

## Retail NVQ Level 3

These NVQ's will enable candidates to develop more specialist competencies for the use in the Retail sector. The qualification recognises the growing breath of skills needed by those in the Retail workforce.

### Entry requirements

Candidates should be employed or volunteering in a relevant job role within a retail environment.

### The NVQ comprises of the following:

#### 1 mandatory unit:

- Working effectively in a retail organisation

**Plus 6 optional units:** These are decided upon after discussions between yourself, your employer and your NVQ Assessor. Examples of option areas include:

- Provide specialist support to customers
- Provide a personalised sales and after-sales service to your retail clients
- Organize the receipt and storage of, audit stock levels and stock inventories, source required goods and services, maintain the availability of goods for sale to customers in a retail environment
- Help to manage a retail team. Plan, monitor and adjust staffing levels and schedules in a retail environment
- Monitor and evaluate the quality of service provided by external suppliers to your customers
- Organise the delivery of reliable customer's service
- Improve the customer relationship. Promote continuous improvement in customer service, working with others to improve customer service and monitor and solve customer service problems
- Help to monitor and maintain the security of the retail unit

### Minimum period of training

The recommended minimum duration of training is 12 months, dependant upon the motivation and availability of the candidate.

## Assessment of your NVQ

Assessment of the NVQ takes place through observations which will be carried out with the nominated Assessor in your working environment.

## Relevant job roles include:

Receptionists  
Call Centre Operators  
Retail Assistants

## Possible places of employment:

National Supermarkets  
Small Local Outlets

## Progression

NVQ Level 3 Customer Service  
NVQ Level 3 / 4 Management

**Our sales team will be happy to visit you in your company and answer any questions you may have. Should you require further information or to arrange a visit please contact:**

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