

Purpose Statement

NCFE Level 2 Certificate in Understanding Retail Operations (601/3338/7)

What does this qualification cover?

This qualification gives an introduction to the knowledge required of those working in the retail industry, allowing learners to develop a knowledge base on the subject in general, and start to experience the different specialisms and directions a retail career can offer.

It's designed specifically for adult learners who'd like an introduction to the retail industry in general, in order to progress to further learning and eventual employment. However it may also be applicable for those in an entry level retail role who would like to further their understanding and progress to the next level of learning or employment.

Learners will develop an understanding of the main aspects of working in retail, such as customer service, sales, retail law, dealing with queries and health and safety in the retail workplace. The optional and additional units in the qualification allow full flexibility for learners as they can take general or specialist units relevant to their chosen area of development (or employment, if applicable).

The objective of the qualification is to allow learners to:

- develop an understanding of the different activities which may occur in a retail organisation
- develop an understanding of how to develop and maintain effective relationships with customers; dealing with queries and complaints as well as maximising sales opportunities
- choose from a range of specialist and general retail optional units in order to progress to further learning and eventual employment

This qualification has the following mandatory units:

- Understanding customer service in the retail sector (M/502/5821)
- Understanding the retail selling process (A/502/5806)
- Understanding how individuals and teams contribute to the effectiveness of a retail business (J/502/5789)
- Understanding how a retail business maintains health and safety on its premises (A/502/5823)
- Understanding retail customer law (D/502/5801)
- Understand how to deal with customer queries and complaints in a retail environment (J/506/2860)

The optional units in the qualification allow learners to create a flexible programme of learning based on their interests and aspiration within the retail sector; for example choose to complete any optional units, or they may choose to create their own study path, for example completing a generic stock management unit followed by a unit looking at fresh produce stock management, then progressing onto a higher level qualification in this area.

The additional units allow learners to develop knowledge of the main issues affecting equality and diversity in the workplace and society today. Learners may also transfer the achievement of these units onto the NCFE Level 2 Award or Certificate in Equality and Diversity without the need to repeat their learning.

Who is this qualification designed for?

The qualification is designed for adult learners of any age or employment status, who would like or need to develop an understanding of retail operations. It may also be appropriate for learners aged below 19 depending on their circumstances.

Learners may be looking to gain knowledge in the retail sector in order to progress to further learning and eventual employment, or they may be in their first retail role and wish to develop the underpinning knowledge of their activities in order to progress.

There are no specific recommended prior learning requirements for this qualification, however learners may progress onto this qualification from others such as:

- Level 1 Award in Retail Knowledge
- Level 1 Certificate in Retail Knowledge
- Level 1 Diploma in Retail Knowledge

What could this qualification lead to?

The qualification does not confirm competence of a specific role within the retail industry, therefore further qualifications, training or experience are likely to be needed in order to secure employment. However, it can support learners already working or looking to work in a variety of roles within the retail industry, such as:

- customer care/service assistant
- sales assistant
- cashier
- stockroom assistant
- those responsible for the handling of stock and deliveries, including receiving, storing and picking stock.

Progression opportunities

Learners undertaking this qualification could progress into further education, including the following qualifications:

- Level 3 Award/Certificate/Diploma in Retail Skills (various pathways)
- Level 3 Award/Certificate/Diploma in Retail Knowledge (various pathways)
- Level 3 Certificate in Hospitality Retail Outlet Management
- Level 4 Diploma in Retail Management
- Level 4 Diploma in Retail Knowledge

Learners may also progress onto higher level qualifications in order to specialise in related areas, such as visual merchandising, sales, management or retail banking, or choose to work towards a specific retail genre, for example, fashion, gardening, jewelry or food.

In addition, learners with sufficient knowledge, experience and required qualifications may progress directly to an advanced level apprenticeship in a relevant retail area, or directly to employment.

Are there any larger or smaller versions of this qualification at the same Level, why should a learner take this one?

There are currently no other Level 2 certificates in the general area of retail of this size or purpose.

NCFE is a market leader, offering this fully unique qualification. There are no smaller or larger versions of this qualification.

Who supports the qualification?

The qualification is supported by the following providers which are on the Register of Training Organisations who have current contracts for delivery of provision:

- Northbrook College Sussex
- The Skills Network
- Wakefield College

Each centre has indicated that the NCFE Level 2 Certificate in Understanding Retail Operations will support individuals into a qualification at a higher level.