

# NVQ RETAIL MANAGEMENT

## Level 3



- 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.

| RETAIL MANAGEMENT NVQ Level 3   |  |
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| To achieve this qualification, you must achieve 6 units made up of 1 mandatory unit and 5 optional units. |  |
| <b>Mandatory unit</b>   |  |
| Work effectively in your retail organisation  |  |
| <b>Optional units</b>   |  |
| You must achieve a further <b>five</b> units. <b>At least two</b> must be chosen from:                    |  |
| Contribute to the continuous improvement of retail operations   |  |
| Recruit, select and keep colleagues   |  |
| The remaining <b>three</b> units must be chosen from the following units at Level 3.                      |  |
| <b>Stock management</b>   | <b>Finance and administration</b>  |
| Organise the receipt and storage of goods in a retail environment   | Evaluate the receipt of payments from customers  |
| Audit stock levels and stock inventories in a retail environment  |  |
| <b>Product expertise</b>  | <b>Customer service</b>  |
| Unit B.22 Monitor and help improve food safety in a retail environment                                    | Monitor and evaluate the quality of service provided by external suppliers to your customers |
| <b>Sourcing</b>   | <b>Merchandising</b>   |
| Unit B16 Source required goods and services in a retail environment                                       | Unit C.13 Maintain the availability of goods for sale to customers in a retail               |
| <b>Only one of the following units can count towards the qualification</b>                                |  |
| Organise the delivery of reliable customer service  |  |
| Improve the customer relationship   |  |

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Telephone: **0845 833 2328**