

NOCN ENTRY LEVEL CERTIFICATE IN PREPARING FOR FURTHER LEARNING OR EMPLOYMENT (ENTRY 3) (RETAIL) RESOURCE MAPPING DOCUMENT

This mapping document highlights which resources are available to support the delivery of the NOCN Entry Level Certificate in Preparing for Further Learning or Employment (Entry 3)(Retail).

All resources can be found on the Skills4Worcestershire website, using the [Passport to Retail](#) page or the [Passport to Hospitality](#) page.

<p>Customer Service in Retailing - A/650/1899</p>	
<p>Learning Objectives:</p>	<p>Lesson Plan UN1E100 – Customer Service Greetings</p>
<p>1. Know about good customer service in a retail environment</p> <p>a) State the meaning of the term 'customer service'. b) Identify why it is important to provide good customer service c) Give examples of good customer service in a retail store.</p>	<p>a) UN1E103 - Common Retail & Customer Service Terms b) UN1E104 - Comment Card Activity c) UN3E306 - Other Retail Tips</p>
<p>2. Know how to deliver effective customer service in a retail environment to customers</p> <p>a) Greet customers politely. b) Respond appropriately to basic customer queries. c) Refer customer queries that they cannot answer to another team member.</p>	<p>a) UN1E101 and UN1E102 - Greeting a Customer and Customer Service Greetings Activity b) Lesson Plan UN1E100 - Customer Service Greetings c) P2H UN2E205 - Listening Skills and P2H UN2E107 - Dealing with a Complaint</p>

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Handling Customer Payments in Retailing - K/650/1900	
Learning Objectives:	Lesson Plan UN3E100 - Retail Payments
1. Know about the methods of payment accepted from retail customers a) List the different methods that a customer can use to pay b) Identify how to do a cash/card payment securely	a) UN3E101 - Payment Methods in Store and Online b) UN3E102 - Card Payments and UN3E104 - Cash Payments
2. Know how to take a cash payment a) Request the correct amount from the customer b) Check the cash amount handed over by the customer c) Provide the correct change d) Store the cash safely	a) UN3E103 - Payments Activities and UN3E105 - Cash and Card Activities b) UN3E104 - Cash Payments c) UN3E105 - Cash and Card Payments Activities d) UN3E105 - Cash and Card Payments Activities
3. Know how to take a non-cash payment a) Request the correct amount from the customer b) Follow organisational instructions to process the payment	a) UN3E102 - Card Payments and UN3E105 - Cash and Card Payment Activities b) UN3E102 - Card Payments

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<p>Introduction to Retailing - L/650/1901</p>	
<p>Learning Objectives:</p>	<p>Lesson Plan UN2E100 - Types of Retailers</p>
<p>1. Know about different types of retailers</p> <p>a) Identify different types of retailers b) Give examples of the products and/or services that retailers provide</p>	<p>a) UN2E101 - Types of Retailers, UN2E102 - Product Types and UN2E103 - Products Activity b) UN2E105 - Types of Service</p>
<p>2. Know about retail job roles</p> <p>a) Identify different functions in retail stores b) Identify the entry-level job roles available in retail stores and what they are responsible for c) List the skills required for a typical entry-level retail job role</p>	<p>a) UN2E101 - Types of Retailers b) UN2E102 - Product Types and UN2E103 - Products Activity c) UN1E105, UN1E204, UN2E106, UN2E213 and UN3E106 - Examples of Job Descriptions.</p>

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Stock Handling in Retailing - R/650/1903	
Learning Objectives:	Lesson Plan UN2E200 - Product Stores and Stocking
<p>1. Know how to unpack and move stock</p> <p>a) Safely remove stock from its packaging b) Dispose of packaging safely c) Follow given instructions about how to move goods and materials safely</p>	<p>a) UN2E301 - Bad vs Good Displays Activity and UN2E212 - Removing Packaging Safely b) UN2E212 - Removing Packaging Safely c) UN2E207 - Hazards vs Risk, UN2E208 - Hazards in Retail and UN2E210 - Manual Handling</p>
<p>2. Know how to store stock safely</p> <p>a) Put stock in an identified storage area safely b) Give each product line its own location in the store c) Stack crates or containers by date order</p>	<p>a) UN2E211 - Working at Height, UN2E208 - Hazards in Retail and UN2E201 - Types of Storage b) UN2E206 - New Stock Activity and UN2E302 - Rules to Visual Merchandising c) UN2E202 - First In First Out Stock Rotation and UN2E203 - First In First Out Checklist</p>
<p>3. Know how to display stock on shelves</p> <p>a) Follow given instructions to position stock items on shelves in the right place, order and quantities</p>	<p>a) UN2E202 - First In First Out Stock Rotation and UN2E203 - First In First Out Checklist</p>

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Employability Skills - Y/650/0492	
Learning Objectives:	Lesson Plan UN4E100 - Becoming Employed and UN4E200 - During Employment
1. Understand the need for Health and Safety procedures at work a) List reasons for Health and Safety procedures at work b) Identify key safety signs c) Identify safe clothing for different types of work d) Outline how to maintain own safety at work	a) UN3E308 - The Health and Safety at Work Act b) P2H UN3E304 - Health and Safety Signs Activity 1, P2H UN3E305 - Health and Safety Signs Activity 2, P2H UN3E306 - Safety at Work Wordsearch, P2H UN3E307 - Spot the Hazards c) UN3E308 - The Health and Safety at Work Act d) P2H UN1E206 - Manual Handling
2. Be able to participate in tasks in a work-simulated environment a) Follow simple instructions b) Perform a work task c) Give an example of a problem with a task d) Give a possible solution to the problem	a) Any activity from lesson plans b) Any activity from lesson plans c) UN1E100 - Customer Service Greetings Lesson Plan d) UN1E100 - Customer Service Greetings Lesson Plan
3. Be able to work as part of a team a) Work with other team members to complete a task b) Identify why it is important to work with team members	a) Any group activity/role play activity from lesson plans b) UN4E204 - Other Support
4. Know about different communication methods used at work a) Identify the different ways that people use to communicate at work b) Identify effective and ineffective ways of communicating in the workplace	a) UN4E206 - Effective Communication b) UN4E206 - Effective Communication

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Preparation for Further Learning or Employment - R/650/0490	
Learning Objectives:	Lesson Plan UN4E100 - Becoming Employed
<p>1. Be able to identify their personal qualities, prior learning, skills and experience</p> <p>a) List their personal qualities, strengths, prior learning, skills and experience b) Know how to address opportunities and challenges during this learning programme</p>	<p>a) QA - Questionnaire b) QA - Questionnaire</p>
<p>2. Know how to address opportunities and challenges during this learning programme</p> <p>a) State any potential opportunities and challenges that may be present when looking for further learning or development opportunities b) Give examples of advantages that could be achieved from addressing these challenges</p>	<p>a) QA - Questionnaire b) QA - Questionnaire</p>
<p>3. Know how to plan to overcome challenges and achieve personal goals</p> <p>a) Produce a simple action plan identifying their next steps and deadlines to overcome challenges and achieve their goals</p>	<p>a) QA - Questionnaire</p>

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<p>Preparing for an Interview - T/650/0491</p>	
<p>Learning Objectives:</p>	<p>Lesson Plan UN4E100 - Becoming Employed</p>
<p>1. Understand how to prepare for an interview</p> <p>a) Find out information about the job or training course they are applying for b) Identify the people who may be involved in a recruitment interview c) Identify information that they may need to take with them to a recruitment interview d) Identify appropriate clothing to wear for the interview e) Prepare answers to potential questions that may be asked at the interview f) Identify questions to ask the interviewer at the end of the interview</p>	<p>a) UN4E103 - How to look for a job online b) UN4E108 - Interviewing Support c) UN4E104 - How to write a CV, UN4E105 - Job Application, UN4E106 - How to write a covering letter and UN4E108 - Interviewing Support d) UN4E108 - Interviewing Support e) UN4E109 - Mock Interview f) UN4E109 - Mock Interview</p>
<p>2. Be able to practice interview skills</p> <p>a) Give answers to straightforward, open interview questions b) Ask the interviewer questions at the end of the interview c) Identify what went well in the interview and what could be improved</p>	<p>a) UN4E109 - Mock Interview b) UN4E109 - Mock Interview c) UN4E108 - Interviewing Support</p>