

# Retail

## Level 2



**NVQ Level 2**  
A National Vocational  
Qualification enhances  
work performance

### Mandatory Units

**201** Work effectively in your retail team

## Level 3



**NVQ Level 3**  
A National Vocational  
Qualification enhances  
work performance

### 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

### 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...

- 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 Learners work towards Level 2 or 3. NVQs meet standards set by national, employer-led organisations. As a Beneast Learner the emphasis is on gaining practical skills and abilities.

## How is it Delivered?

The qualification is delivered both in the workplace and within our centres by a dedicated team of Trainer/Assessors. All training is flexible and tailored to suit the individuals needs and working environment with an Individual Training Plan agreed with both the learner and employer. All learners will receive guided one-to-one and group based training to obtain necessary underpinning knowledge to complete units of their qualification. Assessors will then visit the learners workplace and carry out observations to assess competency across optional units. Learners will gather work based evidence throughout their qualification where employers will mentor and support the learner in their working environment. All learners are given a secure password protected online portfolio that they are able to access at any time and complete work. Assessors are on hand to issue guidance and support throughout the learner journey both face to face and through the online portfolio system.

## Assessment

The NVQ is achieved by gathering a portfolio of evidence, using a variety of assessment methods.

