

Retail (Management) NVQ Level 3

Description	The level 3 NVQ for retail managers is a qualification for managers working in any retail setting.
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">• 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 for sale in a retail environment• Evaluate the receipt of payments from customers• Organise the delivery of reliable customer service• Improve the customer relationship• Work with others to improve customer service• Monitor and solve customer service problems• Promote continuous improvement in customer service• Contribute to the continuous improvement of retail operations• Help to monitor and maintain the security of the retail unit• Plan, monitor and adjust staffing levels and schedules in a retail environment• Recruit, select and keep colleagues• Provide learning opportunities for colleagues• Develop productive working relationships with colleagues• Allocate and check work in your team• Monitor and evaluate the quality of service provided by external suppliers to your customers• Monitor and maintain health and safety in a retail environment
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.

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