

# Retail Skills NVQ

This NVQ is for Retail Sales Assistants who wish to gain professional recognition for a wide range of skills and abilities. The qualification is a benchmark for good practice and leads to:

- Improved skills and performance
- Reduced attrition
- Career progression

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, personal statements and testimony
- 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 2

<b>Mandatory unit</b>
<ul style="list-style-type: none"> <li>■ Work effectively in your retail team</li> </ul>
<b>Optional units (<i>choose a maximum of one unit</i>)</b>
<ul style="list-style-type: none"> <li>■ Give customers a positive impression of yourself and your organisation</li> <li>■ Support customer service improvements</li> <li>■ Resolve customer service problems</li> </ul>
<b>Optional units (<i>choose four or five units</i>)</b>
<ul style="list-style-type: none"> <li>■ Help customers choose products in a retail environment</li> <li>■ Maximise product sales in a retail environment</li> <li>■ Provide information and advice to customers in a retail environment</li> <li>■ Demonstrate products to customers in a retail environment</li> <li>■ Process payments for purchases in a retail environment</li> <li>■ Process customer orders for goods in a retail environment</li> <li>■ Keep stock on sale at required levels in a retail environment</li> <li>■ Display stock to promote sales to customers in a retail environment</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*).