

Retail (Sales Professional) NVQ Level 3

Description	The level 3 NVQ for Retail sales professionals is a qualification for those working in any retail setting. It is suitable for customer services advisors, checkout operators and sales staff.
Qualification	The qualification covers topics such as stock management and product expertise. It also provides an opportunity for candidates to develop their personal performance.
Timescale	3 to 9 months, depending on the individual candidates circumstances.
Content	<p>Core units</p> <ul style="list-style-type: none">• Work effectively in your retail organisation <p>Optional units</p> <ul style="list-style-type: none">• Process part exchange sales transactions in a retail environment• Provide specialist support in helping customers to make purchases in a retail environment• Develop individual retail service opportunities• Provide a personalised sales and after-sales service to your retail clients• Organise the receipt and storage of goods in a retail environment• Audit stock levels and stock inventories in a retail environment• Monitor and help improve food safety in a retail environment• Assist customers to obtain appropriate insurance• Source required goods and services in a retail environment• Maintain the availability of goods for sale to customers in a retail environment• Help to manage a retail team• Plan, monitor and adjust staffing levels and schedules in a retail environment• Enable customers to apply for credit and hire purchase facilities• Monitor and evaluate the quality of service provided by external suppliers to your customers• Organise the delivery of reliable customer service• Improve the customer relationship
Awarding body	The awarding body for this qualification is Edexcel
Assessment	The candidate is required to complete the core unit and 5 optional units. Candidates will be assessed in their work setting through a variety of means including observation and samples of work.
Contact us	For more information please contact Mapalim on info@mapalim.com or by telephone on 020 7284 3215. 181-187 Queen's Crescent, London NW5 4DS www.mapalim.com

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