

## Retail Skills Level 2

This qualification is knowledge based and is aimed at learners who are currently working within the Retail sector, and wish to develop their knowledge and understanding of the sector and industry.

The qualifications consist of units, each of which has a credit value. In order to achieve the qualification at a particular level, learners must achieve units whose total credit value equals or exceeds that required for that level. Candidates may wish to just complete individual units, accumulate credit and not claim for a specific qualification. A detailed description of the credit values and how they are applied is provided in the qualification structures on the following pages.

### Certificate in Retail Skills Level 2

To achieve the Level 2 Certificate in Management the candidate will need to complete units to gain a minimum of 25 credits. The credit total is made up from:

- 8 credits must be completed from mandatory units
- A minimum of 17 credits must be completed from the optional units
- Application of Number L1, Communication L2 & Technical Certificate L2

### Diploma in Retail Skills Level 2

To achieve the Level 2 Diploma in Retail Skills the candidate will need to complete units to gain a minimum of 37 credits. The credit total is made up from:

- 8 credits must be completed from mandatory units
- A minimum of 29 credits must be completed from optional units
- Application of Number L1, Communication L2 & Technical Certificate L2



Qualifications  
& Credit  
Framework

Unit Titles	Credit Values
<b>Mandatory Units</b>	
Work effectively in your retail team	8
<b>Optional Units</b>	
Display stock to promote sales to customers in a retail environment	6
Help to maintain health and safety in a retail environment	4
Process cash and credit transactions in a retail environment	7
Process payments and credit applications for purchases in a retail environment	10
Process payments for purchases in a retail environment	5
Receive goods and materials into storage in a retail environment	4
Put goods and materials into storage in a retail environment	4
Keep stock on sale at required levels in a retail environment	3
Process customer orders for goods in a retail environment	3
Process returned goods and materials in a retail environment	3
Prepare products for sale to customers in a retail environment	3
Help customers choose products in a retail environment	8
Provide information and advice to customers in a retail environment	5
Develop productive working relationships with colleagues	9
Allocate and check work in your team	12
Give the customer a positive impression of yourself and your organisation	5
Organise the delivery of reliable customer service	8
Resolve customer service problems	6
Monitor and solve customer service problems	7
Support customer service improvements	5
Work with others to improve customer service	7
Improve the customer relationships	8
Promote continuous improvement in customer service	10
Contribute to the continuous improvement of retail operations	10
Help to manage a retail team	11
Help to monitor and maintain the security of the retail unit	11
Audit stock levels and stock inventories in a retail environment	6
Maintain the availability of goods for sales to customers in a retail environment	11
Recruit select and keep colleagues	13
Provide learning opportunities for colleagues	11