

Retail

Level 2 Framework

NVQ Level 2
A National Vocational Qualification enhances work performance

Functional Skills
(commencing September '10)
Application of Number
Level 1
Communication
Level 1

Technical Certificate
2

Mandatory Units

201 Work effectively in your retail team

Optional Units

Plus five optional units from:

202 Help customers choose products in a retail environment

231 Process payments for purchases in a retail environment

236 Give customers a positive impression of yourself and your organisation

207 Receive goods and materials into storage in a retail environment

239 Help to maintain a safe and healthy retail environment
And many more...

Level 3 Framework

NVQ Level 3
A National Vocational Qualification enhances work performance

Skills 4 Life
(optional)
Adult Literacy
Level 2
Adult Numeracy
Level 2

Technical Certificate

Mandatory Units

301 Work effectively in your retail organisation

Optional Units

Plus five optional units from:

303 Provide specialist support in helping customers to make purchase in a retail environment

306 Organise the receipt and storage of goods in a retail environment

307 Audit stock levels and stock inventories in a retail environment

308 Monitor and help improve food safety in a retail environment

310 Source required goods and services in a retail environment

311 Maintain the availability of goods for sale to customers in a retail environment

313 Plan, monitor and adjust staffing levels and schedules in a retail environment

316 Organise the delivery of reliable customer service

321 Help monitor and maintain the security of the retail unit

328 Contribute to continuous improvement of retail operations

329 Recruit, select and keep colleagues

331 Develop productive working relationships with Colleagues

332 Allocate and check work in your team

334 Monitor and maintain health and safety in a retail environment

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What are NVQ's?

To study for a National Vocational Qualification is to learn relevant workplace skills. They range from basic work activities at level 1 to senior management at level 5. Most Apprentices work towards Level 2 or 3. NVQs meet standards set by national, employer-led organisations. As a Beneast Apprentice you typically spend one day a week in study, either in your place of work or at one of our training centres. The emphasis is on gaining practical skills and abilities.

What are Functional Skills?

Functional Skills are the everyday abilities all employers need from their staff. Apprentices who need help with essentials like Literacy, Numeracy and ICT will be given specialist, one-to-one coaching by Beneast to help them gain these Skills. These developed skills are tested via an online test, undertaken at a Beneast Training Centre or in the workplace.

What are Technical Certificates?

Technical Certificates are additional qualifications which match specific aspects of the job to boost an Apprentice's knowledge and understanding. These are nationally recognised qualifications linked to your industry needs.

How is it Delivered?

The qualification is delivered as part of the Apprenticeship Programme. The awarding body is City & Guilds.

Group workshops are delivered either in the workplace or training centre to enhance knowledge and understanding and as assignments are completed they are linked to each unit. All work is integrated with the NVQ and Functional Skills.

Assessment

The NVQ is achieved by gathering a portfolio of evidence, using a variety of assessment methods either paper-based or via an electronic portfolio - or a combination of both.

