

EDI Level 2 NVQ/SVQ in Retail Skills

To achieve a full certificate in Retail Skills at Level 2, you are required to complete a total of **six** units as outlined below:

Mandatory Unit

UNIT 1 (NU5106) Work effectively in your retail team (E19)

Optional Units

Learners must achieve a further **five** units. **At least four** of these must be chosen from the following units at **Level 2**:

Sales

- UNIT 2** (NU5108) Help customers choose products in a retail environment (C3)
- UNIT 3** (NU5109) Maximise product sales in a retail environment (C4)
- UNIT 4** (NU5110) Provide information and advice to customers in a retail environment (C5)
- UNIT 5** (NU5111) Demonstrate products to customers in a retail environment (C6)
- UNIT 6** (NU5107) Promote loyalty schemes to customers in a retail environment (C12)

Stock management

- UNIT 7** (NU5112) Receive goods and materials into storage in a retail environment (B3)
- UNIT 8** (NU5113) Put goods and materials into storage in a retail environment (B4)
- UNIT 9** (NU5114) Process customer orders for goods in a retail environment (B6)

Product expertise

Food and Drink

- UNIT 10** (NU5115) Process bake-off products for sale in a retail environment (B10)
- UNIT 11** (NU5116) Process fish and shellfish for sale in a retail environment (B11)
- UNIT 12** (NU5117) Process greengrocery products for sale in a retail environment (B12)
- UNIT 13** (NU5118) Finish meat products by hand in a retail environment (B13)
- UNIT 14** (NU5119) Contribute to dough production control and efficiency (B17)
- UNIT 15** (NU5120) Select, weigh and measure dough ingredients (B18)
- UNIT 16** (NU5121) Hand divide, mould and shape fermented doughs (B19)
- UNIT 17** (NU5122) Maintain food safety while working with food in a retail environment (B21)

Home and Garden

- UNIT 18** (NU5980) Establish customer needs and provide advice regarding tiling products (C40)
- UNIT 19** (NU5981) Advise customers upon measuring and planning for the fixing of tiles (C41)
- UNIT 20** (NU5982) Advise customers upon the fixing of tiles (C42)

Motor Fuel

- UNIT 21** (NU5977) Receive driver-controlled deliveries of fuel on a petrol forecourt (B23)
- UNIT 22** (NU5978) Control deliveries of motor fuel on a forecourt (B24)
- UNIT 23** (NU5979) Process the self-service dispensing and purchase of motor fuel on a forecourt (C39)

Clothing and footwear

UNIT 24 (NU5125) Provide the lingerie fitting service in a retail environment (C17)

Other

- UNIT 25** (NU5123) Prepare products for sale to customers in a retail environment (B9)
UNIT 26 (NU5124) Assemble retail products in customer's home/workplace (C11)
UNIT 27 (NU5126) Promote beauty products to retail customers (C35)
UNIT 28 (NU5127) Help customers to buy National Lottery products in a retail environment (C37)
UNIT 29 (NU5983) Maintain a display of cut flowers in a retail store (C43)

Merchandising

UNIT 30 (NU5128) Keep stock on sale at required levels in a retail environment (B5)

Visual merchandising

- UNIT 31** (NU5131) Display stock to promote sales to customers in a retail environment (C2)
UNIT 32 (NU5129) Follow guidelines for planning and preparing visual merchandising displays (C18)
UNIT 33 (NU5130) Follow guidelines for dressing visual merchandising displays (C19)
UNIT 34 (NU5132) Order graphic materials for visual merchandising displays (C20)
UNIT 35 (NU5133) Dismantle and store visual merchandising displays (C21)
UNIT 36 (NU5134) Make props for visual merchandising displays (C22)
UNIT 37 (NU5135) Put visual merchandising displays together (C23)

Management and Leadership

- UNIT 38** (NU5174) Develop productive working relationships with colleagues (E15)
UNIT 39 (NU5175) Allocate and check work in your team (E16)

Finance and administration

- UNIT 40** (NU5138) Process payments for purchases in a retail environment (C8)
UNIT 41 (NU5139) Process payments and credit applications for purchases in a retail environment (C9)
UNIT 42 (NU5136) Process cash and credit transactions in a retail environment (C10)
UNIT 43 (NU5137) Follow point-of-sale procedures for age-restricted products in a retail environment (C36)

Customer service

UNIT 44 (NU5140) Process returned goods and materials in a retail environment (B7)

Only one unit can count towards the qualification when chosen from units D1, D2 and D3

- UNIT 45** (NU5141) Give customers a positive impression of yourself and your organisation (D1)
UNIT 46 (NU5142) Support customer service improvements (D2)
UNIT 47 (NU5143) Resolve customer service problems (D3)

Organisational effectiveness

- UNIT 48** (NU5144) Help to maintain health and safety in a retail environment (E6)
UNIT 49 (NU5145) Help to keep the retail unit secure (E7)

A **maximum of one** unit can be chosen from **Level 3** excluding

UNIT 1 (NU5106) Work effectively in your retail team (E8)



Supporting learning
and performance

Only **one** of the following units at **Level 1** may contribute to the qualification

- UNIT 3 (NU5362)** Process donated goods for resale or recycling in a retail environment (B8)
- UNIT 4 (NU5363)** Contribute to food safety in a retail environment (B20)
- UNIT 5 (NU5838)** Provide a counter/takeaway service (C44)

Note: Only **one** of the following units may contribute to the qualification

- Unit 45 (NU5141)** Level 2 Give customers a positive impression of yourself and your organisation (D1)
- Unit 46 (NU5142)** Level 2 Support customer service improvements (D2)
- Unit 47 (NU5143)** Level 2 Resolve customer service problems (D3)
- Unit 16 (NU5164)** Level 3 Organise the delivery of reliable customer service (D4)
- Unit 17 (NU5165)** Level 3 Improve the customer relationship (D6)
- Unit 18 (NU5166)** Level 3 Work with others to improve customer service (D7)
- Unit 19 (NU5167)** Level 3 Monitor and solve customer service problems (D8)
- Unit 20 (NU5168)** Level 3 Promote continuous improvement in customer service (D9)



Supporting learning
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