



**Qualification type**  
QCF

**Qualification number**  
601/6588/1

**Credit Value**  
13

**Guided Learning Hours**  
87-90

**Age Ranges**  
Pre 16  
16-18  
19+

**Operational start date**  
1 August 2015

**In an Apprenticeship?**  
No

**Funding**  
Adult Skills, ESF,  
OLASS

Apprenticeship and funding  
information relevant to England.

**BIIAB**

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**Qualification Purpose:**

To prepare for further learning or training by developing knowledge in retail.

**Qualification Overview**

The BIIAB Level 1 Certificate in Retail Knowledge is designed to develop and assess the knowledge of those who are working or wish to work in the retail sector.

Learners will typically be working in or wish to work in roles such as:

- Sales Assistant / Advisor
- Customer Service Assistant

**Qualification Structure**

Learners must achieve a minimum of 13 credits of which 11 credits must come from the Mandatory Group and 2 credits from the Optional Group.

**Assessment**

The qualification contains knowledge units for most of which BIIAB has devised assessments. These assessments are internally marked and externally verified.

**Progression**

Achievement of the qualification offers opportunities for progression, including :

- BIIAB Level 2 Certificate in Retail Knowledge
- BIIAB Level 2 Diploma in Retail Skills
- Career progression



**The Awarding Organisation of choice for Work Based Learning Providers and Employers**



Apprenticeships and Qualifications including:

- Customer Service
- Business and Administration
- Hospitality and Catering
- IT, ICT and Telecommunications
- Health and Social Care
- Childcare
- Contact Centre
- Warehousing
- Retail
- Management
- Team Leading
- Sales and Marketing
- Creative Skills and Cultural Heritage
- Licensed Hospitality
- Pub Chef
- Employment Related Services
- Libraries and Archiving
- Supporting Teaching and Learning
- Learning and Development
- Cleaning
- Business Improvement Techniques
- Financial Services

- Education and Training
- Employee rights and Responsibilities
- Nutrition and Health
- Optical Retail
- Equality and Diversity
- Playwork
- Advice and Guidance
- Food Safety
- Health and Safety
- Security
- Functional Skills

BIIAB process to support our Centres:

- Centre approval arranged to meet your schedules
- Advice, guidance and support for your quality assurance process
- Personalised customer service
- Sector based quality assurance
- Online learner management system
- Transfer of Direct Claim Status
- Daily Certificate print runs

Delivered by:

- Industry leading sector specialists
- A team of 20 leading External Quality Assurance experts
- Accessible Business Development and Management team



*'BIIAB are very supportive and, they have an excellent Customer Services Team who are always very helpful'*

*'Their Quality Control and products are excellent and straightforward and meets our requirements.'*

**Pat McCann**  
**Apprenticeships and General Manager**  
**V&A Museum**