

THE NZQA NATIONAL
CERTIFICATE IN:**RETAIL (LEVEL 2)****Save Time and Money!**

Instant Education Solutions' unit standard delivery packages are a complete teaching and assessment solution for institutions assessing the NZQA National Certificate in Retail Level 2 (Version 4).

NCR (L2) PACK

(50 credits total)

Each Folder Includes:

- Teaching Guide
- Assessment Guide with answers and Assessment Schedule
- Learner workbook with unlimited reproduction rights for up to four sites
- NZQA Unit Standard and Accreditation and Moderation Action Plan

You have everything you need to start teaching.

The Teaching and Assessment Guide includes special notes for teachers, and red letter answers for activities, so you always know what is going on. You can photocopy the Learner Workbook as many times as you like – saving money and time.

COMPULSORY UNIT STANDARDS

(27 credits)

Unit	L	C	Title
62	2	2	Maintain personal presentation in the workplace
64	1	2	Perform calculations for the workplace
497	1	3	Demonstrate knowledge of workplace health and safety requirements
1277	2	3	Communicate information in a specified workplace
11941	2	2	Build rapport with customers
11968	2	4	Maintain and integrate knowledge of legislation applicable to sale of goods and services
11971	1	3	Use safe work practices in a retail or distribution environment
11974	2	4	Participate in a team in a retail or distribution environment
19583	2	4	Demonstrate knowledge of products in a retail or distribution environment

ELECTIVE UNIT STANDARDS

(A minimum of 23 credits at level 2 or above)

A minimum of 23 credits at level 2 or above from specified domains, (refer to the NZQA document for NC Retail L2). Below is a list which Instant can currently offer that meet this criteria:

Unit	L	C	Title
57	2	2	Provide customer service in given situations
103	2	3	Use data entry skills to input computer data
376	3	2	Employ customer service techniques for differing customer behaviours in a given situation
403	2	3	Receive customer payments
405	2	3	Demonstrate knowledge of consumerism
406	2	4	Maintain and take care of stock
422	3	3	Create in-store displays in a retail or distribution environment
11817	3	4	Serve customers face to face in a wide range of contexts
11831	3	6	Apply skills and qualities of a salesperson in a retail or distribution environment
11938	2	2	Assist customers to select goods and/or services face to face
11939	3	3	Respond to customers' complaints by telephone in a retail or distribution environment
11940	3	4	Respond to customers' complaints face to face in a retail or distribution environment
11941	2	2	Build rapport with customers
11942	2	3	Demonstrate knowledge of customers' shopping and buying motives

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THE NZQA NATIONAL
CERTIFICATE IN:**RETAIL (LEVEL 2)***Resources for the NZQA National Certificate in Retail Level 2 (Version 4), continued...*

ELECTIVE UNIT STANDARDS

Continued....

Unit	L	C	Title
11949	2	2	Create displays using supplied materials in a retail or distribution environment
11951	2	2	Present goods for sale in a retail or distribution environment
11955	2	2	Count and prepare takings for banking in a retail or distribution environment
11956	3	3	Prepare a float and reconcile sales records and takings in a retail or distribution environment
11958	2	4	Demonstrate knowledge of stock management procedures and systems in a retail or distribution environment
11987	2	5	Assist customers to select fitted goods
12003	2	4	Demonstrate knowledge of principles of buying and selling goods
12008	2	6	Demonstrate knowledge of buying and selling in a retail or distribution environment
20248	2	2	Complete checkout sales transactions

**RETAIL (LEVEL 2)
SPECIAL PACKAGE DEALS**• **COMPLETE PACK****15%** off each unit

Up to 18 folders. 9 Compulsory Units Standards, plus approximately 9 Elective Unit Standards.

Approximate Pricing

Folder & CD	CD Only
\$5,441	\$4,294

Examples prices only – prices will vary according to the units chosen. All prices exclude postage and GST.