MQF/EQF Level 1

LE1-04-21

Award in Retail

Course Specification

Course Description

This programme is intended for learners who would like to become familiar with the local retailing sector, in particular small retail shops. Learners who apply for this course need to be genuinely interested and willing to work in a post related to the retail sector. Learners will become familiar with the basic business concepts, including the principles of stock management. They will also be made aware of different types of customers and situations that people who work in a retail environment would typically face. To achieve this, learners will be exposed to the importance of, and the skills required for good communication, as well as teamwork.

Programme Learning Outcomes

At the end of the programme the students are able to

1. *Describe the retail environment and how to provide effective customer service skills.*

2. *Demonstrate how to work effectively within a safe retail environment.*

3. *Prepare oneself for an employment within retail.*

4. *Identify and demonstrate how to effect payments using various methods.*

Entry Requirements

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

Applicants are required to present a recent psychological report (issued no more than 3 years before 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 an induction session at MCAST, attendance for which is compulsory.

Other Entry Requirements

Applicants may be asked to sit for an Interview.

Key Information

Awarding Body – MCAST

Accreditation Status – Accredited via MCAST's Self Accreditation Process (MCAST holds Self-Accrediting Status as per 1st schedule of Legal Notice 296/2012)

Type of Programme: Qualification

MQF Level	Examples of Qualifications	'Qualification' Minimum Credits Required	'Award' Credits Required
Level 8	Doctoral Degree Third Cycle Bologna Process	NA	NA
Level 7	Masters Second Cycle Bologna Process	90-120	Less than 30
	Post-Graduate Diploma	60	
	Post-Graduate Certificate	30	
Level 6	Bachelor[23]/Bachelor (Hons.)[24] First Cycle Bologna Process	180-240	Less than 180
Level 5	Short Cycle Qualification	120	Less than 60
	Undergraduate Higher Diploma	90	
	Undergraduate Diploma	60	
	Undergraduate Certificate	30	
	VET Level 5 Programme[25]	60-120	
Level 4	Pre-Tertiary Certificate	30	Less than 120
	VET Level 4 Programme[26]	120	
	MATSEC Certificate	NA	
Level 3	VET Level 3 Programme[27]	60	Less than 60
	General and Subject Certificate	NA	
Level 2	VET Level 2 Programme[28]	60	Less than 60
	General and Subject Certificate	NA	
Level 1	VET Level 1 Programme[29]	40	Less than 40
	General and Subject Certificate	NA	
Introductory Level A	Preparatory Programme	30	Less than 30
Introductory Level B	Pre-entry Basic Skills Course	30	Less than 30

Table 1: Minimum number of credits for 'Qualifications' and parameters for 'Awards'

Fig.1: p56, Ministry for Education and Employment & National Commission for Further and Higher Education Malta (2016). *Referencing Report, 4th Edition*. NCFHE.

Total number of Hours: 750

Mode of attendance: Full-time

Duration: 1 Year

Target audience for MCAST full-time courses is 16 to 30

Target group: The target group for this course includes (but not limited to) students who finish secondary education and have some learning and/or intellectual disability. Students can also progress to the Award in Retail from the Intro A & B programmes which are more basic in level.

The official language of instruction at MCAST is English. All notes and textbooks are in English (except for language courses which will be in the respective language being instructed). International candidates will be requested to meet English language certification requirements for access to the course.

This course will be offered at

MCAST has four campuses as follows:

MCAST Main Campus
Triq Kordin, Paola, Malta

All courses except for the Institute for the Creative Arts, Centre of Agriculture, Aquatics and Animal Sciences are offered here.

Institute for the Creative Arts
Mosta Campus
Misraħ Għonoq Tarġa Gap,
Mosta

Institute of Applied Sciences,
Centre of Agriculture, Aquatics and Animal Sciences,
Luqa Road, Qormi

Gozo Campus
J.F. De Chambray Street
MCAST, Għajnsielem
Gozo

Teaching, Learning and Assessment

The programmes offered are vocational in nature and entail both theoretical lectures delivered in classes as well as practical elements that are delivered in laboratories, workshops, salons, simulators as the module requirements dictate.

Each module or unit entails a number of in person and/or online contact learning hours that are delivered by the lecturer or tutor directly (See also section 'Total Learning Hours).

Access to all resources is provided to all registered students. These include study resources in paper or electronic format through the Library and Resource Centre as well as tools, software, equipment and machinery that are provided by the respective institutes depending on the requirements of the course or module.

Students may however be required to provide consumable material for use during practical sessions and projects unless these are explicitly provided by the College.

All Units of study are assessed throughout the academic year through continuous assessment using a variety of assessment tools. Coursework tasks are exclusively based on the Learning Outcomes and Grading Criteria as prescribed in the course specification. The Learning Outcomes and Grading Criteria are communicated to the Student via the coursework documentation.

The method of assessment shall reflect the Level, credit points (ECTS) and the schedule of time-tabled/non-timetabled hours of learning of each study unit. A variety of assessment instruments, not solely Time Constrained Assignments/Exams, are used to gather and interpret evidence of Student competence toward pre-established grading criteria that are aligned to the learning outcomes of each unit of the programme of study.

Grading criteria are assessed through a number of tasks, each task being assigned a number of marks. The number of grading criteria is included in the respective Programme Specification.

The distribution of marks and assessment mode depends on the nature and objectives of the unit in question.

Coursework shall normally be completed during the semester in which the Unit is delivered.

Time-constrained assignments may be held between 8 am and 8 pm during the delivery period of a Unit, or at the end of the semester in which the Unit is completed. The dates are notified and published on the Institute notice boards or through other means of communication.

Certain circumstances (such as but not limited to the Covid 19 pandemic) may lead Institutes and Centres to hold teaching and assessment remotely (online) as per MCAST QA Policy and Standard for Online Teaching, Learning and Assessment (Doc 020) available via link https://www.mcast.edu.mt/college-documents/

The Programme Regulations referenced below apply. (DOC 003 available at: link https://www.mcast.edu.mt/college-documents/

Total Learning Hours

The total learning hours required for each unit or module are determined as follows:

Credits (ECTS)	Indicative contact hours	Total Student workload (hrs)	Self-Learning and Assessment Hours
1	5 – 10 hrs	25 hrs	20-15 hrs*
2	10 – 20 hrs	50 hrs	40-30 hrs*
3	15 – 30 hrs	75 hrs	60-45 hrs*
4	20 – 40 hrs	100 hrs	80-60 hrs*
6	30 – 60 hrs	150 Hrs	120-90 hrs*
9	45 – 90 hrs	225 hrs	180-135 hrs*
12	60 – 120 hrs	300 hrs	240-180 hrs*

* The 'Self-Learning and Assessment Hours' amount to the difference between the contact hours and total student workload.

Grading system

All MCAST programmes adopt a learner centred approach through the focus on Learning Outcomes. The assessment of MCAST programmes is criterion-referenced and thus assessors are required to assess learners' evidence against a pre-determined set of Learning Outcomes and assessment criteria.

For a student to be deemed to have successfully passed a unit, a minimum of 50% (grade D) must be achieved. In case of part time programmes, the student must achieve a minimum of 45% to successfully pass the unit.

All units are individually graded as follows:
A* (90-100)
A (80-89)
B (70-79)
C (60-69)
D (50-59)
Unsatisfactory work is graded as 'U'.

Work-based learning units are graded on a Pass/Fail basis only.

Detailed information regarding the grading system may be found in the following document: DOC 003 available at: link https://www.mcast.edu.mt/college-documents/

Intake Dates

•MCAST opens calls for application once a year between July and August of each year for prospective applicants residing in MALTA.
•Applications to full-time courses from international students not residing in MALTA are accepted between April and Mid-August.
•For exact dates re calls for applications please follow this link
https://www.mcast.edu.mt/online-applications-2/

Course Fees

MCAST course are free for Maltese and EU candidates. International candidates coming from outside the EU need to pay fees for the respective course. Course fees are set on a per-level and course duration basis. For access to course fee structure and payment methods please visit https://www.mcast.edu.mt/fee-payments-for-non-eu-candidates/.

Method of Application

Applications to full-time courses are received online via the College Management Information System. Candidates can log in using Maltese Electronic ID (eID) or European eIDAS (electronic identification and trust services) to access the system directly and create an account as the identity is verified electronically via these secure services.

Non-EU candidates need to request account creation though an online form by providing proof of identification and basic data. Once the identity is verified and the account is created the candidate may proceed with the online application according to the same instructions applicable to all other candidates.

Non-EU candidates require a study visa in order to travel to Malta and joint the course applied for. For further information re study-visa please access https://www.identitymalta.com/unit/central-visa-unit/.

For access to instructions on how to apply online please visit https://www.mcast.edu.mt/online-applications-2/

Contact details for requesting further information about future learning opportunities:

MCAST Career Guidance
Tel: 2398 7135/6
Email: career.guidance@mcast.edu.mt

Current Approved Programme Structure

Unit Code	Unit Title	ECTS	Semester
CDRTL-103-2201	Introduction to Retail and Customer Service	3	Year
CDRTL-103-2202	The Retail Environment	3	Year
CDRTL-103-2203	Employability Skills for the Workplace	3	Year
CDRTL-103-2204	Payment Methods and Digital Skills in Retail	3	Year
CDKSK-104-1801	English	4	Year
CDKSK-104-1802	Maltese	4	Year
CDKSK-104-1803	Mathematics	4	Year
CDKSK-103-2101	Community Social Responsibility	3	Year
CDKSK-103-1805	Information Technology	3	Year
Total ECTS		30	/

CDKSK-103-1805: Information Technology

Unit level (MQF/EQF): Level 1
Credits: 3
Delivery Mode: Face to Face
Total Learning Hours: 75

Unit Description

The aim of this unit is to help the learners to develop an understanding of how ICT can help their learning, their work and their social life. This unit will help them gain confidence in using the computer to complete a variety of everyday tasks, which includes the ability to use a basic operating system and to manage their files and folders.

Throughout this unit, learners will learn how to use different office productivity software including word processing programs to prepare well-formatted documents. The learners will also learn how to design and create basic presentations using appropriate presentation programs. Since online communication is essential in today's world of communication, the learners will also learn how to browse the internet safely and communicate effectively via email.

Learners will start to develop the ability to decide when and how to use ICT and be aware of the limitations associated with this use.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Use a basic operating system and file management to complete everyday tasks*
2. *Conduct basic given tasks using the most suitable office productivity software.*
3. *Communicate electronically at the place of work and for personal use*
4. *Prepare basic presentations using the latest and most appropriate presentation software.*

CDKSK-103-2101: Community Social Responsibility

Unit level (MQF/EQF): Level 1
Credits: 3
Delivery Mode: Face to Face
Total Learning Hours: 75

Unit Description

This key skill presents the opportunity for MQF level 1 learners to explore their individual self and their social environment. Learners will become familiar with and understand different aspects of their personal self as well as become familiar and grasp different life skills that would empower them to become active members in society. Whilst becoming more aware of themselves, learners will have the possibility to further explore their surroundings and understand their relation and responsibility towards others.

The learners will also be presented with basic tools and techniques, which will empower them in developing basic organisational skills. Through the completion of a compulsory community work experience, learners will recognise the benefits of self-management skills towards the acquisition of balance within one's lifestyle.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Identify the relation between basic personal traits and interests upon the development of the self.*
2. *Identify opportunities for self-development within surrounding communities.*
3. *Recognise adequate presentation and behaviour within different social contexts.*
4. *Describe the experience acquired through a community work initiative.*

CDKSK-104-1801: English

Unit level (MQF/EQF): Level 1
Credits: 4
Delivery Mode: Face to Face
Total Learning Hours: 100

Unit Description

The aim of this unit is to help the learners develop abilities to communicate in basic English, in the areas of work and personal life. This unit will cover the four areas of language which are listening, speaking, writing and reading. This will help the learners hone in on the skills necessary to function in daily life, including both work and social setting.

This unit will evolve around the learners' abilities and interests. Therefore the tasks will be contextualised to keep the language relevant. Through this process, the learner will therefore experience the language in the various aspects of life, including basic functional needs and general knowledge, as well as through the chosen vocational area – hence appreciating how 'functional' English can be useful, and necessary, in the present multicultural social context.

Finally, this unit will be delivered in as much a multisensorial approach as possible, so as to be able to reach out the various personal abilities of the learners. In addition, sessions will be partly student-led, to encourage participation, engagement and ideas.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Understand simple and functional utterances in basic spoken English in every day social and work environments.*
2. *Communicate simple information, using basic English, in everyday social and work environments.*
3. *Interpret functional and level appropriate texts in basic English for practical purposes.*
4. *Produce functional and level appropriate texts in basic English for practical purposes.*

CDKSK-104-1802: Malti

Unit level (MQF/EQF): Level 1
Credits: 4
Delivery Mode: Face to Face
Total Learning Hours: 100

Deskrizzjoni tal-Unità

It-tagħlim tal-ilsien Malti f'dan il-livell se jgħin lill-istudenti fl-istudji tagħhom dwar l-ambjent tal-uffiċju, l-industrija tal-ospitalità, kif ukoll fis-settur tal-bejgħ. Il-ħiliet tal-qari, smigħ, kitba u l-lingwa mitkellma se jkunu mgħallma sabiex l-istudenti jkollhom għarfien tajjeb talMalti waqt il-ħidma tagħhom fis-setturi differenti tal-istudji tagħhom.

F'dan il-livell preliminari l-istudenti se jitgħallmu l-lingwa Maltija biex ikunu kapaċi jikkomunika aħjar waqt ix-xogħol tagħhom fil-oqsma vokazzjonali magħżula, kif ukoll jirrelataw aħjar man-nies ta' madwarhom. It-tagħlim tal-Malti se jgħihom ukoll biex jesprimu l-ħsibijiet tagħhom kemm bil-kitba kif ukoll bil-fomm. L-għarfien tal-lingwa Maltija se jgħin lil istudent fil-ħiliet meħtieġa sabiex ikun persuna indipendenti u responsabbli.

Ir-riżultati tat-Tagħlim (Learning Outcomes)

Fi tmiem din l-unità, l-istudenti għandhom ikun kapaċi:

1. *Jaqraw siltiet b'malti sempliċi u jifhmu l-messaġġ.*

2. *Jifhmu dak li jisimgħu u jwieġbu fil-kuntest.*

3. *Jitkellmu u jikkomnikaw skont is-sitwazzjoni preżentata.*

4. *Jiktbu kitbiet jew sentenzi sempliċi, b'Malti tajjeb.*

CDKSK-104-1803: Mathematics

Unit level (MQF/EQF): Level 1
Credits: 4
Delivery Mode: Face to Face
Total Learning Hours: 100

Unit Description

The aim of this unit is to provide support to the learners to develop and apply the basic numeracy skills required to function independently in daily life and at work. It will enable and motivate the learner to use basic mathematical knowledge to solve problems encountered in real-life situations, and in situations related to their vocational area of study such as Office Work, Retail and Hospitality.

By the end of this unit, learners will be able to use simple mathematical language to validate the solutions given to everyday problems involving numerical calculations. Opportunities to choose whether to add, subtract or multiply in various real-life scenarios will be provided. Simple calculations involving decimal numbers, fractions and percentages will be applied to scenarios involving the use of money. Shapes as used in different signs will be discussed and opportunities to use different tools and units of measure will be given for students to become more independent. Data handling will be discussed using tables and bar graphs.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Carry out simple numerical calculations involving addition, subtraction and multiplication in real-life and work-related situations.*
2. *Carry out simple calculations involving decimal numbers, fractions and percentages in situations involving the use of money.*
3. *Classify, draw and work with shapes, units of measure, and Cartesian coordinates in daily life and at the place of work.*
4. *Represent data related to real-life situations in a simple tabular and graphical manner.*

CDRTL-103-2201: Introduction to Retail

Unit level (MQF/EQF): Level 1
Credits: 3
Delivery Mode: Face to Face
Total Learning Hours: 75

Unit Description

Learners will become familiar with the retail industry. The retail industry is in constant change to keep up with the different consumer demands. The diversification of the sector ranges from small family run retail outlets to franchise businesses that offer both in-store and e-shopping. Learners will familiarise themselves with the different types and parts of a retail outlet, products and services. Communication is the key to customer service and satisfaction in retail. Effective customer service support sales. By learning basic communication skills and sales ethics learners will know how to assist customers to purchase goods and services. In light of, this learners are going to learn about consumer problems and how to deal handle difficult client situations at work as well.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Identify the different types of retail settings and areas within a retail outlet.*
2. *Recognise the importance of product knowledge and services found within different retail settings.*
3. *Communicate effectively in retail using the correct communication means.*
4. *Demonstrate effective customer service skills to meet customer needs within retail.*

CDRTL-103-2202: The Retail Environment

Unit level (MQF/EQF): Level 1
Credits: 3
Delivery Mode: Face to Face
Total Learning Hours: 75

Unit Description

Retailing is one of the most competitive industries in Malta. Retailers need to adapt and change their retail environments according to the present trends to attract consumers. In this unit, learners will be familiar with the various characteristics within different retail environments.

This study unit is designed to motivate learners in the retail environment through hands-on tasks. Learners will be provided with the knowledge and skills of how to use basic retail equipment and supplies safely within different retail environments. It will prepare learners to know the tasks that occur behind the scenes so that retail environments can operate effectively.   Learners will then have the opportunity to develop new skills related to product display to promote sales within different retail environments.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Carry out retail tasks safely using equipment and supplies within different retail environments.*
2. *Follow procedures for receiving, storing and handling goods appropriately in different retail settings.*
3. *Recognise the importance of health and safety in a retail environment.*
4. *Identify basic product line display and product packaging.*

For further information, please contact us on information@mcast.edu.mt