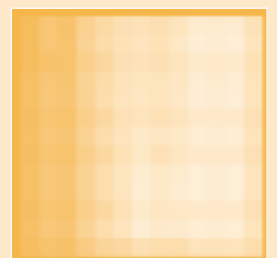


# DISTRIBUTIVE OPERATIONS NVQ LEVEL 1

# RETAIL OPERATIONS NVQs LEVELS 2, 3 AND 4



NVQ



# DISTRIBUTIVE OPERATIONS NVQ LEVEL RETAIL OPERATIONS NVQ LEVELS 2, 3 A

## National Vocational Qualifications (NVQs)

NVQs are based on national standards representing a benchmark for all organisations and individuals seeking to achieve quality performance in the retail sector.

NVQs are based on what a person needs to be able to do and know to be competent in the workplace.

They have been developed by people who work in the sector and who know what skills the industry needs to maximise performance.

## What is the Structure of the NVQ?

### Level 1

For those whose jobs are fairly predictable and routine, for example, a general stores or warehouse assistant in a shop or department store with limited experience.

### Level 2

For those who hold some responsibility and who carry out a range of activities, for example, experienced order clerks and pickers or sales assistants.

### Level 3

Retail Operations Level 3 is designed for people in senior sales assistant and supervisory/team leader roles.

### Level 4

For those involved in junior or middle management. This may be a Retail Manager, a Store Manager, or a Floor Manager, depending on responsibilities.

These NVQs have three types of units:

Mandatory Units reflect the fundamental functions involved in these industries. Consequently, mandatory units are compulsory and must be achieved in order for a candidate to gain an NVQ.

Optional units reflect the variety of functions, in addition to the fundamental ones of the mandatory units, performed by people working in the industry. Candidates can select the optional units which are most appropriate for their particular work role.

Additional units are also available, which although not a requirement of the full award, are available to candidates.

## Distributive Operations Level 1

### Scheme Code 985

To gain a full award candidates must achieve six units comprising five mandatory units plus one optional unit.

### Mandatory Units

- Unit 1 Maintain stock to specified levels
- Unit 2 Move goods and materials manually to designated locations
- Unit 3 Contribute to maintaining a healthy and safe workplace
- Unit 4 Contribute to maintaining the security of the workplace

- Unit 5 Maintain relationships in the workplace

### Optional units

- Unit 6 Contribute to the cleanliness and hygiene of the working environment
- Unit 7 Maintain the operational effectiveness of equipment
- Unit 8 Wrap and pack goods for customers
- Unit 9 Monitor and maintain sales stock
- Unit 10 Maintain the condition and appearance of floral products to optimise their sales value

## Retail Operations Level 2

### Scheme Code 426

To gain a full award candidates must achieve nine units, comprising four mandatory units plus five optional units.

### Mandatory Units

- Unit 2 Meet customers needs for information and advice
- Unit 3 Contribute to the maintenance of health and safety in the workplace
- Unit 4 Contribute to the security of the workplace
- Unit 5 Contribute to effective working relationships

### Optional units

- Unit 1 Display stock to specification to attract customer interest and promote sales
- Unit 6 Receive and verify goods and materials entering storage

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- Unit 7 Place goods and materials in storage
- Unit 8 Monitor and maintain stock of items for sale
- Unit 9 Select stock items and assemble orders for delivery to individual customers
- Unit 10 Hand process fish, fish products and shellfish for retail sales
- Unit 11 Processing products by hand
- Unit 12 Identify and support improvements to customer service and business operations
- Unit 13 Provide goods from stock on request
- Unit 14 Process customers orders for goods
- Unit 15 Persuade customers to buy specific products
- Unit 16 Help customers to choose between products
- Unit 17 Assist in the sale of medicines and the supply of prescribed items
- Unit 18 Maximise product sales
- Unit 19 Process payments for purchases
- Unit 20 Control cash and credit transactions
- Unit 21 Maintain hygiene standards in handling and storing food products
- Unit 22 Operate and maintain the effectiveness of machines for processing, modifying or adding value to goods
- Unit 23 Operate and maintain the effectiveness of equipment for handling and moving goods

## Additional Units

- Unit 24 Prepare and microwave food
- Unit 25 Prepare, cook and assemble food for service.  
National Language Units.

## Retail Operations Level 3

### Scheme Code 379

To gain a full award candidates must achieve eight units, comprising five mandatory units plus three optional units

### Mandatory Units

- Unit 1 Maintain the availability of goods for sale to customers
- Unit 2 Contribute to developing and maintaining the focus on customer service
- Unit 3 Contribute to the continuous improvement of retail operations
- Unit 4 Contribute to a secure, safe and healthy working environment
- Unit 5 Contribute to the planning, organising and evaluation of work

### Optional units

- Unit 6 Advise customers to optimise choice and benefits
- Unit 7 Evaluate and monitor the receipt of payments from customers for the purchase of goods and services
- Unit 8 Initiate and evaluate change to improve service to customers

- Unit 9 Enter and integrate data and present information using a computer system
- Unit 10 Organise the receipt and storage of goods
- Unit 11 Contribute to the planning, monitoring and control of resources
- Unit 12 Contribute to the provision of personnel
- Unit 13 Contribute to the training and development of teams, individuals and self to enhance performance
- Unit 14 Create, maintain and enhance productive working relationships
- Unit 15 Assess Candidate performance
- Unit 16 Assess candidate using differing sources of evidence

Candidates may choose one of their optional units for this qualification from the National Language Units.

## Retail Operations Level 4

### Scheme Code 380

To gain a full award candidates must achieve ten units, comprising seven mandatory units plus three optional units.

### Mandatory Units

- Unit 1 Maintain and enhance the profitability of the retail unit
- Unit 2 Maintain and improve the focus on customer service
- Unit 3 Control the stock management system
- Unit 4 Maintain the security, health and safety of the working environment

- Unit 5 Contribute to the recruitment and selection of personnel
- Unit 6 Develop teams, individuals and self to enhance performance
- Unit 7 Plan, allocate and evaluate work carried out by team, individuals and self

#### Optional units

- Unit 8 Monitor and control staffing levels and schedules
- Unit 9 Contribute to the implementation of change in services, products and systems
- Unit 10 Seek, evaluate and organise information for action
- Unit 11 Contract for supply
- Unit 12 Organise and monitor the supply of goods and services for the retail unit
- Unit 13 Assess candidate performance
- Unit 14 Assess candidate using differing sources of evidence
- Unit 15 Internally verify the assessment process
- Unit 16 Create, maintain and enhance effective working relationships
- Unit 17 Organise and evaluate the presentation of goods and services

Candidates may choose one of their optional units for this qualification from the National Language Units.

## Retail Operations Levels 3 & 4

Language Units:  
Candidates working towards Retail Operations Levels 3 or 4 can take one of their optional units from the NVQ Language Units.

The Language Units are available in French, German, Spanish, Italian and Welsh at levels 1, 2 and 3.

Each level has a total of four units which assess the four skills of Listening, Speaking, Reading and Writing.

Candidates can mix and match the units at different levels according to the demands of their job role.

For example, some jobs may require Speaking at Level 1 but Reading at Level 3.

All centres must undergo a separate evaluation to implement the language standards and a specialist language verifier will be appointed.

### The benefits of an NVQ to an organisation:

- demonstrates a commitment to quality and an investment in people
- gives a head start in selecting and/or recruiting the best people because the NVQ clearly indicates what people can do
- Flexibility - the NVQ units enable the assessment of competence to take place in the workplace

- provides a beneficial mechanism for auditing and appraising people's skills and achievements in the workplace
- supports an organisation's approach towards continuous improvement
- encourages people to be pro-active
- motivates people to improve and achieve recognised standards
- contributes to the maintenance of safety standards that involve hazards
- Provides access to NVQ related public funding through Training and Enterprise Councils.



## The benefits of an NVQ to an individual:

- enables people to gain a nationally recognised qualification at a time and pace to suit individual needs
- enables people to gain accreditation for the competence they have already achieved
- provides an easily accessible progression of qualifications
- enables the candidate to transfer NVQ units of competence to other qualifications

## How do I become involved in offering the NVQ?

If you wish to become involved in offering any of the NVQs discussed in this leaflet you can either:

- apply to become a registered centre with OCR
- or
- become affiliated with an OCR registered centre.

To become an OCR registered Centre you need a Centre application form (VQ1) for completion and return to OCR Registry, Coventry.

An evaluation visit will then be arranged to ensure that all of the Centre approval criteria are met.

Once your organisation has been given approval to offer an NVQ at the levels you requested, OCR will automatically issue you with a form which will enable you to register your candidates.

When the candidate has satisfactorily completed all of the elements in all of the units needed to achieve an NVQ they can apply to OCR for an NVQ certificate. Alternatively, a unit certificate will be issued for candidates who have achieved some complete units, but not enough to achieve a full NVQ.

## Quality assurance

An External Verifier will be appointed by OCR to every Centre.

The External Verifier's role is to offer support and advice to Centres on the organisation and delivery of the scheme as well as ensure that the Centre's quality assurance mechanism is working.

External Verifiers will wish to see a representative sample of candidates' Assessment Records and evidence during Centre visits.

## What further support does OCR offer?

Full scheme books for each NVQ containing the standards and guidance on implementation are available to purchase:

Distributive Operations Level 1 (L97)  
Retail Operations Level 2 (L416)  
Retail Operations Level 3 (L439)  
Retail Operations Level 4 (L436)

The OCR Fees Booklet (A250) includes charges for centre evaluation,

candidate registration and certification.

The leaflet *Becoming an NVQ Centre: Steps to Implementation (N61)* will be useful to organisations considering applying to OCR to become a centre.

Full details of how to apply is given in *Notes for Guidance (L526)* which is included in the Centre Approval Pack.

Centres considering seeking approval to offer any of OCR's qualifications might be interested to know that Business Development Managers, Centre Advisors and Regional Offices are available to help with any aspect of setting up an assessment centre.

For any of the information above contact OCR's Information Bureau on 024 76 470033 or email: [cib@ocr.org.uk](mailto:cib@ocr.org.uk)

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