

Retail Management NVQ

This NVQ is for supervisory-level staff within the retail sector who wish to gain professional recognition for a wide range of skills and abilities.

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and EDI – one of the UK’s leading Awarding Bodies for vocational qualifications.

- Course duration: 6 – 9 months
- Assessed through observation, discussion, workplace evidence and personal statements
- Supported by e.learning and optional in-company workshops

To achieve the NVQ, candidates complete a total of *six* units. Candidates must complete *one* mandatory unit and *five* optional units.

Level 3

Mandatory unit
<ul style="list-style-type: none"> ■ Work effectively in your retail organisation
Optional units (<i>choose at least two units</i>)
<ul style="list-style-type: none"> ■ Contribute to the continuous improvement of retail operations ■ Recruit, select and keep colleagues ■ Provide learning opportunities for colleagues ■ Develop productive working relationships with colleagues ■ Allocate and check work in your team
Optional Retail units
<ul style="list-style-type: none"> ■ Organise the receipt and storage of goods in a retail environment ■ Audit stock levels and stock inventories in a retail environment ■ Source required goods and services in a retail environment ■ Maintain the availability of goods available for sale to customers in a retail environment ■ Help to monitor and maintain the security of the retail unit ■ Plan, monitor and adjust staffing levels and schedules in a retail environment ■ Monitor and maintain health and safety in a retail environment
Optional Customer Service units (<i>choose a maximum of one unit</i>)
<ul style="list-style-type: none"> ■ Organise the delivery of reliable customer service ■ Improve the customer relationship ■ Work with others to improve customer service ■ Monitor and solve customer problems ■ Promote continuous improvement in customer service

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

Apprenticeships

To complete a government funded apprenticeship programme, candidates will also need to undertake an additional Technical Certificate and a short Key Skills project (*exemptions may apply*).