

Units for Level 2 Retail QCF (NVQ)

- Unit 103 Process donated goods for resale or recycling in a retail environment
- Unit 104 Contribute to food safety in a retail environment
- Unit 201 Work effectively in your retail team
- 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 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 (Improve)
- 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 (Institute of Customer Service)

Unit 237 Support customer service improvements (Institute of Customer Service)

Unit 238 Resolve customer service problems (Institute of Customer Service)

Unit 239 Help to maintain health and safety in a retail environment

Unit 240 Help to keep the retail unit secure

Unit 241 Develop productive working relationships with colleagues (Management Standards Centre)

Unit 242 Allocate and check work in your team (Management Standards Centre)

Unit 302 Process part exchange sales transactions in a retail environment

Unit 303 Provide specialist support in helping customers to make purchases in a retail environment

Unit 304 Develop individual retail service opportunities

Unit 305 Provide a personalised sales and after-sales service to your retail clients

Unit 306 Organise the receipt and storage of goods in a retail environment

Unit 307 Audit stock levels and stock inventories in a retail environment

Unit 308 Monitor and help improve food safety in a retail environment

Unit 309 Assist customers to obtain appropriate insurance (Financial Services Skills Council)

Unit 310 Source required goods and services in a retail environment

Unit 311 Maintain the availability of goods for sale to customers in a retail environment

Unit 312 Help to manage a retail team

Unit 313 Plan, monitor and adjust staffing levels and schedules in a retail environment

Unit 314 Enable customers to apply for credit and hire purchase facilities

Unit 315 Monitor and evaluate the quality of service provided to your customers by external suppliers

Unit 316 Organise the delivery of reliable customer service (Institute of Customer Service)

Unit 317 Improve the customer relationship (Institute of Customer Service)

Unit 318 Work with others to improve customer service (Institute of Customer Service)

Unit 319 Monitor and solve customer service problems (Institute of Customer Service)

Unit 320 Promote continuous improvement in customer service (Institute of Customer Service)

Unit 322 Choose merchandise to feature in visual merchandising displays

Unit 323 Plan, monitor and control how graphics are used in visual merchandising displays

Unit 324 Monitor the effect of visual merchandising displays and layouts

Unit 325 Allocate, monitor and control visual merchandising project resources against budgets

Unit 326 Contribute to developing and putting into practice the company's visual merchandising policy

Unit 327 Create plans, elevations and drawings to realise visual merchandising ideas

Unit 328 Contribute to the continuous improvement of retail operations

Unit 329 Recruit, select and keep colleagues (Management Standards Centre)

Unit 330 Provide learning opportunities for colleagues (Management Standards Centre)

Unit 331 Evaluate the receipt of payments from customers

Unit 332 Monitor and maintain health and safety in a retail environment