



The NVQ Level 2 in Retail is the ideal qualification for anybody that would like to gain a comprehensive understanding of all aspects of the Retail industry. The variety of optional units available ensures that the programme can be tailored to the exact needs of your job role. Completion of this programme will allow you to really develop skills that you already possess as well as gain new skills that will enable you to increase your ability to perform your job role. All training and assessment will be delivered in your workplace at a time to suit you meaning minimum disruption to your working day.

- This programme is delivered and assessed in the workplace. An assessor will visit the employees to develop a tailored training and assessment plan. Assessment is extremely flexible and is arranged in negotiation between the employer, employee and college assessor.
- Assessment time varies, but generally the qualification is completed within 3-6 months over 6-10 visits.

Retail Skills Level 2

To achieve a full award, candidates must complete six units, one mandatory unit and five optional units.

MANDATORY UNIT

- Work effectively in your retail environment

OPTIONAL UNITS

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| <ul style="list-style-type: none"> • Receive goods and materials into storage • Put goods and materials into storage • Keep stock on sale at required levels • Process customer orders for goods in a retail environment • Process returned goods and materials • Prepare products for sale to customers • Assemble retail products in customer's home/workplace • Provide the lingerie fitting service in a retail environment • Order graphic materials for visual merchandising displays • Dismantle and store visual merchandising displays • Provide information and advice to customers in a retail environment • Process payments for purchases in a retail environment • Process payments and credit applications • Give customers a positive impression • Support customer service improvements | <ul style="list-style-type: none"> • Follow guidelines for planning and preparing visual • Display stock to promote sales to customers • Make props for visual merchandising displays • Process cash and credit transactions in a retail environment • Put visual merchandising displays together • Maximise product sales in a retail environment • Promote loyalty schemes to customers in a retail environment • Follow guidelines for dressing visual merchandising displays • Follow point-of-sale procedures for age-restricted products • Help customers choose products in a retail environment • Demonstrate products to customers in a retail environment • Help to maintain healthy and safety in a retail environment • Resolve customer service problems • Help to keep the retail unit secure |
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Visit: www.response.wlc.ac.uk

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