



PART OF **nocn** GROUP

# QUALIFICATION SPECIFICATION

## NOCN Retail Skills Qualifications

**NOCN Level 2 Certificate in Retail Skills**

**Qualification No: 600/7146/1**

**NOCN Level 2 Diploma in Retail Skills**

**Qualification No: 600/7147/3**

**Operational Start Date: 1 December 2012**

**Version: 4.0 – June 2023**

**To know more about NOCN:**

- Visit the NOCN website: [www.nocn.org.uk](http://www.nocn.org.uk)
- Call the Customer Service Team: **0300 999 1177**

## Introduction

NOCN is a market-leading awarding organisation that has been providing qualifications for a wide range of Centres, including FE colleges and training providers, for 30 years both in the UK and internationally.

We work with Centres to deliver a high quality and flexible service for learners to underpin our passionate belief in the power of education and its impact on communities and individuals.

We offer all the advantages of being with a national awarding organisation with a diverse portfolio of qualifications, alongside providing a personalised, bespoke, service to our Centres and learners.

As an accredited Leader in Diversity we are proud of our reputation as a provider of fully accessible, trusted and flexible qualifications.

## About NOCN Group

NOCN is part of NOCN Group, a progressive educational charity whose core aims are to help learners reach their potential and organisations thrive. The group includes business units specialising in regulated UK and international qualifications, end point assessment, endorsed programmes and assured short courses, Smart job cards, assessment services, consultancy, and research.

NOCN Group shares a joint purpose to offer learners, training providers, employers, and FE Colleges a fully integrated range of learning and skills development products and services.

Information about all our courses and qualifications is available from our website:

[www.nocn.org.uk/](http://www.nocn.org.uk/)

### Summary of changes

This section summarises the changes to the qualification specification since the last version (version 3.0 March 2019).

Version	Publication date	Summary of Amendments
4.0	June 2023	<ul style="list-style-type: none"> <li>• Wording aligned with latest NOCN qualification specification template.</li> <li>• Updated Centre requirements. Added specific qualification requirements for Tutor, Assessor and Internal Quality Assurer (page 18)</li> </ul>

## Qualifications at a Glance

Title	Size
NOCN Level 2 Certificate in Retail Skills	TQT = 240 GLH = 73 Credits = 24
NOCN Level 2 Diploma in Retail Skills	TQT = 370 GLH = 116 Credits = 37
Purpose	Target Audience
<p>These qualifications aim to provide regulation to those learners able to demonstrate competence against the occupational standards defined for retail skills at Level 2. They are job-ready qualifications which require learners to demonstrate the skills and knowledge required when working in the retail industry.</p>	<p>These qualifications are aimed at those working in their first retail role, or those who wish to progress in the retail sector.</p>
Content Overview	Entry Requirements
<p>These qualifications will provide learners with the opportunity to develop skills in areas such as:</p> <ul style="list-style-type: none"> <li>• The business of retail</li> <li>• Customer service in the retail sector</li> <li>• Maintaining health, safety and security on retail premises</li> <li>• The retail selling process</li> <li>• Stock control</li> <li>• Handling customer payments</li> <li>• Working effectively in a retail team.</li> </ul>	<p>Learners will need be a minimum of 16 years of age.</p>
Assessment	Additional Resources
<p>These qualifications are assessed via portfolio of evidence.</p> <p>These qualifications are graded at PASS/FAIL</p>	<p>There are no additional resources for these qualifications.</p>

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## 1. Overview of Qualifications

These qualifications are vocationally based and offer the opportunity for learners to demonstrate an achievement of knowledge and practical skills in Retail Skills.

The NOCN Level 2 Certificate and Diploma in Retail Skills qualifications are designed for people working in the retail industry, including retail salespeople, retail assistants, counter assistants, stockroom/warehouse assistants, visual merchandisers, cash point operators and managers of these roles.

### 1.1. Entry Requirements

Learners will need to be a minimum of 16 years of age and...

The learner must be able to demonstrate the requirements of the qualifications and have access to required assessment opportunities and relevant resources. Please refer to specific assessment requirements on individual components for more information.

Centres should undertake initial assessment activities with learners to ensure either is an appropriate qualification for them, and they can achieve the level they will be studying before enrolling them on a programme of learning.

### 1.2. Progression Routes

Achievement of each qualification confirms the learner has gained the knowledge and skills required to work in, and progress within, the retail sector. Learners can progress to qualifications at Level 3 in subjects such as Management and Customer Service.

## 2. Qualification Details

### 2.1 Qualification Structure

The **NOCN Level 2 Certificate in Retail Skills** is a **24**-credit qualification with a Total Qualification Time (TQT) of 240 hours, of which **73** are Guided Learning Hours (GLH).

Learners **must** achieve a minimum of **24** credits. 8 credits must be taken from Mandatory Group A. A minimum of 7 credits must be taken from Mandatory Group B. The remaining credits can be achieved from any combination of units in Mandatory Group B, Optional Group C and Optional Group D. A maximum of 5 credits can be taken from Optional Group C. A maximum of 9 credits can be taken from Optional Group D.

#### Mandatory Group A

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Work effectively in a retail team	2	8	M	T/503/5735

#### Mandatory Group B

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Receive goods and materials into storage in a retail environment	L2	4	O	R/503/5659
Place goods and materials into storage in a retail environment	L2	4	O	J/503/5660
Keep stock on sale at required levels in a retail environment	L2	3	O	L/503/5661
Process customer orders for goods in a retail environment	L2	3	O	R/503/5662
Process returned goods in a retail environment	L2	3	O	Y/503/5663
Assemble products for display in a retail environment	L2	2	O	H/503/5665
Hand-process fish in a retail environment	L2	6	O	K/503/5666
Process greengrocery products for sale in a retail environment	L2	7	O	M/503/5667
Finish meat products by hand in a retail environment	L2	9	O	T/503/5668
Organise own work to meet a dough production schedule in a retail environment	L2	10	O	A/503/5672
Select, weigh and measure bakery ingredients	L2	3	O	D/601/4551

Hand-divide, mould and shape fermented dough	L2	4	O	T/601/4555
Maintain food safety while working with food in a retail environment	L2	6	O	J/503/5674
Pick products in a retail environment to fulfil customer orders	L2	4	O	R/503/5676
Check stock levels and sort out problems with stock levels in a retail environment	L2	2	O	D/503/5678
Maintain moisture levels for crops or plants	L2	2	O	R/502/0854
Provide nutrients to crops or plants	L2	2	O	L/502/0853
Remove unwanted plant growth to maintain development	L2	5	O	Y/502/1214
Identify and report the presence of pests, diseases and disorders	L2	3	O	K/502/1511
Finish bake-off food products in a retail environment	L2	3	O	H/503/5679
Glaze, coat or decorate bake-off products for sale in a retail environment	L2	3	O	Y/503/5680
Display stock to promote sales to customers in a retail environment	L2	5	O	M/503/5684
Help customers to choose products in a retail environment	L2	6	O	T/503/5685
Carry out promotional campaigns in a retail environment	L2	4	O	A/503/5686
Deal with customer queries and complaints in a retail environment	L2	4	O	F/503/5687
Demonstrate products to customers in a retail environment	L2	3	O	J/503/5688
Process payments for purchases in a retail environment	L2	4	O	L/503/5689
Process applications for credit agreements offered in a retail environment	L2	5	O	F/503/5690
Promote loyalty schemes to customers in a retail environment	L2	3	O	J/503/5691
Provide a bra fitting service in a retail environment	L2	10	O	Y/503/5694
Follow guidelines for planning and preparing visual merchandising displays	L2	5	O	D/503/5695
Dress visual merchandising displays to attract customers	L2	7	O	H/503/5696
Order and position signage and graphics for visual merchandising displays	L2	3	O	K/503/5697
Dismantle and store props and graphics from visual merchandising displays	L2	3	O	M/503/5698

Make props and decorate fixtures and panels for visual merchandising displays	L2	10	O	T/503/5699
Assemble visual merchandising displays	L2	4	O	D/503/5700
Follow point-of-sale procedures for age-restricted products in a retail environment	L2	2	O	J/503/5707
Provide National Lottery products to customers	L2	4	O	L/503/5708
Advise customers on the fixing and care of tiles	L2	6	O	R/503/5709
Cash up in a retail environment	L2	2	O	L/503/5711
Promote a retail store's credit card to customers in a retail environment	L2	3	O	R/503/5712
Provide service to customers in a dressing room in a retail environment	L2	3	O	Y/503/5713
Promote food or drink products by offering samples to customers	L2	2	O	D/503/5714
Deliver goods from a retail environment to the customer's delivery address	L2	3	O	H/503/5715
Help customers to apply for a retail store's credit card and associated insurance products	L2	4	O	M/503/5717
Help customers to choose delicatessen products in a retail environment	L2	3	O	T/503/5718
Portion delicatessen products to meet customer requirements in a retail environment	L2	2	O	A/503/5719
Merchandise plants and other relevant products	L2	6	O	J/502/0771
Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	L2	4	O	T/503/5721
Operate a customer record card system on a beauty counter in a retail environment	L2	2	O	A/503/5722
Give customers a positive impression of yourself and your organisation	L2	5	O	L/601/0933
Protect own and others' health and safety when working in a retail environment	L2	5	O	Y/503/5727
Reduce security risks in a retail environment	L2	5	O	D/503/5728
Prepare newspapers and magazines for return to merchandisers	L2	2	O	A/503/5736



Check the accuracy of records of hours worked by staff in a retail environment	L2	4	O	J/503/5738
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Optional Group C

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Sort donated goods for resale or recycling in a retail environment	L1	3	O	D/503/5664
Maintain food safety while working with food in a retail environment	L1	5	O	F/503/5673
Load orders for despatch from a retail store to customers	L1	3	O	Y/503/5677
Provide a counter and takeaway service	L1	3	O	L/601/5016
Contribute to monitoring and maintaining ease of shopping in a retail sales area	L1	2	O	K/503/5716

Optional Group D

Unit Title	Level	Credit	Mandatory or Optional	Ofqual Unit Ref
Audit stock levels and stock inventories in a retail environment	L3	6	O	A/503/5669
Manage staff to receive goods in a retail environment	L3	5	O	D/503/5681
Organise and monitor the storage of stock in a retail environment	L3	6	O	H/503/5682
Maintain the availability of goods on display in a retail environment to promote sales	L3	6	O	L/503/5692
Manage the payment transaction process in a retail environment	L3	9	O	R/503/5693
Choose merchandise to feature in visual merchandising displays	L3	6	O	H/503/5701
Manage the use of signage and graphics in visual merchandising displays	L3	7	O	K/503/5702
Evaluate the effectiveness of visual merchandising displays	L3	9	O	M/503/5703
Contribute to improving a retail organisation's visual merchandising policy	L3	8	O	A/503/5705
Help customers to choose specialist products in a retail environment	L3	8	O	M/503/5720

Produce staffing schedules to help a retail team to	L3	5	O	K/503/5733
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The **NOCN Level 2 Diploma in Retail Skills** is a **37**-credit qualification with a Total Qualification Time (TQT) of **116** hours, of which **370** are Guided Learning Hours (GLH).

Learners **must** achieve a minimum of **37** credits. 8 credits must be taken from Mandatory Group A. A minimum of 14 credits must be taken from Mandatory Group B. The remaining credits can be achieved from any combination of units in Mandatory Group B, Optional Group C and Optional Group D. A maximum of 5 credits can be taken from Optional Group C. A maximum of 15 credits can be taken from Optional Group D.

Mandatory Group A

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Work effectively in a retail team	L2	8	M	T/503/5735

Mandatory Group B

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Receive goods and materials into storage in a retail environment	L2	4	O	R/503/5659
Place goods and materials into storage in a retail environment	L2	4	O	J/503/5660
Keep stock on sale at required levels in a retail environment	L2	3	O	L/503/5661
Process customer orders for goods in a retail environment	L2	3	O	R/503/5662
Process returned goods in a retail environment	L2	3	O	Y/503/5663
Assemble products for display in a retail environment	L2	2	O	H/503/5665
Hand-process fish in a retail environment	L2	6	O	K/503/5666
Process greengrocery products for sale in a retail environment	L2	7	O	M/503/5667
Finish meat products by hand in a retail environment	L2	9	O	T/503/5668
Organise own work to meet a dough production schedule in a retail environment	L2	10	O	A/503/5672
Select, weigh and measure bakery ingredients	L2	3	O	D/601/4551
Hand-divide, mould and shape fermented dough	L2	4	O	T/601/4555

Maintain food safety while working with food in a retail environment	L2	6	O	J/503/5674
Pick products in a retail environment to fulfil customer orders	L2	4	O	R/503/5676
Check stock levels and sort out problems with stock levels in a retail environment	L2	2	O	D/503/5678
Maintain moisture levels for crops or plants	L2	2	O	R/502/0854
Provide nutrients to crops or plants	L2	2	O	L/502/0853
Remove unwanted plant growth to maintain development	L2	5	O	Y/502/1214
Identify and report the presence of pests, diseases and disorders	L2	3	O	K/502/1511
Finish bake-off food products in a retail environment	L2	3	O	H/503/5679
Glaze, coat or decorate bake-off products for sale in a retail environment	L2	3	O	Y/503/5680
Display stock to promote sales to customers in a retail environment	L2	5	O	M/503/5684
Help customers to choose products in a retail environment	L2	6	O	T/503/5685
Carry out promotional campaigns in a retail environment	L2	4	O	A/503/5686
Deal with customer queries and complaints in a retail environment	L2	4	O	F/503/5687
Demonstrate products to customers in a retail environment	L2	3	O	J/503/5688
Process payments for purchases in a retail environment	L2	4	O	L/503/5689
Process applications for credit agreements offered in a retail environment	L2	5	O	F/503/5690
Promote loyalty schemes to customers in a retail environment	L2	3	O	J/503/5691
Provide a bra fitting service in a retail environment	L2	10	O	Y/503/5694
Follow guidelines for planning and preparing visual merchandising displays	L2	5	O	D/503/5695
Dress visual merchandising displays to attract customers	L2	7	O	H/503/5696
Order and position signage and graphics for visual merchandising displays	L2	3	O	K/503/5697
Dismantle and store props and graphics from visual merchandising displays	L2	3	O	M/503/5698

Make props and decorate fixtures and panels for visual merchandising displays	L2	10	O	T/503/5699
Assemble visual merchandising displays	L2	4	O	D/503/5700
Follow point-of-sale procedures for age-restricted products in a retail environment	L2	2	O	J/503/5707
Provide National Lottery products to customers	L2	4	O	L/503/5708
Advise customers on the fixing and care of tiles	L2	6	O	R/503/5709
Cash up in a retail environment	L2	2	O	L/503/5711
Promote a retail store's credit card to customers in a retail environment	L2	3	O	R/503/5712
Provide service to customers in a dressing room in a retail environment	L2	3	O	Y/503/5713
Promote food or drink products by offering samples to customers	L2	2	O	D/503/5714
Deliver goods from a retail environment to the customer's delivery address	L2	3	O	H/503/5715
Help customers to apply for a retail store's credit card and associated insurance products	L2	4	O	M/503/5717
Help customers to choose delicatessen products in a retail environment	L2	3	O	T/503/5718
Portion delicatessen products to meet customer requirements in a retail environment	L2	2	O	A/503/5719
Merchandise plants and other relevant products	L2	6	O	J/502/0771
Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment	L2	4	O	T/503/5721
Operate a customer record card system on a beauty counter in a retail environment	L2	2	O	A/503/5722
Give customers a positive impression of yourself and your organisation	L2	5	O	L/601/0933
Protect own and others' health and safety when working in a retail environment	L2	5	O	Y/503/5727
Reduce security risks in a retail environment	L2	5	O	D/503/5728
Prepare newspapers and magazines for return to merchandisers	L2	2	O	A/503/5736

Check the accuracy of records of hours worked by staff in a retail environment	L2	4	O	J/503/5738
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Optional Group C

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Sort donated goods for resale or recycling in a retail environment	L1	3	O	D/503/5664
Maintain food safety while working with food in a retail environment	L1	5	O	F/503/5673
Load orders for dispatch from a retail store to customers	L1	3	O	Y/503/5677
Provide a counter and takeaway service	L1	3	O	L/601/5016
Contribute to monitoring and maintaining ease of shopping in a retail sales area	L1	2	O	K/503/5716

Optional Group D

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Audit stock levels and stock inventories in a retail environment	L3	6	O	A/503/5669
Source required goods and services in a retail environment	L3	10	O	T/503/5671
Monitor and help improve food safety in a retail environment	L3	11	O	L/503/5675
Manage staff to receive goods in a retail environment	L3	5	O	D/503/5681
Organise and monitor the storage of stock in a retail environment	L3	6	O	H/503/5682
Maintain the availability of goods on display in a retail environment to promote sales	L3	6	O	L/503/5692
Manage the payment transaction process in a retail environment	L3	9	O	R/503/5693
Choose merchandise to feature in visual merchandising displays	L3	6	O	H/503/5701
Manage the use of signage and graphics in visual merchandising	L3	7	O	K/503/5702

displays				
Evaluate the effectiveness of visual merchandising displays	L3	9	O	M/503/5703
Manage budgets for visual merchandising projects	L3	10	O	T/503/5704
Contribute to improving a retail organisation's visual merchandising policy	L3	8	O	A/503/5705
Design visual merchandising display layouts	L3	10	O	F/503/5706
Help customers to choose alcoholic beverages in a retail environment	L3	10	O	J/503/5710
Help customers to choose specialist products in a retail environment	L3	8	O	M/503/5720
Deputise for the leader of a retail team	L3	11	O	Y/503/5730
Contribute to the continuous improvement of retail operations within own area of responsibility	L3	10	O	D/503/5731
Manage the prevention of wastage and loss in a retail environment	L3	11	O	H/503/5732
Produce staffing schedules to help a retail team to achieve its targets	L3	5	O	K/503/5733
Monitor and maintain health and safety in a retail environment	L3	13	O	M/503/5734
Monitor and support secure payment point use during trading hours	L3	3	O	F/503/5737

## 2.2 Total Qualification Time (TQT)

Through consultation with users, TQT has been agreed by considering the total number of learning hours required for the average learner to achieve the qualifications.

TQT is split into two areas:

Area	Example of activities
<p><b>1. Guided Learning Hours (GLH):</b></p> <ul style="list-style-type: none"> <li>• learning activity under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training</li> <li>• includes the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training</li> </ul>	<ul style="list-style-type: none"> <li>• Classroom-based learning supervised by a teacher</li> <li>• Work-based learning supervised by a teacher</li> <li>• Live webinar or telephone tutorial with a teach in real time</li> <li>• E-learning supervised by a teacher in real time</li> <li>• All forms of assessment which take place under the immediate guidance or supervision of an appropriate provider of training</li> <li>• Exam time</li> </ul>
<p><b>2. Other Learning Hours (OLH):</b></p> <ul style="list-style-type: none"> <li>• an estimate of the number of hours a learner will spend, as directed by (but not under the immediate guidance or supervision of) a lecturer, supervisor, tutor or other appropriate provider of education or training, including:                             <ul style="list-style-type: none"> <li>○ preparatory work</li> <li>○ self-study</li> <li>○ any other form of education or training, including assessment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Independent and unsupervised research/learning</li> <li>• Unsupervised compilation of a portfolio of work experience</li> <li>• Unsupervised e-learning</li> <li>• Unsupervised e-assessment</li> <li>• Unsupervised coursework</li> <li>• Watching a pre-recorded podcast or webinar</li> <li>• Unsupervised work-based learning</li> </ul>

## 2.3 Assessment and Evidence

The qualification assessments for each qualification are internally set, internally assessed and externally quality assured.

### Internal assessment

Internal assessment activity must ensure evidence of achievement against **all** the requirements specified within each component of each qualification.

For assessments that are internally set, the IQA will need to ensure pre-verification of assessment tasks take place prior to its use to ensure that it is an appropriate assessment tool, that it is inclusive to learners of all needs, that it meets the principles of assessment and does not hinder learner attainment of the NOCN assessment evidence requirements.

Refer to the NOCN Quality Assurance Manual for further information on the Internal Quality Assurance process. This can be found on the NOCN website at [www.nocn.org.uk](http://www.nocn.org.uk)

Centres must ensure that knowledge-based learning is at the correct level for the qualifications.

In broad terms, the retail sector holds the view that simulation is a practical and effective tool

for establishing skill and understanding, where naturally occurring evidence of competence is unavailable or infrequent. However, the sector feels that there is very little that can be assessed by simulation with the exception of:

- some aspects of Health & Safety and Security
- some basic functions that do not involve interaction with customer.

Assessment activities must be robust in that the assessment decisions are made based on evidence, which is valid, authentic, current, sufficient and reliable regarding the assessment taking place:

<b>Valid</b>	The validity of an assessment decision is ensuring that the right thing has been assessed in the right way to deliver an accurate assessment result.
<b>Authentic</b>	The assessment process must ensure that all evidence of achievement is authentic in that it has been created solely by the learner (unless otherwise required) and has not been plagiarised. If work was not authentic, it would undermine the entire the assessment process and overall qualification system.
<b>Current</b>	The assessment process must ensure that the evidence used to claim qualification or unit achievement reflects current industry/qualification practice. This can be done by ensuring that the evidence is relevant at the time of the assessment as well as ensuring that the assessor has used the most-up-date assessment documentation.
<b>Sufficient</b>	The Assessor must review assessment evidence to judge whether the learner has generated enough evidence at the right level to confidently cover all relevant learning outcome or assessment criteria requirements. The Assessor must also ensure their records of the assessment are complete, legible and accurate.
<b>Reliable</b>	The Assessor must ensure that they are making reliable and consistent assessment decisions across their learners and with other Assessors within the Centre. Assessment decisions must also be consistent over time and across academic/programme cycles. This can be supported by attending standardisation activities.

### 2.4 Fair and Equitable Assessment

Assessment must be designed to be accessible and inclusive, and the assessment methodology must be appropriate for individual assessment, giving due consideration to any assessment requirements attached to individual components.

### 2.5 Learners with Particular Requirements

If you are a NOCN Recognised Centre and have learners with particular requirements, please see the **NOCN Reasonable Adjustments and Special Considerations Policy and Procedure** found on the NOCN website at [www.nocn.org.uk](http://www.nocn.org.uk)

This policy gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the assessment criteria.

The NOCN Centre Approval process requires the Centre to hold policy statements on Equal Opportunities, Diversity and Disability Discrimination, which will be reviewed by NOCN.



Please refer to the NOCN Quality Assurance Manual for further details.

### **2.6 Recognised Prior Learning**

Recognising Prior Learning is an assessment process that recognises learning that has its origins in a learner's experience and/or previous formal and informal learning contexts. This includes knowledge and skills gained within school, college, university and outside formal learning situations such as through life, employment, apprenticeships and other work experiences.

NOCN is committed to the Recognition of Prior Learning (RPL) and has developed a policy and procedures to inform and support Centres. This is available on the NOCN website at [www.nocn.org.uk](http://www.nocn.org.uk)

### **2.7 Assessment and Evidence for the Components**

Forms and guidance for gathering learner evidence against the individual assessment criteria are available for download in Word format on the NOCN website:

[http://www.nocn.org.uk/qualifications\\_and\\_units/additional\\_qualification\\_documents](http://www.nocn.org.uk/qualifications_and_units/additional_qualification_documents).

## 3. Centre Information

### 3.1 Required Resources for Delivering the Qualifications

As part of the requirement to deliver the qualifications there is an expectation that staff undertaking roles as part of the delivery and assessment of these qualifications have a demonstrable level of expertise.

NOCN expects that Tutors and Assessors can demonstrate the following competencies:

#### 3.1.1 Tutor Requirements

- Be subject matter experts, hold or be registered as working towards, a recognised education and training qualification, have experience of delivering training within this subject area. The minimum expectation is that the level of competence of the Tutor should be at the same level as the training that is to be delivered.

#### 3.1.2 Assessor Requirements

- Be technically competent, have experience of carrying out assessment activities and hold, or be registered as working towards, a recognised assessing qualification. The minimum expectation is that the level of competence of the Assessor should be at the same level as the qualification being assessed.

#### 3.1.3 Internal Quality Assurer Requirements

Each centre must have internal quality assurance policies and procedures in place to ensure that decisions made by Assessors are appropriate, consistent, fair and transparent, and that they do not discriminate against any learner. The policies and procedures must be sufficient to secure the quality of the award, ensuring validity, reliability and consistency.

NOCN expects that an Internal Quality Assurer is able to demonstrate the following competencies, they should:

- Have an understanding of the subject area, have experience in carrying out internal quality assurance activities and hold, or be registered as working towards, a recognised Internal Quality Assurance qualification. The minimum expectation is that the level of competence should be at the same level as the qualification being quality assured.

NOCN supports and recognises Centres' internal quality assurance systems which support the above; any system should include standardisation and sharing of good practice.

Centre staff may undertake more than one role, e.g. tutor, assessor or internal quality assurer, but they **cannot** carry out any quality assurance on work that they have previously assessed.

Refer to the **NOCN Quality Assurance Manual** for further information on the Internal Quality Assurance process. This can be found on the NOCN website at [www.nocn.org.uk](http://www.nocn.org.uk)

### 3.1.4 Continuing Professional Development (CPD)

Centres are expected to support their staff, ensuring that their subject knowledge remains current and that their members of staff are up to date with regards to best practice in delivery, assessment and quality assurance.

### 3.1.5 External Quality Assurance

Once recognised as a Centre, NOCN will allocate an External Quality Assurer. The External Quality Assurer will have ongoing responsibility for monitoring the Centre's compliance with the requirements of recognised Centre approval status.

The External Quality Assurer will make regular visits to all Centres. During these visits they will:

Monitor the Centre's compliance with the Centre approval criteria by reviewing course documentation, meeting managers, tutors, internal quality assurers, learners, and administrative staff.

Review the standard of the Centre's assessment and internal quality assurance practices and decisions to determine whether all assessment requirements are met to support safe and valid claims for certification.

Refer to the **NOCN Quality Assurance Manual** for further information on the External Quality Assurance process. This can be found on the NOCN website at [www.nocn.org.uk](http://www.nocn.org.uk)

## 3.2 Offering the Qualifications

### Existing Centres

If you are already recognised to offer NOCN qualifications and would like more information about offering these qualifications, please contact: [business-enquiries@nocn.org.uk](mailto:business-enquiries@nocn.org.uk), alternatively use Horizon to add these qualifications to your Centre.

### New Centres

If you are interested in offering these qualifications, but are not yet a NOCN Approved Centre and would like more information about becoming a NOCN Centre and offering these qualifications please see **Become a Registered Centre** on our website <https://www.nocn.org.uk/customers/nocn-centres/> and click Become a Centre.

## 4. Component Information

The NOCN Level 2 Certificate in Retail Skills and NOCN Level 2 Diploma in Retail Skills consist of Mandatory and Optional components. The qualification structures (**see section 2**) set out the rules for achieving each qualification.

To achieve each qualification a learner must provide evidence of learning and achievement against all the assessment requirements within each of their chosen components.

A copy of all Mandatory components can be downloaded via the NOCN website.

[NOCN Level 2 Certificate in Retail Skills](#)

[NOCN Level 2 Diploma in Retail Skills](#)

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