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Purpose statement

**NCFE Level 2 Certificate in Retail Skills
QN: 600/4164/X**

Purpose Statement

Who is this qualification for?

This qualification is designed for those currently working, or who would like to work in, the retail industry and have access to an appropriate work environment.

Qualification overview

The primary purpose of this qualification is to prepare you to enter, or progress within, employment in the retail industry. This qualification allows you to develop and demonstrate the skills and knowledge when working in the retail industry and is ideal if you're working in your first retail role or if you wish to progress further in your retail career.

You'll develop and demonstrate competence in a retail role, including:

- processing goods
- assembling products
- processing orders
- stock management
- cashing up
- assisting customers to make purchases.

You could also take this qualification to support your progression into further learning within the retail industry.

Age restrictions

You need to be at least 16 years old to take this qualification. Entry is at the discretion of the centre.

Entry requirements

You don't need to have any specific prior learning requirements to take this qualification, but you may find it helpful if you've already achieved a Level 1 qualification.

Qualification content

This qualification requires you to demonstrate the skills and knowledge needed when working in the retail industry. It's also suitable for you if you're looking to enter employment in the industry and have access to a work placement in order to develop the hands on experience of the role.

The NCFE Level 2 Certificate in Retail Skills contains **one** mandatory unit:

- Work effectively in a retail team (8 credits)

In this unit you'll develop your understanding of how to recognise discrimination, bullying and harassment. You'll also demonstrate that you can work effectively in a retail team and improve your own work performance.

Optional units

This qualification offers 77 optional units for you to choose from depending on your area of interest or work, including:

- food and drink
- fashion
- bakery
- beauty and skincare
- web-based retail

For the full list of optional units, please see the 'Unit breakdown' tab on our website.

What type of qualification is this?

This is a vocationally related QCF qualification with between 73 and 161 guided learning hours. During this time you can expect to be involved in formal learning activities which could include Tutor-led classes or tutorials, coaching or mentoring and supervised practical work in the workplace or realistic working environment.

100 per cent of the qualification focuses on the development of skills and knowledge to support you to work in the retail industry.

As this is a competence-based qualification you'll be assessed in a real work environment, therefore you'll need to be working or have a work placement, or a volunteering opportunity in a retail environment (there aren't a set number of hours for a placement so you'll need to ensure you've completed sufficient hours to enable you to develop and evidence your skills).

Is this qualification part of an Apprenticeship?

This qualification is the competence-based qualification in the Intermediate Apprenticeship in Retail – General Pathway, but it's also suitable for you to take as a standalone qualification if you're already working in a retail environment and would like to confirm your competence in your role.

If you're not employed and unable to access an Apprenticeship you could take this qualification on a standalone basis - you could use a work placement or volunteering opportunity to generate the necessary evidence to meet the qualification requirements.

You can also take this qualification standalone if your education background excludes you from the majority of the Apprenticeship requirements and you only need to develop and confirm your competence in a retail role.

Progression opportunities - what could this qualification lead to?

Successful completion of this qualification will support you in a number of job roles in the Logistics industry, such as:

- sales assistant
- junior sales assistant
- tele/inside/territory sales assistant
- front line employees

- retail supervisor
- retail volunteer.

Through this qualification you'll also develop a wide range of transferable skills such as teamwork, communication, customer service, planning and development. These will be gained in a retail context but will benefit as you progress through your career.

You could also progress to the following Apprenticeships:

- Advanced Apprenticeship in Retail
- Advanced Apprenticeship in Customer Service

If you're interested in progressing to further study at the next level of vocational learning the following qualifications are also available:

- NCFE Level 3 Diploma in Retail Skills (Sales Professional)
- NCFE Level 3 Diploma in Retail Skills (Management)
- NCFE Level 3 Diploma in Retail Skills (Visual Merchandising)
- NCFE Level 3 Diploma in Customer Service

Similar qualifications

NCFE offers the Level 2 Certificate in Retail Skills and the Level 2 Diploma in Retail Skills.

This particular qualification is ideal for you if you're looking for a smaller and more focused qualification that allows you to develop and demonstrate competence in the key areas of retail relevant to your role. You can select the optional units that meet your specific requirements and this will enable you to demonstrate your competence in a shorter timeframe.

The larger Level 2 Diploma in Retail Skills provides an opportunity to develop your skills and knowledge in a wider range of retail areas, which is useful if your role requires you to cover a wide range of retail areas, or you're exploring different retail environments as a part of your career development.

Support for this qualification

This qualification is supported by employers from the Retail sector.

For further information about these organisations please contact NCFE on 0191 239 8000 or email us at customerservice@ncfe.org.uk.

Further information

For more information about the Level 2 Certificate in Retail Skills (600/4164/X) please see the support materials tab on the qualification page on the NCFE website.