



level 2 NVQ diploma

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retail skills

This qualification is directed at those working within a retail environment within many sectors of that industry, from clothing and fashion, to food and groceries, to charity shop work. The course will cover the practical skills for dealing with customers and shoppers, learning to provide a good level of customer service and working within a retail environment.

Learners will need to gain 29 credits from the optional units. At least 22 credits must be gained from level 2 units (including the mandatory unit).

Mandatory Unit

Unit Number	Unit Title	Level	Credit
201	Work effectively in your retail team	2	8

Optional Units

		Level	Credit
Unit 103	Process donated goods for resale or recycling in a retail environment	1	6
Unit 112	Contribute to monitoring & maintaining ease of shopping in a retail sales area	1	2
Unit 202	Help customers choose products in a retail environment	2	8
Unit 203	Maximise product sales in a retail environment	2	5
Unit 204	Provide information & advice to customers in a retail environment	2	5
Unit 205	Demonstrate products to customers in a retail environment	2	8
Unit 206	Promote loyalty schemes to customers in a retail environment	2	5
Unit 207	Receive goods & materials into storage in a retail environment	2	4
Unit 208	Put goods & materials into storage in a retail environment	2	4
Unit 209	Process customer orders for goods in a retail environment	2	3
Unit 210	Prepare products for sale to customers in a retail environment	2	3

Level 1 & level 3 units may not be selected together.

At least 5 Optional Units must be completed or up to a maximum of 11.

Optional Units (continued)

		Level	Credit
Unit 223	Keep stock on sale at required levels in a retail environment	2	3
Unit 224	Display stock to promote sales to customers in a retail environment	2	6
Unit 231	Process payments for purchases in a retail environment	2	5
Unit 234	Follow point-of-sale procedures for age-restricted products in a retail environment	2	8
Unit 235	Process returned goods & materials in a retail environment	2	3
Unit 236	Give customers a positive impression of yourself & your organisation	2	5
Unit 237	Support customer service improvements	2	5
Unit 238	Resolve customer service problems	2	6
Unit 239	Help to maintain health & safety in a retail environment	2	4
Unit 240	Help to keep the retail unit secure	2	6
Unit 241	Develop productive working relationships with colleagues	2	9
Unit 242	Allocate & check work in your team	2	12
Unit 260	Cash up in a retail store	2	2
Unit 262	Provide service to customers in the dressing room of a retail store	2	1
Unit 306	Organise the receipt & storage of goods in a retail environment	3	11
Unit 311	Maintain the availability of goods for sale to customers in a retail environment	3	11

Optional Units (continued)

		Level	Credit
Unit 312	Help to manage a retail team	3	11
Unit 313	Plan, monitor & adjust staffing levels & schedules in a retail environment	3	11
Unit 316	Organise the delivery of reliable customer service	3	8
Unit 317	Improve the customer relationship	3	8
Unit 318	Work with others to improve customer service	3	7
Unit 319	Monitor & solve customer service problems	3	7
Unit 320	Promote continuous improvement in customer service	3	10
Unit 321	Help to monitor & maintain the security of the retail unit	3	11
Unit 328	Contribute to the continuous improvement of retail operations	3	10
Unit 329	Recruit, select & keep colleagues	3	13
Unit 330	Provide learning opportunities for colleagues	3	11
Unit 331	Evaluate the receipt of payments from customers	3	9
Unit 332	Monitor & maintain health & safety in a retail environment	3	13
Unit 336	Monitor & support secure till use during trading hours	3	3

A minimum of 14 credits must be selected from units 202 - 210, 223 - 224, 231, 234 - 242, 260 & 262. A further 15 credits must be selected from units 112, 202 - 210, 223 - 224, 231, 234 - 242, 306, 311 - 313, 316 - 321, 328 - 332 & 336. Only 1 unit may be selected from units 236 - 240 & units 316 - 319.

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There are time limits on how quickly units can be achieved.