

Retail Skills NVQ Level 2

Description	The level 2 NVQ for retail skills is a qualification for those working in any retail setting in roles such as customer advisor, checkout operator and sales staff.
Qualification	The qualification covers topics such as maintaining food safety, displaying stock and advising customers. 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 team <p>Optional units</p> <ul style="list-style-type: none">• Help customers choose products in a retail environment• Maximise product sales in a retail environment• Provide information and advice to customers in a retail environment• Demonstrate products to customers in a retail environment• Promote loyalty schemes to customers in a retail environment• Receive goods and materials into storage in a retail environment• Put goods and materials into storage in a retail environment• Process customer orders for goods in a retail environment• Prepare products for sale to customers in a retail environment• Process bake-off products for sale in a retail environment• Process fish and shellfish for sale in a retail environment• Process greengrocery products for sale in a retail environment• Finish meat products by hand in a retail environment• Contribute to dough production control and efficiency• Select, weigh and measure dough ingredients• Hand divide, mould and shape fermented doughs• Maintain food safety while working with food in a retail environment• Receive driver-controlled deliveries of fuel on a petrol forecourt• Control deliveries of motor fuel on a forecourt• Assemble retail products in customer's home/workplace• Provide lingerie fitting service in a retail environment• Promote beauty products to retail customers• Help customers to buy National Lottery products in a retail environment• Process the self-service dispensing and purchase of motor fuel on a forecourt• Establish customer needs and provide advice regarding tiling products• Advise customers upon measuring and planning for the fixing of tiles• Advise customers upon the fixing of tiles• Maintain a display of cut flowers in a retail store• Keep stock on sale at required levels in a retail environment• Display stock to promote sales to customers in a retail environment• Follow guidelines for planning and preparing visual merchandising displays• Follow guidelines for dressing visual merchandising displays• Order graphic materials for visual merchandising displays

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- Dismantle and store visual merchandising displays
- Make props for visual merchandising displays
- Put visual merchandising displays together
- Process payments for purchases in a retail environment
- Process payments and credit applications for purchases in a retail environment
- Process cash and credit transactions in a retail environment
- Follow point-of-sale procedures for age-restricted products in a retail environment
- Process returned goods and materials in a retail environment
- Give customers a positive impression of yourself and your organisation
- Support customer service improvements
- Resolve customer service problems
- Help to maintain health and safety in a retail environment
- Help to keep the retail unit secure
- Develop productive working relationships with colleagues
- Allocate and check work in your team

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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