

Units for Level 3 Retail QCF (NVQ)

- 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 220 Provide the lingerie fitting service in a retail environment
- Unit 221 Promote beauty products to retail customers
- Unit 301 Work effectively in your retail organisation
- 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 321 Help to monitor and maintain the security of the retail unit

Unit 331 Evaluate the receipt of payments from customers