

# Retail Intermediate Apprenticeship

## Diploma in Retail Skills Level 2

The level 2 qualifications are for candidates who have some knowledge and basic skills in the retail industry – probably from a role where they work under supervision. The qualifications are for candidates who want to increase their skills and take on more responsibility.

These qualifications allow candidates to further learn, develop and practise the skills required for employment and/or career progression in the retail industry. Units in the qualification cover all areas of working in retail including aspects of sales, customer support, stock control and processing fresh goods.

To achieve the Level 2 Diploma in Retail Skills, learners must achieve a minimum of 37 credits.

- 8 credits must come from the mandatory unit
- A minimum of 14 credits must come from the optional level 2 units
- A maximum of 15 credits can come from the optional level 1 and 3 units of which
  - A maximum of 5 credits can come from the optional level 1 units and
  - A maximum of 10 credits can come from the optional level 3 units
- Overall at least 22 credits must be achieved at level 2

MANDATORY UNITS	GLH	CREDIT
Work effectively in a retail team	37	8

  

LEVEL 1 UNITS	GLH	CREDIT
Sort donated good for resale or recycling in a retail environment	6	3
Maintain food safety while working with food in a retail environment	11	5
Load orders for despatch from a retail store to customers	15	3
Contribute to monitoring and maintaining ease of shopping in a retail sales area	8	2
Provide a counter and takeaway service	30	3

  

LEVEL 2 UNITS	GLH	CREDIT
Receive goods and materials into storage in a retail environment	22	4
Place goods and materials into storage in a retail environment	19	4
Keep stock on sale at required levels in a retail environment	16	3
Process customer orders for goods in a retail environment	19	3
Process returned goods in a retail environment	18	3
Assemble products for display in a retail environment	9	2
Hand-process fish in a retail environment	21	6
Process greengrocery products for sale in a retail environment	17	7
Finish meat products by hand in a retail environment	29	9
Organise own work to meet a dough production schedule in a retail environment	48	10
Maintain food safety while working with food in a retail environment	13	6
Pick products in a retail environment to fulfil customers' orders	19	4

**FOR MORE INFORMATION CONTACT US AT:**

01375 480088 | [info@davidsontraining.com](mailto:info@davidsontraining.com) | [www.davidsontraining.com](http://www.davidsontraining.com)



## Retail Intermediate Apprenticeship

LEVEL 2 UNITS CONTINUED	GLH	CREDIT
Glaze, coat or decorate bake-off products for sale in a retail environment	15	3
Display stock to promote sales to customers in a retail environment	26	5
Help customer to choose products in a retail environment	20	6
Carry out promotional campaigns in a retail environment	18	4
Deal with customer queries and complaints in a retail environment	24	4
Demonstrate products to customer in a retail environment	15	3
Process payments for purchases in a retail environment	17	4
Process applications for credit agreements offered in a retail environment	25	5
Promote loyalty schemes to customers in a retail environment	11	3
Provide a bra fitting service in a retail environment	44	10
Follow guidelines for planning and preparing visual merchandising displays	22	5
Dress visual merchandising displays to attract customers	35	7
Order and position signage and graphics for visual merchandising displays	15	3
Dismantle and store props and graphics from visual merchandising displays	15	3
Make props and decorate fixtures and panels for visual merchandising displays	45	10
Assemble visual merchandising displays	20	4
Follow point of sale procedures for age-restricted products in a retail environment	11	2
Provide National Lottery products to customers	25	4
Advise customers on the fixing and care of tiles	35	6
Cash up in a retail environment	9	2
Promote a retail store's credit card to customer in a retail environment	12	3
Provide service to customers in a dressing room in a retail environment	16	3
Promote food or drink products by offering samples to customers	13	2
Deliver goods from a retail environment to the customers delivery address	17	3
Help customers to apply for a retail stores credit card and associate insurance products	22	4
Help customers to choose delicatessen products in a retail environment	15	3
Portion delicatessen products to meet customer's requirements in a retail environment	9	2
Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	15	4
Operate a customer record card system on a beauty counter in a retail environment	8	2
Protect own and others' health and safety when working in a retail environment	28	5
Reduce security risks in a retail environment	25	5
Prepare newspapers and magazines for return to merchandisers	10	2
Check the accuracy of records hours worked in a retail environment	17	4
Give customers a positive impression of yourself and your organisation	33	5
Hand divide, mould and shape fermented dough	21	4
Select, weigh and measure bakery ingredients	16	3
Identify and report the presence of pests, diseases and disorders	23	3
Maintain moisture levels for crops or plants	15	2
Merchandise plants and other relevant products	45	6
Provide nutrients to crops or plants	15	2
Remove unwanted plant growth to maintain development	38	5
Using web-based facilities in-store to achieve retail sales	20	2
Advising and supporting customers on the use of in-store web-based retail facilities	24	3
Maintaining data confidentiality and security when using web-based retails facilities in store	11	2

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## Retail Intermediate Apprenticeship

LEVEL 3 UNITS	GLH	CREDIT
Audit stock levels and stock inventories in a retail environment	28	6
Source required goods and services in a retail environment	52	10
Monitor and help improve food safety in a retail environment	50	11
Manage staff to receive goods in a retail environment	24	5
Organise and monitor the storage of stock in a retail environment	27	6
Maintain the availability of goods on display in a retail environment to promote sales	30	6
Manage the payment transaction process in a retail environment	43	9
Choose merchandise to feature in visual merchandising displays	27	6
Manage the use of signage and graphics in visual merchandising displays	31	7
Evaluate the effectiveness of visual merchandising displays	46	9
Manage budgets for visual merchandising projects	46	10
Contribute to improving a retail organisations visual merchandising policy	36	8
Design visual merchandising display layouts	46	10
Help customers to choose alcoholic beverages in a retail environment	53	10
Help customers to choose specialist products in a retail environment	34	8
Deputise for the leader of a retail team	55	11
Contribute to the continuous improvement of retail operations within own area of responsibility	47	10
Manage the prevention of wastage and loss in a retail environment	50	11
Produce staffing schedules to help a retail team to achieve its targets	22	5
Monitor and maintain health and safety in a retail environment	60	13
Monitor and support secure payment point use during trading hours	13	3
Motivating colleagues to promote web-based retail facilities to customers	30	4

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