

Level 2 BTEC Award, Certificate and Diploma in Retail Knowledge (QCF)

Qualification summary

The Edexcel Level 2 BTEC Award, Certificate* and Diploma in Retail Knowledge (QCF) were developed to help learners gain an understanding of areas such as selling, service, team working, health and safety, dealing with theft, and product knowledge for specific product areas such as chilled food, newspapers, garden retail, beauty, fashion and many others.

These qualifications comprise of QCF credit-rated units developed in collaboration with Skillsmart Retail, the sector skills council for the retail sector.

*The certificate is recognised as the technical certificate in the framework for the Apprenticeship in Retail.

Who are these qualifications for?

These qualifications are designed for potential and existing retail staff wanting to build their retail knowledge at this level. They are also suitable for learners who have completed a Level 1 retail qualification.

The certificate is a requirement for retail apprentices.

Funding information

All of these qualifications will be eligible for Learning and Skills Council (LSC) funding. For further details, contact your local LSC, www.lsc.gov.uk

What will my learners have to do?

For the certificate, you have the option of selecting onscreen or paper-based multi-choice tests.

Your learners will also be required to submit a portfolio of work which will be used for assessment purposes. The portfolio will be internally assigned and verified by your centre. However, an Edexcel External Verifier (EV) will quality assure the processes you use to assign and assess the portfolio.



The units in these qualifications

To gain a Level 2 BTEC:

- **Award in Retail Knowledge** - learners must achieve a minimum of nine credits (a minimum of 2 units must be from the core units)
- **Certificate in Retail Knowledge** - learners must complete all four core units, plus optional units, which total to a minimum of 14 credits
- **Diploma in Retail Knowledge** - learners must complete all four core units, plus optional units, which total to a minimum of 37 credits.

Core units	
M/502/5821	Understanding customer service in the retail sector
A/502/5823	Understanding how a retail business maintains health and safety on its premises
A/502/5806	Understanding the retail selling process
J/502/5789	Understanding how individuals and teams contribute to the effectiveness of a retail business
Optional units	
Generic units	
A/600/0656	Understanding visual merchandising for retail business
D/502/5801	Understanding retail consumer law
H/502/5797	Understanding the handling of customer payments in a retail business
K/502/5817	Understanding security and loss prevention in a retail business
F/502/5810	Understanding the control, receipt and storage of stock in a retail business
H/502/5802	Understanding how the effectiveness of store operations can be improved
Fashion retail	
L/600/0628	Understanding fashion retail personal shopping and styling
H/600/0635	Understanding fashion trends and forecasting
M/600/0637	Understanding the fashion retail market
Beauty	
A/600/0625	Understanding the retail sale of skin care products
J/600/0630	Understanding the retail sale of perfumery products
Y/600/0633	Understanding the retail sale of nail care products
M/600/0640	Understanding the retail sale of cosmetics
F/600/0643	Understanding the retail sale of beauty products
R/600/0646	Understanding the evolution of beauty retailing
Grocery and newspapers	
H/600/0652	Understanding how retailers sell National Lottery products and services
K/600/0653	Understanding the storage, monitoring and replenishment of fresh produce in a retail outlet
M/600/0654	Understanding the storage, monitoring and replenishment of chilled food items in a retail outlet
T/600/0655	Understanding the features of different types of alcoholic beverages sold in retail outlet
Y/600/0650	Understanding how stocks of newspapers and magazines are controlled in retail outlet
D/600/0651	Understanding how retailers operate home delivery services for newspapers and magazines
Garden retail	
F/600/2652	Understanding the nature, uses and importance of product information in a retail outlet selling gardening products
K/600/2659	Understanding the management of delivery of plants into a retail business
H/600/2661	Understanding how the growth and development of plants is promoted and monitored in a retail outlet
M/600/2663	Understanding plant nomenclature, terminology and identification
F/600/2666	Understanding the control of pests and diseases which may affect plants in a retail

Contact us

If you would like more information about our range of retail qualifications, please contact us on 0844 576 0045, email wbl@edexcel.com or visit www.edexcel.com