

Retail Modern Apprenticeship at Level 2

Who Are Retail Level 2 Modern Apprenticeships For?

Retail Level 2 Modern Apprenticeships are aimed at people working in the retail sector.

How Do I Achieve A Level 2 Modern Apprenticeship?

Like all N / SVQs, this qualification is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

How Do I Know What Level of NVQ Is Best For Me?

Who Should Do Level 2?

The Level 2 qualification is intended for individuals whose role involves carrying out a range of retail activities, for example, sales assistants requiring a limited amount of supervision. The individual will be working as part of a team. The individual's work situation will provide the opportunity to be involved in a range of retail activities. For example, communicating verbally and in writing with colleagues, customers and suppliers, processing orders and storing stock, preparing products for sale, merchandising and selling goods, customer service and movement of goods. This qualification is very flexible in its structure enabling the organisation and individual to choose the optional units which best suit their work situation and job role.

What Units Do I Have To Complete?

Level 2

In order to achieve a full Level 2 qualification, candidates must complete 6 units of competence, including 1 mandatory unit and 5 optional units.

The candidate can choose **all 5** optional units from the **level 2** units 202-247, 258-267, **or 4** optional units from the level 2 units **plus either** 1 from the level 1 units 103, 104, 110-112 **or 1** from the level 3 units 302-330, 332-336.

Only 1 unit from 236-238 and 316-320 can be counted towards this qualification.

Mandatory Unit

Unit 201 Work effectively in your retail team

Optional Units

Unit 202 Help customers choose products in a retail environment

Unit 203 Maximise product sales in a retail environment

Unit 204	Provide information and advice to customers in a retail environment	Unit
Unit 205	Demonstrate products to customers in a retail environment	
Unit 206	Promote loyalty schemes to customers in a retail environment	
Unit 207	Receive goods and materials into storage in a retail environment	
Unit 208	Put goods and materials into storage in a retail environment	
Unit 209	Process customer orders for goods in a retail environment	
Unit 210	Prepare products for sale to customers in a retail environment	
Unit 211	Process bake-off products for sale in a retail environment	
Unit 212	Process fish and shellfish for sale in a retail environment	
Unit 213	Process greengrocery products for sale in a retail environment	
Unit 214	Finish meat products by hand in a retail environment	
Unit 215	Contribute to dough production control and efficiency	
Unit 216	Select, weigh and measure dough ingredients	
Unit 217	Hand divide, mould and shape fermented doughs	
Unit 218	Maintain food safety while working with food in a retail environment	
Unit 219	Assemble retail products in customer's home / workplace	
Unit 220	Provide the lingerie fitting service in a retail environment	
Unit 221	Promote beauty products to retail customers	
Unit 222	Help customers to buy National Lottery products in a retail environment	
Unit 223	Keep stock on sale at required levels in a retail environment	
Unit 224	Display stock to promote sales to customers in a retail environment	
Unit 225	Follow guidelines for planning and preparing visual merchandising displays	
Unit 226	Follow guidelines for dressing visual merchandising displays	
Unit 227	Order graphic materials for visual merchandising displays	
Unit 228	Dismantle and store visual merchandising displays	
Unit 229	Make props for visual merchandising displays	
Unit 230	Put visual merchandising displays together	
Unit 231	Process payments for purchases in a retail environment	
Unit 232	Process payments and credit applications for purchases in a retail environment	
Unit 233	Process cash and credit transactions in a retail environment	
Unit 234	Follow point-of-sale procedures for age-restricted products in a retail environment	
Unit 235	Process returned goods and materials in a retail environment	
Unit 236	Give customers a positive impression of yourself and your organisation	
Unit 237	Support customer service improvements	
Unit 238	Resolve customer service problems	
Unit 239	Help to maintain health and safety in a retail environment	
Unit 240	Help to keep the retail unit secure	
Unit 241	Maintain a display of cut flowers in a retail store	
Unit 242	Receive driver-controlled deliveries of fuel on a petrol forecourt	
Unit 243	Control deliveries of motor fuel on a forecourt	
Unit 244	Process the self-service dispensing and purchase of motor fuel on a forecourt	
Unit 245	Establish customer needs and provide advice regarding tiling products	
Unit 246	Advise customers upon measuring and planning for the fixing of tiles	
Unit 247	Advise customers upon the fixing of tiles	

Retail Level 2 Modern Apprenticeship

You Must Achieve

Level 2 Retail Skills (6 units)

Plus The following Core Skills:

Communication	-	Level 4
Numeracy	-	Level 4
Problem Solving	-	Level 4 (fully embedded in unit 201)
Information Technology	-	Level 4
Working with Others	-	Level 4 (fully embedded in unit 201)