

Qualification factsheet

Qualification overview

Qualification title	NCFE Level 2 Certificate in Understanding Retail Operations		
Qualification number (QN)	601/3338/7		
Total qualification time (TQT):	180	Guided learning hours (GL)	118
Entry requirements:	There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 1 qualification. Learners should be aged 16 or above to undertake this qualification.		

About this qualification

This qualification is designed for learners who are new to or seeking employment in the retail industry. This qualification will:

- provide an introduction to the retail industry to those new to or seeking employment in this area
- help learners develop an understanding of the different aspects of working in the retail sector
- prepare learners for progression into a range of higher-level qualifications within the retail sector, including more practical qualifications where their knowledge can be put into practice

Qualification structure

To be awarded the NCFE Level 2 Certificate in Understanding Retail Operations, learners must achieve a minimum of 18 credits: 14 from the mandatory units and a minimum of 4 from the optional units.

Mandatory units

Mandatory units

Unit 01 Understanding customer service in the retail sector
Unit 02 Understanding the retail selling process
Unit 03 Understanding how individuals and teams contribute to the effectiveness of a retail business
Unit 04 Understanding how a retail business maintains health and safety on its premises
Unit 05 Understanding retail consumer law
Unit 06 Understand how to deal with customer queries and complaints in a retail environment

Optional units

Optional units available for this qualification cover areas such as security and loss prevention, the principles of food safety for retail and understanding the fashion retail market. Please refer to the Qualification Specification for more information.

Assessment

The NCFE Level 2 Certificate in Understanding Retail Operations is a knowledge-based qualification which is internally assessed through a portfolio of evidence and externally quality assured.

Progression opportunities

The objective of this qualification is to help learners to:

- develop an understanding of the different aspects of the retail industry.

Learners who achieve this qualification could progress to:

- NCFE Level 2 Certificate in Retail Skills
- NCFE Level 2 Diploma in Retail Skills
- NCFE Level 3 Certificate in Retail Knowledge
- Advanced Apprenticeship in Retail (Specialist, Management, Visual Merchandising or Sales
- Professional pathway).



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Version 1.0 February 2018

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