

Business and Retail Qualifications

Summary of Changes

Gateway Qualifications has updated the following qualifications to provide centres with enhanced support for planning and delivery:

Qualification Number	Qualification Title
603/6471/3	Gateway Qualifications Entry Level Award in Business and Retail (Entry 3)
603/6480/4	Gateway Qualifications Entry Level Certificate in Business and Retail (Entry 3)
603/6482/8	Gateway Qualifications Level 1 Award in Business and Retail
603/6488/9	Gateway Qualifications Level 1 Certificate in Business and Retail
603/6489/0	Gateway Qualifications Level 1 Diploma in Business and Retail

Indicative content has been added to the units listed below. This additional guidance is intended to support centres in interpreting unit requirements and in designing effective teaching, learning and assessment activities:

Unit Number	Unit Title
T/617/4080	Communication Skills for Work
M/618/3439	Working in Business and Retail
A/617/4081	Communication Skills for Work
H/618/3440	Working in Business and Retail

No other changes have been made to the structure, assessment requirements or learning outcomes of these units or qualifications.

The information below details what changes have been made for teaching from 1st August 2026 onwards.

Communication Skills for Work

Unit reference:	T/617/4080
Unit aim:	To develop learners' communication skills in a way that will support their effectiveness at work.
Unit level:	Entry Level 3
GLH:	30
Credit value:	3
Grading method:	Pass/Fail
Assessment guidance:	<p>The focus of the assessment for this unit is on communication skills. However, it is expected that the underpinning teaching and learning will help develop learners' awareness of:</p> <ul style="list-style-type: none"> • the importance of clear and appropriate communication at work • the variety of work-related situations that involve communication.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Use written communication in a work context.	1.1 Create clear and accurate written documents . 1.2 Accurately complete forms and use given templates.
2. Use oral communication in a work context.	2.1 Communicate with colleagues and managers , using appropriate language. 2.2 Communicate in one-to-one and group situations . 2.3 Actively listen to what others say. 2.4 Answer straightforward questions and queries relating to work.

Indicative content:
AC1.1 Clear and accurate written documents, for example: <ul style="list-style-type: none"> • understand the purpose of the document, for example, a report, email, notice • use simple, clear language appropriate to the topic • check spelling, punctuation, and grammar

- organise information logically, for example, headings, bullet points, paragraphs
- ensure the document meets work requirements, for example, professional tone, correct formal

AC1.2 Complete forms, for example:

- identify the information required on a form, for example, name, date, contact details
- write clearly and legibly in designated spaces
- follow instructions provided on templates, for example, fill in relevant sections
- check for accuracy before submitting forms or templates
- use examples or prompts to ensure correct completion

AC2.1 Communicate with colleagues and managers, for example:

- use polite and respectful language when speaking to others
- adapt tone and vocabulary depending on the audience, for example, formal for managers, casual but respectful for colleagues
- avoid slang or inappropriate language in work conversations
- speak clearly and confidently

AC2.2 Communicate in one-to-one and group situations, for example:

- practice speaking directly and clearly in one-to-one conversations
- participate in group discussions by sharing ideas and listening to others
- take turns to speak and avoid interrupting others
- be aware of body language and eye contact in both settings

AC2.3 Actively listen, for example:

- focus on the speaker and avoid distractions
- show understanding by nodding, smiling, or using affirming responses, for example, “I see” or “That makes sense”
- ask questions to clarify if needed
- avoid interrupting while others are speaking
- awareness of how differences in cultures can alter active listening

AC2.4 Answer straightforward questions and queries, for example:

- listen carefully to the question before answering
- provide clear and concise answers
- use appropriate language and tone for the work environment
- be honest if unsure of an answer and offer to find out or ask for help

Working in Business and Retail

Unit reference:	M/618/3439
Unit level:	Entry Level 3
GLH:	30
Credit value:	3
Grading method:	Pass/Fail

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know about different types of businesses and retail outlets.	1.1 Identify different types of businesses . 1.2 Identify different types of retail outlets .
2. Know about jobs in business and retail.	2.1 Give examples of jobs in different organisations within business and retail. 2.2 Identify some entry-level jobs , suitable for someone starting out in business and retail. 2.3 Outline the key responsibilities of a selected entry-level job role.
3. Know about the skills needed to work in business and retail.	3.1 Outline some of the key skills needed to work in business and retail.
4. Be able to assess own suitability for working in business and retail.	4.1 State some of the skills, important to business and retail workers that they already have. 4.2 Identify skills they will need to develop if they are to be successful in business or retail.

Indicative content:

AC1.1: Different types of businesses, for example:

- sole trader
- partnership
- limited company
- non-profit organisations

AC1.2: Different types of retail outlets, for example:

- supermarkets
- high-street shops
- online stores
- market stalls

AC2.2: Identify some entry-level jobs, for example:

- administrative assistant
- data entry clerk
- shelf stacker
- store assistant

AC2.3: Key responsibilities, for example:

- assisting customers with purchases
- restocking shelves
- operating the till/handling payments

AC3.1: Key skills needed, for example:

- communication
- teamwork
- time management
- customer service

Communication Skills for Work

Unit reference:	A/617/4081
Unit Aim:	To develop learners' communication skills in a way that will support their effectiveness at work.
Unit level:	Level 1
GLH:	30
Credit value:	3
Grading method:	Pass/Fail
Assessment Guidance:	<p>The focus of the assessment for this unit is on communication skills. However, it is expected that the underpinning teaching and learning will help develop learners' understanding of:</p> <ul style="list-style-type: none"> • the importance of effective communication in the workplace • the different types of communication methods used at work.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Use written communication in a work context.	1.1 Produce documents of different types and for different purposes that are clearly and accurately presented. 1.2 Use text, images and/or graphics in written documents. 1.3 Use given software to present written communication.
2. Use oral communication in a work context.	2.1 Communicate clearly in different situations using appropriate language and tone. 2.2 Communicate work-related information to a group. 2.3 Engage in conversations with colleagues, showing respect for others. 2.4 Give clear and accurate answers to questions and queries from others.

Indicative content:

AC1.3: Software, for example:

- Microsoft Word
- Google Docs

AC2.1: Different situations, for example:

- speak clearly and confidently in work situations
- adjust tone and language for the audience
- avoid jargon and use simple, understandable language

AC2.3: Showing respect, for example:

- actively listen during discussions and respond politely
- show respect by considering others' opinions and avoiding interruptions
- use positive body language, such as eye contact and nodding
- show awareness of how cultural differences can affect how conversations are conducted

AC2.4: Clear and accurate answers to questions and queries, for example:

- listen carefully to the question or query before responding
- provide relevant and concise answers, ensuring accuracy
- ask for clarification if unsure about the question and confirm understanding

Working in Business and Retail

Unit reference:	H/618/3440
Unit aim:	Before considering a career in business administration and retail it is important that the learner knows the potential job roles, career pathways and skills they need to succeed. The aim of this unit is to give learners time to research job opportunities in each sector, identify the skills and knowledge they will need for specific job roles and then plan how they are going to achieve their ambitions in this area of work.
Unit level:	Level 1
GLH:	30
Credit value:	3
Grading method:	Pass/Fail

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know about job opportunities in business administration and retail.	1.1 Identify key job roles in different organisations within business administration and retail. 1.2 Describe the job roles in one functional area of business administration and one functional area of retail.
2. Know about working practices within business administration and retail.	2.1 Describe working practices within a specific setting in business administration . 2.2 Describe working practices within a specific setting in retail .
3. Know about the qualifications and skills needed for jobs in business administration and retail.	3.1 Describe the skills needed to work effectively within business administration and retail. 3.2 Identify the qualifications needed to work in business administration and retail.
4. Be able to plan the early stages of a career within business administration or retail.	4.1 Identify job roles which meet personal career ambitions in business administration and / or retail.

	<p>4.2 Identify own existing relevant skills and relevant ideas for development.</p> <p>4.3 Identify further learning, including qualifications where required, needed to progress in the sector.</p>
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Indicative content:

AC1.1: Key job roles, for example:

- business administration roles (for example, administrative assistant, receptionist, office manager, data entry clerk, personal assistant)
- retail roles (for example, sales assistant, store manager, customer service assistant, stockroom assistant, cashier)
- online roles (for example, data entry clerk, virtual customer service assistant, order processing)
- examples of organisations (for example, offices, supermarkets, department stores, small businesses, e-commerce companies)

AC2.1: Working practices within a specific setting in business administration, for example:

- regular working hours
- use of office equipment (for example, computers, telephones)
- teamwork
- effective communication
- adherence to confidentiality policies

AC2.2: Working practices within a specific setting in retail, for example:

- shift work
- interacting with customers
- following health and safety rules
- maintaining product displays
- using tills
- handling stock replenishment