

Retail Skills NVQ Level 2

This NVQ is for those in work within the retail sector who wish to gain recognition for a wide range of abilities and skills. The NVQ is a benchmark for good practice and leads to key benefits:

- Improved skills and organisational image
- Increased motivation
- Raised standards
- Recognition of personal competence

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Body for vocational qualifications.

Delivery

The NVQ is delivered in a streamlined and efficient manner which maximises impact and achievement rates.

- Course duration: 3 – 6 months
- Assessed through observation, discussion, personal statements and testimony
- Supported by e.learning and optional onsite workshops

Requirements

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

Mandatory unit	
E3	Work effectively in your retail team
Optional units (choose maximum of one only)	
D1	Give customers a positive impression of yourself and your organisation
D2	Support customer service improvements
D3	Resolve customer service problems
Optional units (choose four or five)	
C3	Help customers choose products in a retail environment
C4	Maximise product sales in a retail environment
C5	Provide information and advice to customers in a retail environment
C6	Demonstrate products to customers in a retail environment
C8	Process payments for purchases in a retail environment
B6	Process customer orders for goods in a retail environment
B5	Keep stock on sale at required levels in a retail environment
C2	Display stock to promote sales to customers in a retail environment

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors
- No exams or tests

Best Practice Training & Development Ltd

t +44 (0)1923 225225
 info@bestpractice.uk.com
 www.bestpractice.uk.com