find out what each icon means.
- F** This feature helps you to understand which qualifications complement the one you're looking at.
- G** The credit value (if applicable) for the qualification will appear here.
- H** All qualifications are supported by a Qualification Specification. However, in many cases, there are additional materials available including sample portfolios, learning and delivery resources from NCFE, CACHE or third parties. If these additional learning resources are available for the qualification, we'll list who they're supplied by here.

## Working together

The best teams work together as a unit to achieve outstanding results. That's why we work with a network of established third parties to provide a wide range of materials to support our qualifications. Here you'll find further information about each third party and how they can help you.



**Website:**  
www.hallmarkeducation.org.uk  
**Email:**  
info@hallmarkeducation.org.uk  
**Phone:**  
01332 410 067

### Hallmark Education

Hallmark Education publishes high quality learning resources to support the cost-effective delivery of a wide range of NCFE qualifications.

The team at Hallmark has been helping NCFE and CACHE centres for over 10 years.

With a wealth of experience in educational publishing, learner recruitment, tutor training and audit compliance, Hallmark can offer services including:

- high-quality learning resources
- tutor support
- consultancy
- employer engagement and learner find.



**Website:**  
www.hoddereducation.co.uk  
**Email:**  
educationenquiries@hodder.co.uk  
**Phone:**  
01235 827 720

### Hodder Education

Hodder Education, winner of the Bookseller Industry Awards for 'Educational, Academic and Professional Publisher of the Year' 2015 and 2016, publishes a wide range of market-focused innovative print resources and digital services, designed for core UK and key international markets.

Hodder Education is one of the largest school publishers in the UK, trusted to help teachers teach and students learn through its wide range of high quality resources, and training events. Hodder Education supports the curriculum in almost every subject area and at every level, selling to over 140 countries worldwide.



**Website:**  
www.laserlearning.co.uk  
**Email:**  
info@lasersys.co.uk  
**Phone:**  
01753 584 112

### Laser Systems

Laser Systems team members are education professionals with a wealth of knowledge and experience in quality and assessment, and have created an e-portfolio which is intuitive for both assessing teams and learners.

As well as an industry-leading e-portfolio, Laser Systems also provides high-quality online learning resources for full qualifications and CPD short courses. Learning resources combine filmed tutorials with a professional presenter, video good practice examples, reading, extended learning, and an interactive quiz. For full qualifications, available learning resources cover knowledge for each learning outcome. Laser Systems prides itself on its customer service, providing support and guidance for Laser users from day one, and takes part in events and standardisation days alongside NCFE and CACHE.



**Website:**  
www.learningcurvegroup.co.uk  
**Email:**  
salesteam@learningcurvegroup.co.uk  
**Phone:**  
01388 777 129

### Learning Curve Group

Learning Curve Group (LCG) supports over 200 NCFE and CACHE centres with strategies that increase adult learning engagement. Their services include:

- NCFE and CACHE approved learning and assessment content, available both online and in paper formats, for AEB, Apprenticeships and loan funded provision.
- An innovative online learning and assessment platform that provides a quick and efficient tracking mechanism, enabling providers to monitor learner progression.
- Consultancy services led by respected FE specialist Beej Kaczmarczyk.
- Recruitment of applicants for PAYE and self-employed vacancies.
- Support with links to levy paying employers.

LCG aims to maximise your offer around loans, levy and localism whilst also enabling best practice that keeps learners safe.



**Website:**  
www.theskillsnetwork.com  
**Email:**  
enquiries@theskillsnetwork.com  
**Phone:**  
01757 210 022

### The Skills Network

The Skills Network is one of the UK's most successful providers of technology-enabled training and skills solutions.

They support educators, employers and learners across the UK, and internationally, by developing and delivering effective and innovative skills training and published educational content. The Skills Network currently pride themselves on having an overall achievement rate of 91%.

Constantly developing new, innovative and engaging ways to deliver learning and training opportunities, they strive to maintain and improve on their market-leading status.

## Retail Product Guide

**We also offer product guides in the following sectors:**

- Business Administration and Management
- Catering and Hospitality
- Children and Young People
- Creative, Design and Digital
- Early Years Education
- Education, Training and Assessment
- Health and Science
- Health and Social Care
- Sport, Public Services and Travel
- Transport, Engineering and Construction

For details on the many qualifications that will support learners' general progression, please see our Supporting Qualifications document.

## Occupational Studies

**Entry Level 3** Award in Exploring Occupational Studies for the Workplace  
**Entry Level 3** Award/Certificate/Diploma in Occupational Studies for the Workplace

Minimum Entry Age: 14 **LRA**

**FACTS AND FIGURES**

	AWARD (EXPLORING)	AWARD	CERTIFICATE	DIPLOMA
Qualification no/Learning Aim Reference:	601/1073/9	601/1186/0	601/1185/9	601/1015/6
Guided Learning Hours (GLH):	24	40	100	328
Total Qualification Time (TQT):	30	60	130	370
Credit Value:	3	6	13	37

Learning Resources Available: NCFE

**Level 1** Award in Exploring Occupational Studies for the Workplace  
**Level 1** Award/Certificate/Diploma in Occupational Studies for the Workplace

Minimum Entry Age: 14 **LRA**

**FACTS AND FIGURES**

	AWARD (EXPLORING)	AWARD	CERTIFICATE	DIPLOMA
Qualification no/Learning Aim Reference:	601/1086/7	601/1087/9	601/1088/0	601/1089/2
Guided Learning Hours (GLH):	19	35	88	259
Total Qualification Time (TQT):	30	60	130	370
Credit Value:	3	6	13	37

Learning Resources Available: NCFE



**If you're interested in these qualifications you may also be interested in:**  
 Functional Skills Qualifications in Information and Communication Technology (ICT) at **Entry Level 3**

**Level 2** Award in Exploring Occupational Studies for the Workplace  
**Level 2** Award/Certificate/Diploma in Occupational Studies for the Workplace

Minimum Entry Age: 14

FACTS AND FIGURES				
	AWARD (EXPLORING)	AWARD	CERTIFICATE	DIPLOMA
Qualification no/Learning Aim Reference:	601/1497/6	601/1424/1	601/1423/X	601/1425/3
Guided Learning Hours (GLH):	20	42	92	296
Total Qualification Time (TQT):	30	60	130	370
Credit Value:	3	6	13	37

Enterprise Skills

**Entry Level 3** Award in Developing Enterprise Skills

Minimum Entry Age: 14

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/4148/7
Guided Learning Hours (GLH):	45
Total Qualification Time (TQT):	60
Credit Value:	6

**Level 1** Awards in Investigating and Developing Enterprise Skills

Minimum Entry Age: 14

FACTS AND FIGURES		
	INVESTIGATING	DEVELOPING
Qualification no/Learning Aim Reference:	601/4145/1	601/4143/8
Guided Learning Hours (GLH):	15	75
Total Qualification Time (TQT):	20	90
Credit Value:	2	9

**Level 2** Award and Certificate in Investigating and Developing Enterprise Skills

Minimum Entry Age: 14

FACTS AND FIGURES		
	INVESTIGATING (AWARD)	DEVELOPING (CERTIFICATE)
Qualification no/Learning Aim Reference:	601/4144/X	601/4146/3
Guided Learning Hours (GLH):	40	145
Total Qualification Time (TQT):	40	150
Credit Value:	4	15

Business and Enterprise

**Level 1** Technical Award in Business and Enterprise

Minimum Entry Age: 14

LRA

PP

**v.certs**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	603/0835/7
Guided Learning Hours (GLH):	122
Total Qualification Time (TQT):	182
Learning Resources Available: NCFE	
This V Cert features on the list of DfE approved qualifications and will be recognised in the 2019 Key Stage 4 Performance Tables.	

**Level 2** Technical Award in Business and Enterprise

Minimum Entry Age: 14

LRA

PP

**v.certs**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	603/0838/2
Guided Learning Hours (GLH):	122
Total Qualification Time (TQT):	182
Learning Resources Available: NCFE	
This V Cert features on the list of DfE approved qualifications and will be recognised in the 2019 Key Stage 4 Performance Tables.	

### Level 1 Certificate in Business and Enterprise

Minimum Entry Age: 14 LRA PP **v.certs**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/0315/2
Guided Learning Hours (GLH):	120
Total Qualification Time (TQT):	180
Learning Resources Available: NCFE	
This V Cert features on the list of DfE approved qualifications and will be recognised in the 2018 Key Stage 4 Performance Tables.	

### Level 2 Certificate in Business and Enterprise

Minimum Entry Age: 14 LRA PP **v.certs**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/0048/5
Guided Learning Hours (GLH):	125
Total Qualification Time (TQT):	185
Learning Resources Available: NCFE / iAchieve	
This V Cert features on the list of DfE approved qualifications and will be recognised in the 2018, 2019 and 2020 Key Stage 4 Performance Tables.	

### Level 1/2 Technical Award in Business and Enterprise

Minimum Entry Age: 14 LRA PP **v.certs**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	603/2955/5
Guided Learning Hours (GLH):	120
Total Qualification Time (TQT):	157
Learning Resources Available: NCFE	
This V Cert features on the list of DfE approved qualifications and will be recognised in the 2020 Key Stage 4 Performance Tables.	

### Level 3 Applied General Certificate in Business and Enterprise

Minimum Entry Age: 16 LRA PP UCAS

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/8908/3
Guided Learning Hours (GLH):	362
Total Qualification Time (TQT):	540
Learning Resources Available: NCFE	
This qualification features on the list of DfE approved Applied General qualifications and will be recognised in the 2019 16-19 Performance Tables.	

## Retail

### Level 1 Award in Retail Knowledge

Minimum Entry Age: 14 LRA

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/7957/0
Guided Learning Hours (GLH):	47
Total Qualification Time (TQT):	70
Credit Value:	7
Learning Resources Available: NCFE	



If you're interested in this qualification you may also be interested in:  
Level 2 Certificate in Retail Skills

### Level 2 Certificate in Retail Knowledge

Minimum Entry Age: 14 LRA

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	600/2139/1
Guided Learning Hours (GLH):	93
Total Qualification Time (TQT):	140
Credit Value:	14
Learning Resources Available: NCFE	



### Level 3 Certificate in Retail Knowledge

Minimum Entry Age: 14 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	600/2140/8
Guided Learning Hours (GLH):	106
Total Qualification Time (TQT):	160
Credit Value:	16
Learning Resources Available: NCFE	

### Level 2 Certificate in Understanding Retail Operations

Minimum Entry Age: 16 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/3338/7
Guided Learning Hours (GLH):	118
Total Qualification Time (TQT):	180
Credit Value:	18
Learning Resources Available: NCFE / The Skills Network / Learning Curve Group	

**!** If you're interested in this qualification you may also be interested in: **Level 2 Diploma in Retail Skills / Level 3 Certificate in Retail Knowledge**

### Level 2 Certificate in Retail Skills

Minimum Entry Age: 16 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	600/4164/X
Guided Learning Hours (GLH):	73
Total Qualification Time (TQT):	240
Credit Value:	24
Learning Resources Available: NCFE	

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### Level 2 Diploma in Retail Skills

### Level 2 Diploma in Retail Skills (Management)

### Level 2 Diploma in Retail Skills (Sales Professional)

### Level 2 Diploma in Retail Skills (Visual Merchandising)

Minimum Entry Age: 16 **LRA**

FACTS AND FIGURES	
<b>Level 2 Diploma in Retail Skills</b>	<b>Level 2 Diploma in Retail Skills (Sales Professional)</b>
Qualification no/Learning Aim Reference: 600/4278/3	Qualification no/Learning Aim Reference: 600/4276/X
Guided Learning Hours (GLH): 115	Guided Learning Hours (GLH): 181
Total Qualification Time (TQT): 370	Total Qualification Time (TQT): 430
Credit Value: 37	Credit Value: 43
<b>Level 2 Diploma in Retail Skills (Management)</b>	<b>Level 2 Diploma in Retail Skills (Visual Merchandising)</b>
Qualification no/Learning Aim Reference: 600/4272/2	Qualification no/Learning Aim Reference: 600/4273/4
Guided Learning Hours (GLH): 199	Guided Learning Hours (GLH): 251
Total Qualification Time (TQT): 430	Total Qualification Time (TQT): 530
Credit Value: 43	Credit Value: 53

Learning Resources Available for all 4 qualifications: NCFE



## Skills for Business

**Level 2** Diploma in Skills for Business

**Level 2** Diploma in Skills for Business: Retail

**Level 2** Diploma in Skills for Business: Sales and Marketing

Minimum Entry Age: 14/16 **LRA**

### FACTS AND FIGURES

#### Level 2

Diploma in Skills for Business

Minimum Entry Age:	14
Qualification no/Learning Aim Reference:	601/2624/3
Guided Learning Hours (GLH):	360
Total Qualification Time (TQT):	480
Credit Value:	48

#### Level 2

Diploma in Skills for Business: Sales and Marketing

Minimum Entry Age:	16
Qualification no/Learning Aim Reference:	601/2672/3
Guided Learning Hours (GLH):	542
Total Qualification Time (TQT):	720
Credit Value:	72

#### Level 2

Diploma in Skills for Business: Retail

Minimum Entry Age:	16
Qualification no/Learning Aim Reference:	601/2673/5
Guided Learning Hours (GLH):	554
Total Qualification Time (TQT):	750
Credit Value:	75

Learning Resources Available for all 3 qualifications: NCFE

**Level 3** Diploma in Skills for Business

**Level 3** Diploma in Skills for Business: Retail

**Level 3** Diploma in Skills for Business: Sales and Marketing

Minimum Entry Age: 16 **LRA** **UCAS**

### FACTS AND FIGURES

#### Level 3

Diploma in Skills for Business

Qualification no/Learning Aim Reference:	601/2640/1
Guided Learning Hours (GLH):	360
Total Qualification Time (TQT):	600
Credit Value:	60

#### Level 3

Diploma in Skills for Business: Sales and Marketing

Qualification no/Learning Aim Reference:	601/2652/8
Guided Learning Hours (GLH):	561
Total Qualification Time (TQT):	930
Credit Value:	93

#### Level 3

Diploma in Skills for Business: Retail

Qualification no/Learning Aim Reference:	601/2651/6
Guided Learning Hours (GLH):	567
Total Qualification Time (TQT):	930
Credit Value:	93

Learning Resources Available for all 3 qualifications: NCFE

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Visit [ncfe.org.uk/functional-skills](http://ncfe.org.uk/functional-skills) to find out more

## Higher Level Studies

### Level 3 Award and Extended Award in Higher Level Studies

Minimum Entry Age: 14 **LRA** **UCAS**

FACTS AND FIGURES		
	AWARD	EXTENDED AWARD
Qualification no/Learning Aim Reference:	601/7789/5	601/7788/3
Guided Learning Hours (GLH):	30	60
Total Qualification Time (TQT):	45	90

Learning Resources Available: NCFE

## Customer Service

### Level 1 Certificate in Customer Service

Minimum Entry Age: 14 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/3972/9
Guided Learning Hours (GLH):	133
Total Qualification Time (TQT):	230
Credit Value:	23

Learning Resources Available: NCFE

### Level 2 Certificate in Principles of Customer Service

Minimum Entry Age: 16 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/7070/0
Guided Learning Hours (GLH):	180
Total Qualification Time (TQT):	200

Learning Resources Available: NCFE / Learning Curve Group / The Skills Network

**!** If you're interested in this qualification you may also be interested in:  
**Level 3 Certificate in Principles of Business Administration** / **Level 3 Certificate in Principles of Management**  
**Level 3 Certificate in Principles of Customer Service**

### Level 3 Certificate in Principles of Customer Service

Minimum Entry Age: 16 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/7073/6
Guided Learning Hours (GLH):	220
Total Qualification Time (TQT):	240

Learning Resources Available: NCFE / The Skills Network

**!** If you're interested in this qualification you may also be interested in:  
**Level 3 Diploma in Management** / **Level 3 Certificate in Principles of Business Administration**  
**Level 3 Certificate in Principles of Customer Service**

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- Customer Service
- Hospitality and Retail
- Leadership and Management

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## Level 2 Diploma in Customer Service

Minimum Entry Age: 16 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/3973/0
Guided Learning Hours (GLH):	247
Total Qualification Time (TQT):	450
Credit Value:	45
Learning Resources Available: NCFE	

## Level 3 Diploma in Customer Service

Minimum Entry Age: 16 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/3974/2
Guided Learning Hours (GLH):	289
Total Qualification Time (TQT):	550
Credit Value:	55
Learning Resources Available: NCFE	

## Sales

## Level 2 Certificate in Principles of Sales

Minimum Entry Age: 16 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/7692/1
Guided Learning Hours (GLH):	131
Total Qualification Time (TQT):	180
Credit Value:	18
Learning Resources Available: NCFE	



If you're interested in this qualification you may also be interested in:  
Level 3 NVQ Diploma in Sales

## Level 2 NVQ Certificate in Sales

Minimum Entry Age: 16 **LRA**

FACTS AND FIGURES	
Qualification no/Learning Aim Reference:	601/7773/1
Guided Learning Hours (GLH):	124
Total Qualification Time (TQT):	220
Credit Value:	22
Learning Resources Available: NCFE	



If you're interested in this qualification you may also be interested in:  
Level 2 Certificate in Principles of Sales / Level 3 Certificate in Principles of Sales  
Level 3 NVQ Diploma in Sales

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## Level 2 NVQ Certificate in Sales

Minimum Entry Age: 16 **LRA**

### FACTS AND FIGURES

Qualification no/Learning Aim Reference:	601/7773/1
Guided Learning Hours (GLH):	124
Total Qualification Time (TQT):	220
Credit Value:	22

Learning Resources Available: NCFE



**If you're interested in this qualification you may also be interested in:**  
**Level 2** Certificate in Principles of Sales / **Level 3** Certificate in Principles of Sales  
**Level 3** NVQ Diploma in Sales

## Level 3 Certificate in Principles of Sales

Minimum Entry Age: 16 **LRA**

### FACTS AND FIGURES

Qualification no/Learning Aim Reference:	601/7694/5
Guided Learning Hours (GLH):	119
Total Qualification Time (TQT):	160
Credit Value:	16

Learning Resources Available: NCFE



**If you're interested in this qualification you may also be interested in:**  
**Level 2** Diploma in Team Leading / **Level 2** Certificate in Principles of Customer Service  
**Level 2** Certificate in Principles of Business Administration / **Level 2** Certificate in Equality and Diversity

## Level 3 NVQ Diploma in Sales

Minimum Entry Age: 16 **LRA**

### FACTS AND FIGURES

Qualification no/Learning Aim Reference:	601/7758/5
Guided Learning Hours (GLH):	210
Total Qualification Time (TQT):	370
Credit Value:	37

Learning Resources Available: NCFE



**If you're interested in this qualification you may also be interested in:**  
**Level 3** Certificate in Principles of Sales

**NCFE**

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

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