

Retail Skills



Who would benefit from this NVQ?

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.

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

What does the NVQ cover?

Learners are required to complete one mandatory unit, plus a minimum of five optional units:

Mandatory units

- Working effectively in your retail team

Optional units (selection only)

- Process donated goods for resale or recycling
- Contribute to food safety
- Provide a counter / take-away service
- Help customers choose products
- Maximise product sales
- Provide information and advice to customers
- Demonstrate products to customers
- Promote royalty schemes to customers
- Receive goods and materials into storage
- Process customer orders
- Prepare products for sale
- Process bake-off products for sale
- Process fish and shellfish for sale
- Process greengrocery products for sale
- Finish meat products by hand
- Contribute to dough product control and efficiency

Course overview

Qualification:	NVQ
Credits:	N/A
Duration:	Varies
Learning:	In the workplace
Assessment:	Assessor

For more information contact Optimas Training on 01709 33 11 63 or visit www.optimas-training.co.uk

