

Level 2 & 3 Diploma in Retail



Retail

APPRENTICESHIPS NI

Level 2 Diploma in Retail Skills

Who is the qualifications for?

The level 2 qualifications are for candidates who have some knowledge and basic skills in the retail industry - probably from a role where they work under supervision. The qualifications are for candidates who want to increase their skills and take on more responsibility.

What do the qualifications cover?

These qualifications allow candidates to further learn, develop and practice the skills required for employment and/or career progression in the retail industry. Units in the qualification cover all areas of working in retail including aspects of sales, customer support, stock control and processing fresh goods.

What opportunities for progression are there?

They allow candidates to progress into employment or to the following City & Guilds qualifications:

- Level 3 Certificate / Diploma in Retail Skills (Sales Professional)
- Level 3 Certificate / Diploma in Retail Skills (Visual Merchandising)
- Level 3 Certificate / Diploma in Retail Skills (Management)

To achieve the Level 2 Diploma in Retail Skills, learners must achieve a minimum of 37 credits.

- 8 credits must come from the mandatory unit 247
- A minimum of 14 credits must come from the optional level 2 units
- A maximum of 15 credits can come from the optional level 1 and 3 units of which
- A maximum of 5 credits can come from the optional level 1 units and
- A maximum of 15 credits can come from the optional level 3 units
- Overall at least 22 credits must be achieved at level 2



Unit no.**Unit title****Mandatory**

247 Work effectively in a retail team (E.19) (8 Credits)

Optional

- 103 Sort donated goods for resale or recycling in a retail (B.08) (3 Credits)
- 104 Maintain food safety while working with food in a retail (B.20) (5 Credits)
- 105 Load orders for dispatch from a retail store to customers (B.29) (3 Credits)
- 107 Monitoring and maintaining ease of shopping in retail sales (C.51) (2 Credits)
- 112 Provide a counter and takeaway service (C.44) (3 Credits)
- 201 Receive goods & materials into storage in retail (B.03) (4 Credits)
- 202 Place goods & materials into storage in a retail environment (B.04) (4 Credits)
- 203 Keep stock on sale at required levels in a retail environment (B.05) (3 Credits)
- 204 Process customer orders for goods in a retail environment (B.06) (3 Credits)
- 205 Process returned goods in a retail environment (B.07) (3 Credits)
- 206 Assemble products for display in a retail environment (B.09) (2 Credits)
- 207 Hand-process fish in a retail environment (B.11) (6 Credits)
- 208 Process greengrocery products for sale in retail (B.12) (7 Credits)
- 209 Finish meat products by hand in a retail environment (B.13) (9 Credits)
- 210 Organise work to meet dough production schedule in retail (B.17) (10 Credits)
- 211 Maintain food safety while working with food in retail (B.21) (6 Credits)
- 212 Pick products in a retail environment to fulfil customer orders (B.28) (4 Credits)
- 213 Check & sort out problems with stock levels in retail (B.30) (2 Credits)
- 214 Finish bake-off food products in a retail environment (B.35) (3 Credits)
- 215 Glaze, coat or decorate bake-off products for sale in retail (B.36) (3 Credits)
- 216 Display stock to promote sales to customers in retail (C.02) (5 Credits)
- 217 Help customers to choose products in a retail environment (C.03) (6 Credits)
- 218 Carry out promotional campaigns in a retail environment (C.04) (4 Credits)
- 219 Deal with customer queries/complaints in retail (C.05) (4 Credits)
- 220 Demonstrate products to customers in a retail environment (C.06) (3 Credits)
- 221 Process payments for purchases in a retail environment (C.08) (4 Credits)
- 222 Process applications for credit agreements offered in retail (C.09) (5 Credits)
- 223 Promote loyalty schemes to customers in retail (C.12) (3 Credits)
- 224 Provide a bra fitting service in a retail environment (C.17) (10 Credits)
- 225 Follow guidelines to plan & prepare visual merchandising displays (C.18) (5 Credits)
- 226 Dress visual merchandising displays to attract customers (C.19) (7 Credits)
- 227 Order and position signage and graphics for visual merchandising displays (C.20) (3 Credits)
- 228 Dismantle/store props & graphics from visual merchandising displays (C.21) (3 Credits)
- 229 Make props/decorate fixtures and panels for visual merchandising displays (C.22) (10 Credits)
- 230 Assemble visual merchandising displays (C.23) (4 Credits)
- 231 Follow point-of-sale procedures for age-restricted products in a retail environment (C.36) (2 Credits)
- 232 Provide National Lottery products to customers (C.37) (4 Credits)

- 233 Advise customers on the fixing and care of tiles (C.42) (6 Credits)
- 234 Cash up in a retail environment (C.46) (2 Credits)
- 235 Promote a retail store's credit card to customers in retail (C.47) (3 Credits)
- 236 Provide service to customers in a dressing room in retail (C.48) (3 Credits)
- 237 Promote food/drink products by sampling to customers (C.49) (2 Credits)
- 238 Deliver goods from retail to the customer's delivery address (C.50) (3 Credits)
- 239 Help customers to apply for a retail store's credit card and associated insurance products (C.52) (4 Credits)
- 240 Help customers to choose delicatessen products in retail (C.54) (3 Credits)
- 241 Portion delicatessen products to meet customer requirements in a retail environment (C.55) (2 Credits)
- 243 Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment (C.59) (4 Credits)
- 244 Operate a customer record card system on a beauty counter in a retail environment (C.60) (2 Credits)
- 245 Protect own and others' health and safety when working in a retail environment (E.06) (5 Credits)
- 246 Reduce security risks in a retail environment (E.07) (5 Credits)
- 248 Prepare newspapers/magazines for return to merchandisers (E.20) (2 Credits)
- 249 Check the accuracy of records of hours worked by staff in a retail environment (E.22) (4 Credits)
- 250 Give customers a positive impression of you & your organisation (D.01) (5 Credits)
- 253 Hand divide, mould and shape fermented dough (B.19) (4 Credits)
- 254 Select, weigh and measure bakery ingredients (B.18) (3 Credits)
- 255 Identify/report the presence of pests, diseases & disorders (B.34) (3 Credits)
- 256 Maintain moisture levels for crops or plants (B.31) (2 Credits)
- 257 Merchandise plants and other relevant products (C.56) (6 Credits)
- 258 Provide nutrients to crops or plants (B.32) (2 Credits)
- 259 Remove unwanted plant growth to maintain dev (B.33) (5 Credits)
- 301 Audit stock levels & inventories in a retail environment (B.15) (6 Credits)
- 302 Source required goods and services in a retail environment (B.16) (10 Credits)
- 303 Monitor & help improve food safety in a retail environment (B.22) (11 Credits)
- 304 Manage staff to receive goods in a retail environment (B.37) (5 Credits)
- 260 Using web-based facilities in-store to achieve retail sales (MCR15) (2 Credits)
- 261 Advising and supporting customers on the use of in-store web-based retail facilities (MCR16) (3 Credits)
- 262 Maintaining data confidentiality and security when using web-based retail facilities in-store (MCR18.1) (2 Credits)
- 305 Organise/monitor storage of stock in a retail environment (B.38) (6 Credits)
- 306 Maintain the availability of goods on display in a retail environment to promote sales (C.13) 6 30
- 307 Manage the payment transaction process in retail (C.16) 9 43
- 308 Choose merchandise to feature in visual merchandising displays (C.24) 6 27
- 309 Manage the use of signage and graphics in visual merchandising displays (C.25) (7 Credits)
- 310 Evaluate the effectiveness of visual merchandising displays (C.26) (9 Credits)
- 311 Manage budgets for visual merchandising projects (C.27) (10 Credits)

- 312 Contribute to improving a retail organisation's visual merchandising policy (C.28) (8 Credits)
- 313 Design visual merchandising display layouts (C.29) (10 Credits)
- 314 Help customers to choose alcoholic beverages in a retail environment (C.45) (5 Credits)
- 315 Help customers to choose specialist products in a retail environment (C.58) (8 Credits)
- 317 Deputise for the leader of a retail team (E.09) (11 Credits)
- 318 Contribute to the continuous improvement of retail operations within own area of responsibility (E.10) (10 Credits)
- 319 Manage the prevention of wastage & loss in retail (E.11) (11 Credits)
- 320 Produce staffing schedules to achieve its targets (E.12) (5 Credits)
- 321 Monitor and maintain health and safety in a retail (E.18) (13 Credits)
- 322 Monitor & support secure payment during trading (E.21) (3 Credits)
- 334 Motivating colleagues to promote web-based retail facilities to customers (MCR17) (4 Credits)



Retail

APPRENTICESHIPS NI

Level 3 Diploma in Retail Skills (Sales Professional)

Who is are the qualifications for?

These level 3 qualifications are for candidates who have worked in the retail industry for some time – they will have plenty of experience, and their work might involve supervising others or managing resources. The qualifications are for candidates who want to develop their skills further, perhaps to move into a management role.

What do the qualifications cover?

These qualifications allow candidates to learn, develop and practice the skills required for employment and/or career progression in retail as a sales professional. Units in the qualification cover all areas of retail sales including the sale of fresh goods, helping customers to choose goods and services, reducing wastage and all aspects of customer service.

What opportunities for progression are there?

They allow candidates to progress into employment or to the following City & Guilds qualifications:

- Level 3 Certificate / Diploma in Retail Skills (Management)
- Level 3 Certificate / Diploma in Retail Skills (Visual Merchandising)

To achieve the Level 3 Diploma in Retail Skills (Sales Professional), learners must achieve a minimum of 43 credits overall. A minimum of 33 credits must be achieved at level 3, of which;

- 10 credits must come from the mandatory unit in group A
- A minimum of 23 credits must come from the level 3 optional units in group B
- A maximum of 10 credits can come from the level 2 unit and imported level 3 optional units in group C

Unit no.**Unit title****Mandatory**

316 Work effectively and support others in a retail organisation (E.08) (10 credits)

Optional

207 Hand-process fish in a retail environment (B.11) (6 Credits)

208 Process greengrocery products for sale in a retail environment (B.12) (7 Credits)

209 Finish meat products by hand in a retail environment (B.13) (9 Credits)

210 Organise own work to meet a dough production schedule in a retail environment (B.17) (10 credits)

211 Maintain food safety while working with food in retail (B.21) (6 credits)

212 Pick products in a retail environment to fulfil customer orders (B.28) (4 Credits)

213 Check & sort problems with stock levels in a retail environment (B.30) (2 credits)

214 Finish bake-off food products in a retail environment (B.35) (3 credits)

215 Glaze, coat or decorate bake-off products for sale retail (B.36) (3 credits)

220 Demonstrate products to customers in retail (C.06) (3 credits)

224 Provide a bra fitting service in retail (C.17) (10 credits)

233 Advise customers on the fixing/care of tiles (C.42) (6 credits)

234 Cash up in a retail environment (C.46) (2 credits)

235 Promote a retail store's credit card to customers in retail (C.47) (3 credits)

236 Provide service to customers in a dressing room in retail (C.48) (3 credits)

237 Promote food/drink products by offering samples to customers (C.49) (2 credits)

239 Help customers to apply for a retail store's credit card and associated insurance products (C.52) (4 credits)

240 Help customers to choose delicatessen products in a retail environment (C.54) (3 credits)

241 Portion delicatessen products to meet customer requirements in a retail environment (C.55) (2 Credits)

243 Demonstrate make-up & skincare products to customers at a beauty counter in retail (C.59) (4 credits)

244 Operate a customer record card system on a beauty counter in a retail environment (C.60) (2 Credits)

253 Hand divide, mould & shape fermented dough (B.19) (4 credits)

254 Select, weigh & measure bakery ingredients (B.18) (3 credits)

255 Identify & report the presence of pests, diseases and disorders (B.34) (0 credits)

256 Maintain moisture levels for crops or plants (B.31) (2 credits)

257 Merchandise plants & other relevant products (C.56) (6 credits)

258 Provide nutrients to crops or plants (B.32) (2 credits)

259 Remove unwanted plant growth to maintain development (B.33) (5 credits)

260 Using web-based facilities in-store to achieve retail sales (MCR15) (2 credits)

261 Advising and supporting customers on the use of in-store web-based retail facilities (MCR16) (3 Credits)

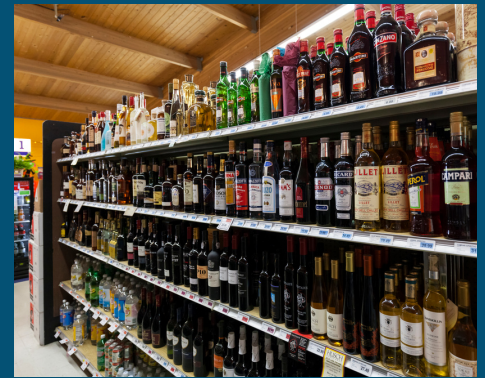
301 Audit stock levels and stock inventories in a retail environment (B.15) (6 credits)

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303 Monitor and help improve food safety in a retail environment (B.22) (11 credits)

304 Manage staff to receive goods in a retail environment (B.37) (5 credits)

- 305 Organise and monitor the storage of stock in a retail environment (B.38) (6 credits)
- 306 Maintain the availability of goods on display in a retail environment to promote sales (C.13) (6 credits)
- 307 Manage the payment transaction process in a retail environment (C.16) (9 credits)
- 314 Help customers to choose alcoholic beverages in retail (C.45) (10 credits)
- 315 Help customers to choose specialist products in retail (C.58) (8 credits)
- 317 Deputise for the leader of a retail team (E.09) (11 credits)
- 318 Contribute to the continuous improvement of retail operations within own area of responsibility (E.10) (10 credits)
- 319 Manage the prevention of wastage & loss in a retail environment (E.11) (11 credits)
- 320 Produce staffing schedules to help the team to achieve its targets (E.12) (5 credits)
- 322 Monitor & support secure payment point use during trading hours (E.21) (3 credits)
- 323 Improve the customer relationship (D.06) (7 credits)
- 327 Monitor & solve customer service problems (D.08) (6 credits)
- 328 Organise the del of reliable customer service (D.05) (6 credits)
- 330 Promote continuous improvement (D.09) (7 credits)
- 332 Work with others to improve customer service (D.07) (8 credits)
- 334 Motivating colleagues to promote web-based retail facilities to customers (MCR17) (4 credits)



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