

# Retail Sales Professional NVQ

This NVQ is for experienced retail sales staff 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: 3 – 6 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

<b>Mandatory unit</b>
<ul style="list-style-type: none"> <li>■ Work effectively in your retail organisation</li> </ul>
<b>Optional units (<i>choose at least four units</i>)</b>
<ul style="list-style-type: none"> <li>■ Organise the receipt and storage of goods in a retail environment</li> <li>■ Audit stock levels and stock inventories in a retail environment</li> <li>■ Source required goods and services in a retail environment</li> <li>■ Process part exchange sales transactions in a retail environment</li> <li>■ Maintain the availability of goods available for sale to customers in a retail environment</li> <li>■ Provide specialist support to help customers make purchases in a retail environment</li> <li>■ Help to manage a retail team</li> <li>■ Plan, monitor and adjust staffing levels and schedules in a retail environment</li> </ul>
<b>Optional Customer Service units (<i>choose a maximum of one unit</i>)</b>
<ul style="list-style-type: none"> <li>■ Organise the delivery of reliable customer service</li> <li>■ Improve the customer relationship</li> <li>■ Work with others to improve customer service</li> <li>■ Monitor and solve customer problems</li> <li>■ Promote continuous improvement in customer service</li> </ul>

### 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*).