



Purpose statement

NCFE Level 2 Diploma in Retail Skills
QN: 600/4278/3

Purpose statement

Qualification overview

The purpose of this qualification is to confirm your competence in a retail role or similar in the Retail industry.

This qualification helps you to develop and demonstrate competence in specialist retail roles, such as:

- processing goods
- assembling products
- processing orders
- stock management
- cashing up
- providing specialist advice/guidance to customers.

The qualification has been developed in partnership with industry experts in the retail industry. It aims to prepare you for work in the retail industry and confirm your competence against the National Occupational Standards (NOS) for Retail at level 2. It will provide you with a nationally recognised qualification in Retail.

Who is this qualification for?

This qualification is ideal for you if you are working in, or aspire to work in, your first retail role or if you are wanting to progress in your retail career.

Age restrictions

You need to be at least 16 years old to take this qualification. Entry is at the discretion of the centre.

Entry requirements

You do not need to have any specific learning requirements to take this qualification, but you may find it helpful if you have already achieved a level 1 qualification in Retail or a similar area.

Qualification content

The purpose of this qualification is to confirm your competence in a retail role.

The qualification consists of **1** mandatory unit and **86** optional units in 2 groups. The mandatory unit will help you gain the following skills and knowledge:

- Unit 01 Work effectively in a retail team (8 credits)

This unit will develop your understanding of how to recognise discrimination, bullying and harassment. It enables you to work effectively in a retail team and improve your performance.

The optional units are in 2 groups and cover a wide range of skills and knowledge including a focus on storage, sales, customer orders and returns, displays, food safety, stock, health and safety, sales

promotion, queries and complaints, web-based sales and data confidentiality. Management units at a higher level are available for you too, with options covering organising staff, monitoring and evaluating systems, deputising for team leaders and motivating colleagues.

Please see the 'Unit breakdown' tab on the qualification webpage which lists the optional units available to meet your needs.

Taking this qualification will help you to develop your existing experience and skills and will support you in pursuing your career in the Retail industry.

What type of qualification is this?

This is a vocational competence-based qualification with 115 guided learning hours. During this time you can expect to be involved in formal learning activities, which could include classes and tutorials, coaching and mentoring, supervised practical work in the workplace and assessment where an Assessor is present. The remaining time required to complete this qualification will be spent undertaking practical work to develop the skills, knowledge and understanding required to confirm your competence in your role.

100 per cent of the qualification focuses on the development of skills and knowledge to support your work in the retail industry.

This is a job-ready qualification which will require you to demonstrate the skills and knowledge you have gained. You will be assessed in the workplace, or realistic working environment, to ensure your competence to work in the retail industry.

Is this qualification part of an Apprenticeship?

This qualification provides the competence requirements of the Intermediate Apprenticeship in Retail (Specialist). If you are already working in retail or similar and would like to confirm your competence in your role then this qualification will be ideal for you.

If you are not working and unable to access the Apprenticeship you can take this qualification on a stand-alone basis. If your previous educational achievements prevent you from meeting Apprenticeship requirements, but you need to develop and confirm your competence in a retail role, then this qualification is suitable for you.

Progression opportunities

Successful completion of this qualification will confirm your competence in a number of retail roles, including:

- sales/retail assistant
- visual merchandiser
- fresh food counter assistant
- stockroom assistant.

If you are interested in progressing to further study at the next level of vocational learning, the following qualifications are available:

- NCFE Level 3 Diploma in Retail Skills (various pathways)
- NCFE Level 3 Diploma in Management
- NCFE Level 3 Diploma in Customer Service

You may also go on to study qualifications in a related area depending on your current skills.

Similar qualifications

In addition to this we also offer the NCFE Level 2 Certificate in Retail Skills which is a shorter 24 credit qualification.

The Diploma is a larger qualification that enables you to choose a wider range of optional units to support your learning and role in the workplace. This qualification is suitable for you if you are looking to progress in your retail career, including to a specialist retail role. You will have the flexibility to choose units which are suitable for aspiring leaders such as managing budgets or deputising for a manager. This will support your progression in the workplace.

Support for this qualification

The qualification is supported by employers in the retail industry.

For further information about these employers please contact NCFE on 0191 239 8000 or email us at customersupport@ncfe.org.uk.