

Qualification factsheet

Qualification overview

Qualification title	NCFE Level 2 Certificate in Retail Knowledge		
Qualification number (QN)	600/2139/1		
Total qualification time (TQT):	140	Guided learning hours (GL)	93
Entry requirements:	<p>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.</p> <p>This qualification is suitable for learners aged pre-16 and above.</p>		

About this qualification

This qualification aims to:

- 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
- prepare learners for work in the retail industry.

Qualification structure

To be awarded the NCFE Level 2 Certificate in Retail Knowledge, learners are required to successfully complete 4 mandatory units and at least 1 optional unit (minimum of 4 credits).

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

Optional units

Optional units available for this qualification cover areas such as understanding retail consumer law, visual merchandising, handling customer payments, and understanding how to maintain the confidentiality and security of customer data. Please refer to the Qualification Specification for more information.

Assessment

The NCFE Level 2 Certificate in Retail Knowledge is a knowledge-based qualification. It is internally assessed through a portfolio of evidence, which is 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, in order to progress into further learning or employment.

Learners who achieve this qualification could progress to:

- NCFE Level 2 Diploma in Retail Knowledge
- NCFE Level 3 Certificate in Retail Knowledge
- NCFE Level 2 and Level 3 Certificate/Diploma in Retail Skills
- NCFE Level 2 and 3 Employability qualifications
- NCFE Level 2 and 3 Customer Service qualifications.



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