



Foundation Apprenticeship in Retail Skills

Overview

The Level 2 NVQ Certificate in Retail Skills is suitable for those who are involved in retail as their primary work activity and wish to receive recognition for their retail skills and experience. It is typically suitable for sales advisors, customer service advisors, product experts or equivalent. Retail Skills is based on real working practices that can be embedded within a company's normal training and development process. It is designed to cater for a diverse range of occupational roles in the sector, and to reflect the depth of competence required.

The Certificate consists of qualifications that are included in the Qualifications and Credit Framework (QCF) and provides a flexible approach to learning through the selection of units and credits.

The qualifications within this Foundation Apprenticeship includes:

- > Level 2 NVQ Certificate in Retail Skills
- > Level 2 Certificate in Retail Knowledge
- > Essential Skills Wales Level 1 in Communication
- > Essential Skills Wales Level 1 in Application of Number

Level 2 NVQ Certificate in Retail Skills

To achieve the Level 2 Certificate in Retail Skills, the learner will need to complete units to a minimum of 24 credits. A minimum of 19 credits must be achieved at Level 2 or above, of which 8 credits must come from the mandatory units in Group A. A minimum of 7 credits must come from the Level 2 units in Group B. The remaining 9 credits can be at Level 1, 2 and/or 3 from Group B, C1 and C2; although no more than 5 credits can come from the Level 1 units in Group C1.

Mae'r Rhaglenni Prentisiaeth, Hyfforddeiaeth a Thwf Swyddi Cymru, a arweinir gan Lywodraeth Cymru, yn cael cymorth ariannol gan Gronfa Gymdeithasol Ewrop

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The following table will outline the units available for selection:

Mandatory Unit Group A

Title	Level	Credit
Work effectively in a retail team	2	8

Optional Units Group B - Select a minimum of 7 credits from this group

Title	Level	Credit
Receive goods and materials into storage in a retail environment	2	4
Place goods and materials into storage in a retail environment	2	4
Keep stock on sale at required levels in a retail environment	2	3
Process customer orders for goods in a retail environment	2	3
Process returned goods in a retail environment	2	3
Assemble products for display in a retail environment	2	3
Hand process fish in a retail environment	2	6
Process greengrocery products for sale in a retail environment	2	7
Finish meat products by hand in a retail environment	2	9
Organise own work to meet a dough production schedule in a retail environment	2	10
Select, weigh and measure bakery ingredients	2	3
Hand divide, mould and shape fermented dough	2	4
Maintain food safety while working with food in a retail environment	2	6
Pick products in a retail environment to fulfill customer orders	2	4
Check stock levels and sort out problems with stock levels in a retail environment	2	2
Maintain Moisture levels for crops or plants	2	2
Provide nutrients to crops or plants	2	2
Remove unwanted plant growth to maintain development	2	5
Identify and report the presence of pests, diseases and disorders	2	3
Finish bake off food products in a retail environment	2	3



Glaze, coat and decorate bake off products for sale in a retail environment	2	3
Display stock to promote sales to customers in a r2	2	5
Help Customers to choose products in a retail environment	3	6
Carry out promotional campaigns in a retail environment	2	4
Deal with customer queries and complaints in a retail environment	2	4
Demonstrate products to customers in a retail environment	2	3
Process payments for purchases in a retail environment	2	4
Process applications for credit agreements offered in a retail environment	2	5
Promote loyalty schemes to customers in a retail environment	2	3
Provide a bra fitting service in a retail environment	2	10
Follow guidelines for planning and preparing visual merchandising displays	2	5
Dress visual merchandising displays to attract customers	2	7
Order and position signage and graphics for visual merchandising displays	2	3
Dismantle and store props and graphics from visual merchandising displays	2	3
Make props and decorate fixtures and panels for visual merchandising displays	2	10
Assemble visual merchandising displays	2	4
Following point of sales procedures for age restricted products in a retail environment	2	2
Provide National Lottery products to customers	2	4
Advise customers on the fixing and care of tiles	2	6
Cash up in a retail environment	2	2
Promote a retail store's credit card to customers in a retail environment	2	3
Provide service to customers in a dressing room in a retail environment	2	3
Promote food or drink products by offering samples to customers	2	2
Deliver goods from a retail environment to a customer's delivery address	2	3
Help customers to apply for a retail store's credit card and associated insurance products	2	4
Help customers to choose delicatessen products in a retail environment	2	3
Portion delicatessen products to meet customer requirements in a retail environment	2	2
Merchandise plants and other relevant products	2	6



Demonstrate makeup and skincare products to customers at a beauty counter in a retail environment	2	4
Operate a customer record card system on a beauty counter in a retail environment	2	2
Give customers a positive impression of yourself and your organisation	2	5
Protect own and others' health and safety when working in a retail environment	2	5
Reduce security risks in a retail environment	2	5
Prepare newspapers and magazines for return to merchandisers	2	2
Check the accuracy of records of hours worked by staff in retail environment	2	4
Maintaining data confidentiality and security when using web-based retail facilities in-store	2	2
Using web-based facilities in-store to achieve retail sales	2	2
Advising and supporting customers on the use of in-store web-based retail facilities	2	3

Optional Units Group C - Level 1 (Includes Group D and Group E)

Title	Level	Credit
Sort donated goods for resale or recycling in a retail environment	1	3
Maintain food safety while working with food in a retail environment	1	5
Load orders for dispatch from a retail store to customers	1	3
Provide a counter and take away service	1	3
Contribute to monitoring and maintaining ease of shopping in a retail sales area	1	2

Optional Units Group E - Level 3

Title	Level	Credit
Audit stock levels and stock inventories in a retail environment	3	6
Manage staff to receive goods in a retail environment	3	5
Organise and monitor the storage of stock in a retail environment	3	6
Maintain the availability of goods on display in a retail environment to promote sales	3	6
Manage the payment transaction process in a retail environment	3	9
Choose merchandise to feature in visual merchandising displays	3	6



Manage the use of signage and graphics in visual merchandising displays	3	7
Evaluate the effectiveness of visual merchandising displays	3	9
Contribute to improving a retail organisation's visual merchandising policy	3	8
Help customers to choose specialist products in a retail environment	3	8
Produce staffing schedules to help a retail team to achieve its targets	3	5
Monitor and support secure payment point use during trading hours	3	3
Motivating colleagues to promote web-based retail facilities to customers	3	4

Please contact us for more information:

ALS Training, Ocean Park House, East Tyndall St, Cardiff, CF24 5ET • Telephone: 029 2267 7020
Visit our website www.alstraining.org.uk for a comprehensive list of our training services.