

Retail Skills

**Progress
Success**

Train...

As a retailer, the service you provide to customers and suppliers is one of the most visible and significant aspects of company performance and good service is vital to your success and growth. In fact, it can sometimes be the deciding factor for customers faced with an increasingly competitive market place.

By training your staff to respond quickly and effectively to the needs of customers and suppliers, your business will enhance its reputation and build a solid customer base.

The Retail Skills NVQ will provide your staff with a thorough understanding of the retail industry. The qualification deals with many aspects of retail skills – from merchandising and dealing with customers to sales processing and stock control.

Succeed...

By investing in individuals who are responsible for a range of retail skills within your organisation, you will have focused teams with high productivity which will ultimately bring tangible benefits to your business as a whole.

By investing in your staff you will ensure that they feel valued so in turn you will encourage employee loyalty and aid retention, which will ultimately benefit your company's profitability and sustainability.

Furthermore, any individual working towards a qualification will have access to TNG's online portfolio system enabling them to complete assessments quickly and efficiently without compromising the productivity of your business.

Develop the skills of your staff...

- Improve the productivity of your staff by investing in their skills
- Train your staff to respond quickly and effectively to the needs of customers and suppliers and enhance your business reputation
- Work-based learning means minimal disruption to your staff
- Access to TNG online portfolio system 24/7 from any location

For more information contact TNG

Course Name

Retail Skills Level 2

Who is the course for?

This qualification is for anyone who works in a retail environment. They must show a sufficient level of competence to complete 1 mandatory unit and 5 optional units.

What are the entry requirements?

There are no formal entry requirements but candidates must be in the appropriate working environment.

Units available

Mandatory:

- Work effectively in your retail team

Optional, including:

- 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
- Put goods and materials into storage in a retail environment

How is the course assessed?

By assessed portfolio of evidence. Evidence to be collected will include: workplace observations, witness testimonies, oral and written questions, professional discussion and candidate explanation, and other supplementary evidence.

Interview requirements?

Candidates will have the opportunity to complete an Experience Profile which outlines previous knowledge and learning. This information is used to identify suitable units for the candidate and the evidence is used to accelerate course progression.

Progression?

Retail Level 3

Course Name

Retail Skills Level 3

Who is the course for?

This qualification is for anyone who is working at a high level in a retail environment. They must show a sufficient level of competence to complete 1 mandatory unit and 5 optional units.

What are the entry requirements?

NVQ Level 2 or relevant experience and candidates must be in the appropriate working environment.

Units available

Mandatory:

- Work effectively in your retail organisation

Optional, including:

- Provide specialist support in helping customers to make purchases in a retail environment
- Organise the receipt and storage of goods in a retail environment
- Source required goods and services in a retail environment
- Help to manage a retail team
- Organise the delivery of reliable customer service

How is the course assessed?

By assessed portfolio of evidence. Evidence to be collected will include: workplace observations, witness testimonies, oral and written questions, professional discussion and candidate explanation, and other supplementary evidence.

Interview requirements?

Candidates will have the opportunity to complete an Experience Profile which outlines previous knowledge and learning. This information is used to identify suitable units for the candidate and the evidence is used to accelerate course progression.

Progression?

Leadership and Management NVQ Levels 3 and 4.