

NVQ In Retail Skills

Level 2



Who would benefit from the Retail Skills NVQ?

This qualification is aimed at anyone working within the retail sector. The NVQ offers a wide range of subject areas including merchandising, payment processing, stock-taking, customer service and how to maximise product sales.

The NVQ will be suitable for people with an extensive background in the retail sector as well as those with less experience. As a recognised qualification the NVQ structure allows managers to benchmark standards within their organisation as well as showing a commitment to existing staff and improving both staff retention and attraction.

The qualification encompasses both general and sector specific subject areas and even offers learners the opportunity to import units from other NVQs in order to maximise the relevancy of the qualification for every type of retail worker.

What does the Retail Skills NVQ Level 2 cover?

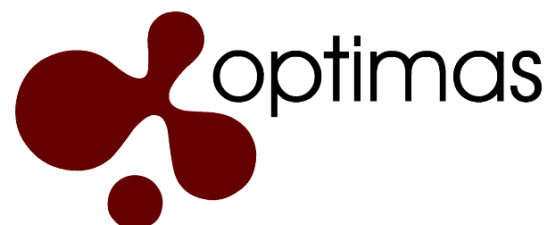
The award includes a mandatory unit which covers the core elements of the retail process, to which optional units are added so as to tailor the qualification for each learner. Learners are required to pick five optional units. Some of the units available are detailed below:

Mandatory Unit

- Work effectively in your retail team

Optional Units

- Help customers choose products
- Maximise product sales
- Provide information and advice to customers
- Demonstrate products to customers
- Receive goods and materials into storage
- Process customer orders for goods
- Prepare products for sale to customers
- Process cash and credit transactions
- Process payments and credit applications for purchases
- Keep stock on sale at required levels
- Promote loyalty schemes to customers
- Maintain food safety
- Assemble retail products in a customer's home
- Display stock to promote sales to customers
- Follow point-of-sale procedures for age restricted products
- Process returned goods and materials
- Resolve customer service problems
- Help to maintain a safe and healthy retail environment
- Give customers a positive impression of yourself and your organisation



Contact Optimas on 01709 33 11 63