

# NOS Retail Review 2024 - 2025: Summary

## Introduction

A National Occupational Standard (NOS) is a document that describes the knowledge, skills and understanding an individual needs to be competent at a job. They are statements of the standards of performance which individuals must achieve for effective performance in the workplace. A set of NOS is presented as a 'suite' – relating to a particular business area or occupation.

The retail suite of NOS contains 162 standards. In partnership with the retail sector, People 1st International is undertaking a review of the NOS. This document sets out the proposed changes and updates to the NOS.

## Proposed changes

This document provides a high-level overview of the proposed updates and changes to the retail NOS, summarising the key points for employers and stakeholders to review, without the need to go through each individual NOS. For those who want to explore the detailed tracked changes within each specific NOS document, you can access each individual NOS [here](#). Additionally, links are provided below to the standards that have had title updates or major changes to the standard.

- 1) The changes/updates listed below are **generic** and, unless otherwise stated, apply where relevant either across the NOS or to several NOS under review (amendments linked to punctuation, grammar, syntax and formatting have generally not been listed here):
  - “retail organisation” replaced with “workplace” (exception PPL.C267 “retail organisation” replaced with “retailers” in K&U2)
  - “legal” and “laws” changed to “legislation”
  - “legal requirements” changed to “relevant legislation”
  - “regulations” amended to “relevant legislation”
  - “paperwork” changed to “documentation” to account for digital alternatives and formats
  - “right” amended to “correct”
  - “floor” changed to “area”
  - “(your) workplace procedures” or “follow(ing) workplace procedures” added to PCs/K&Us where a standard needs to be set
  - “retail organisation’s rules” replaced with “workplace procedures”
  - “customer service standards” changed to “workplace procedures” where appropriate
  - “guidelines” replaced with “procedures” in line with other changes and NOS
  - “policies” incorporated within “procedures” where appropriate
  - Adverbs such as “promptly”, “accurately” and “correctly” removed

- List of roles in Overview or glossary replaced with “staff” or alternative where appropriate
- “retail” removed in some Overviews, most PCs and K&Us to reduce repetition
- “retail” removed from in front of “customers” in Overviews, PCs and K&Us to reduce repetition
- Addition of “according to the manufacturer’s instructions” in PCs and K&Us where relevant
- “personnel” changed to “staff”
- “protective clothing” changed to “personal protective equipment and clothing”
- Reference to “physical displays” added to PPL.C201, 202, 203
- Added references to recycling and non-recyclable waste to PCs and K&Us where relevant
- “tell” replaced by “inform” in PCs and K&Us where appropriate
- “visual design” changed to “retail displays”
- “visual merchandising experts” in Overviews changed to “staff” to make more accessible/generic for those working with displays
- “special requirements” changed to “additional needs”
- Bullet pointed lists in Overview replaced
- “record card” and “record card system” amended to “customer records”
- “cash register” replaced with “POS system”
- “chance” changed to “opportunity”
- “during rest and work activities” replaced with “at all times”
- “lifting and handling” replaced with “manual handling”

2) The following NOS have had **title changes/updates**:

<b>URN</b>	<b>Present title</b>	<b>Proposed new title</b>	<b>Change/update</b>
<a href="#">PPL.B105</a>	<i>Sort and prepare donated goods in a retail-charity organisation for selling or recycling</i>	<i>Sort and prepare donated goods for selling or recycling</i>	Removed “in a retail charity organisation”
<a href="#">PPL.B210</a>	<i>Process refunds and returns of retail goods</i>	<i>Process refunds, returns and exchanges of goods</i>	Added “..and exchanges” and removed “retail”
<a href="#">PPL.B247</a>	<i>Count stock levels and resolve problems with stock levels in a retail organisation</i>	<i>Count stock and resolve problems with stock levels in a retail organisation</i>	Previous title had “Count stock levels and ...”
<a href="#">PPL.B302</a>	<i>Manage staff and maintain stock records in a storage facility in a retail organisation</i>	<i>Manage staff and maintain stock in a storage facility in a retail organisation</i>	Removed “records” from “maintain stock” as majority of content is about maintaining stock in storage
<a href="#">PPL.B304</a>	<i>Organise an audit programme and put it into practice with a team in a</i>	<i>Organise an audit and put it into practice in a retail organisation</i>	Removed “programme” and reference to “with a team” as not required – “programme” also removed from content to correspond with this change

	<i>retail organisation</i>		
<a href="#">PPL.C252</a>	<i>Follow procedures for retail sales of age-restricted products</i>	<i>Follow procedures for retail sales of age-restricted products and services</i>	Added “and services” to the end of the title – “services” also added to other content of NOS to correspond with this change
<a href="#">PPL.C254</a>	<i>Maintain the retail customer record-card system in a retail organisation</i>	<i>Maintain customer records in a retail organisation</i>	Replaced “the retail customer record-card system” with “customer records” to bring in line with current systems and business needs as well as to make more generic – amended “records of retail customers” and “retail organisation database” to “customer records” in content to correspond with this change
<a href="#">PPL.C269</a>	<i>Cash up one or more payment registers</i>	<i>Cash up one or more Point of Sale (POS) systems</i>	Changed from “Cash up one or more payment registers” to bring in line with digital systems and coverage
<a href="#">PPL.C275</a>	<i>Promote sales of food or drink products by offering samples to customers and following relevant food safety requirements</i>	<i>Promote sales of food and drink products by offering samples to customers</i>	Removed “...and following relevant food safety requirements” as this is part of the process not the function
<a href="#">PPL.C278</a>	<i>Help customers to choose delicatessen products in a specialist retail organisation</i>	<i>Help customers to choose delicatessen products</i>	Removed “... in a specialist retail organisation” to make more generic and apply to all organisations with a delicatessen area or products on sale
<a href="#">PPL.C279</a>	<i>Portion delicatessen products to meet individual customers' requirements in a specialised retail organisation or specialist counter within a general retail organisation</i>	<i>Portion delicatessen products to meet individual customers' requirements</i>	Removed “... in a specialised retail organisation or specialist counter within a general retail organisation” to make more generic and there was also no reference to “specialist” in content
<a href="#">PPL.C311</a>	<i>Make and review plans for finding new retail clients</i>	<i>Make and review plans for finding new retail customers</i>	Changed “...retail clients” to “retail customers” to bring line with language of other retail NOS – “clients” amended to “customers” in content
<a href="#">PPL.C312</a>	<i>Market a retail organisation's services to potential clients</i>	<i>Market a retail organisation's services to potential customers</i>	Changed “clients” to “customers” in line with other retail NOS = “clients” amended to “customers” in content
<a href="#">PPL.C313</a>	<i>Provide a consultative selling service to retail clients</i>	<i>Provide a consultative selling service to retail customers</i>	Changed “clients” to “customers” in line with other retail NOS = “clients” amended to “customers” in content
<a href="#">PPL.C314</a>	<i>Provide an after-sales service to retail clients as a result of retail client consultations</i>	<i>Provide an after-sales service to retail customers as a result of customer consultations</i>	Changed “clients” to “customers” in line with other retail NOS = “clients” amended to “customers” in content

3) The following NOS have had **major changes/updates** such as new or removed Performance Criteria or Knowledge and Understanding requirements:

NOS	Changes/updates
<a href="#">PPL.B104</a> – <i>Contribute to food safety in a retail organisation</i>	<ul style="list-style-type: none"> <li>- Addition of food safety legislation</li> <li>- PC1 adjusted</li> <li>- PC2 and PC5 combined</li> <li>- PC10 removed</li> <li>- PC9 and PC11 adjusted to account for above removal</li> <li>- KU1 added to account for food safety legislation</li> <li>- Addition to glossary on hand washing</li> </ul>
<a href="#">PPL.B204</a> – <i>Put goods into storage in a retail organisation</i>	<ul style="list-style-type: none"> <li>- PC8 adjusted</li> <li>- KU11 and 12 adjusted to more clearly define processes of identifying repair or fault and reporting repair or fault</li> </ul>
<a href="#">PPL.B210</a> – <i>Process refunds, returns and exchanges of goods</i>	<ul style="list-style-type: none"> <li>- Title changed</li> <li>- Added in reference to relevant legislation and services in PCs and K&amp;Us</li> <li>- PC4 changed “returns” to “repairs”</li> <li>- Added new PC9 to cover disposal of non-saleable goods</li> <li>- KU1 added reference to “limits of authority”</li> <li>- KU1 changed “raise” to “process”</li> <li>- KU6 “retail” changed to “non-saleable”</li> </ul>
<a href="#">PPL.B220</a> – <i>Bake (bake-off) products for sale in a retail organisation</i>	<ul style="list-style-type: none"> <li>- Added new KU9 on storage to align with relevant PC</li> <li>- Added new KU10 on storing products correctly for the next stage of the baking process</li> </ul>
<a href="#">PPL.B221</a> – <i>Finish bake-off products in a retail organisation</i>	<ul style="list-style-type: none"> <li>- Added new KU8 to cover waste recycling, re-use and disposal</li> </ul>
<a href="#">PPL.B224</a> – <i>Prepare greengrocery products for sale in a retail organisation</i>	<ul style="list-style-type: none"> <li>- Added new KU8 to cover weighing, classifying and packaging products</li> </ul>
<a href="#">PPL.B235</a> – <i>Maintain food safety while working with food in a retail organisation</i>	<ul style="list-style-type: none"> <li>- Removed reference to “schedules” in KU7 and KU9</li> <li>- Added new KU14, KU15 and KU16</li> <li>- Glossary amended including removal of “correct person”</li> </ul>
<a href="#">PPL.B248</a> – <i>Hand-process fish in a retail organisation</i>	<ul style="list-style-type: none"> <li>- Added new KU6, KU8 and KU9</li> </ul>

<p><a href="#">PPL.B307</a> – Check and evaluate the performance of suppliers of stock</p>	<ul style="list-style-type: none"> <li>- In Overview amended list of roles to “staff who evaluate suppliers’ performance”</li> <li>- Removed first 4 PCs as about checking deliveries rather than supplier performance (checking deliveries against orders already also covered by PPL.B202 and PPL.B302).</li> <li>- New PC1 about “agreed service levels”</li> <li>- New KU2 about “agreed service levels”</li> <li>- Added new PC3, PC4, and PC5</li> <li>- Reworded KU1 to make clearer and more concise</li> <li>- Removed KU2 and K&amp;U3 as not relevant</li> <li>- Added new KU5, KU6 and KU7</li> </ul>
<p><a href="#">PPL.C202</a> – Set up and dismantle displays in line with display plans in a retail organisation</p>	<ul style="list-style-type: none"> <li>- List of roles in Overview amended to “staff who set up and dismantle displays”</li> <li>- PPL.C237 content integrated into this NOS</li> <li>- Added new PC4 as part of above integration</li> <li>- Added new PC5 and PC6</li> <li>- Added KU6 and KU8 as part of above integration</li> <li>- Added new KU7</li> </ul>
<p><a href="#">PPL.C208</a> – Provide information and advice to meet the requirements of retail customers</p>	<ul style="list-style-type: none"> <li>- List of roles in Overview amended to “staff who provide information and advice to customers”</li> <li>- PC3 and PC4 combined</li> <li>- Added new PC5 and PC6</li> </ul>
<p><a href="#">PPL.C215</a> – Process applications from retail customers for credit facilities</p>	<ul style="list-style-type: none"> <li>- List of roles in Overview amended to “staff who process credit facility applications”</li> <li>- Added new PC4 – PC11</li> <li>- Added new KU1, KU5 and KU7</li> </ul>
<p><a href="#">PPL.C216</a> – Set, monitor and take action with retail customers’ credit accounts</p>	<ul style="list-style-type: none"> <li>- List of roles in Overview amended to “staff”</li> <li>- KU7 and KU8 removed as not relevant to this standard</li> </ul>
<p><a href="#">PPL.C218</a> – Reconcile retail customers’ accounts</p>	<ul style="list-style-type: none"> <li>- List of roles in Overview amended to “staff who reconcile customers’ accounts”</li> <li>- PC2 and PC3 combined into new PC2</li> <li>- Phrase “sort out” changed to “solve” in new PC2</li> </ul>
<p><a href="#">PPL.C220</a> – Assemble retail products at customers’ premises and assist with installation and initial use</p>	<ul style="list-style-type: none"> <li>- Added new KU1 and KU2 to bring in line with PCs</li> </ul>
<p><a href="#">PPL.C222</a> – Gain customer commitment to a retail organisation’s loyalty scheme and assist them in completing the application</p>	<ul style="list-style-type: none"> <li>- In Overview added “or attract preferential terms e.g. lower price” to reflect move towards price incentives as well as points – subsequent amendments in wording to reflect this addition</li> <li>- Amended PC3 to assist customers with application rather than only completing the application for them</li> <li>- Amended PC5 to “inform customers how to obtain” rather than “give” proof of membership</li> </ul>

	<ul style="list-style-type: none"> <li>- Amended PC6 to “provide relevant information” rather than “give application forms”</li> <li>- In KU5 replaced “how to prepare this” with “how the customer can access this”</li> </ul>
<a href="#"><u>PPL.C224</u></a> – <i>Provide assistance at the self-service payment point in a retail organisation</i>	<ul style="list-style-type: none"> <li>- Added to KU6 on “the relevant legislation for the sale of age-restricted goods”</li> </ul>
<a href="#"><u>PPL.C251</u></a> – <i>Measure and fit retail customers for lingerie</i>	<ul style="list-style-type: none"> <li>- In Overview and KU/PCs amended “special requirements” to “additional needs”</li> <li>- In Overview amended bullet pointed list to “customers with disabilities, vulnerable customers including youth, gender reassignment ..”</li> <li>- PC3 amended to “legislation” and removed reference to special requirements making it relevant to all customers</li> <li>- KU6 “inhouse systems” replaced with “workplace procedures”</li> <li>- KU12 amended with “educate” changed to “inform” and references to “band sizes, cup sizes” removed</li> <li>- KU23 removed list of challenging situation examples</li> </ul>
<a href="#"><u>PPL.C253</u></a> – <i>Demonstrate beauty products to retail customers</i>	<ul style="list-style-type: none"> <li>- In Overview amended list of roles to “staff responsible for demonstrating beauty products”</li> <li>- PC5 amended “grooming guidelines” to “workplace procedures on grooming and hygiene”</li> <li>- KU8 added “ethical and sustainability considerations”</li> <li>- Added new KU13 “what additional needs a customer may have and how to accommodate them”</li> <li>- Added new KU14 “what health conditions and allergens customers may have that can affect what products are used”</li> </ul>
<a href="#"><u>PPL.C254</u></a> – <i>Maintain customer records in a retail organisation</i>	<ul style="list-style-type: none"> <li>- New title</li> <li>- In Overview various amendments linked to change to title and removed “this is a service your retail organisation may use instead of a customer database using technology” to make more generic and allow for use of digital records</li> <li>- PC8 removed as not required</li> <li>- KU6 amended “current data protection laws” to “relevant legislation” and one “relevant” amended to “applicable” to reduce repetition</li> </ul>
<a href="#"><u>PPL.C277</u></a> – <i>Contribute to monitoring and maintaining ease of shopping in a retail sales area</i>	<ul style="list-style-type: none"> <li>- In Overview amended list of roles to “staff who contribute to monitoring and maintaining sales areas”</li> <li>- PC1 split into 3 PCs to make more concise and user-friendly; it also covered a lot of different areas</li> <li>- KU2 split into 2 KUs as very long and needed to be more concise and user-friendly</li> <li>- Added new KU3</li> <li>- Added new KU8 and KU9</li> </ul>
<a href="#"><u>PPL.C280</u></a> – <i>Demonstrate products to customers in a retail organisation</i>	<ul style="list-style-type: none"> <li>- In Overview list of roles amended to “staff who demonstrate products to customers”</li> <li>- Added new KU4 with following renumbered to KU5 – 10</li> </ul>

<a href="#"><u>PPL.C301</u></a> – Organise staff to display goods for retail sale	<ul style="list-style-type: none"> <li>- Added new KU12</li> <li>- Original KU11 removed as content covered in existing KU10</li> </ul>
<a href="#"><u>PPL.C306</u></a> – Identify the retail customers’ credit or hire-purchase requirements	<ul style="list-style-type: none"> <li>- In Overview amended list of roles to “staff who are required to identify the retail customers’ credit or hire-purchase requirements”</li> <li>- PC1 added “credit”</li> <li>- PC2 added “borrowing”</li> <li>- Added new KU6 on “how to calculate customer balances”</li> </ul>
<a href="#"><u>PPL.C311</u></a> – Make and review plans for finding new retail customers	<ul style="list-style-type: none"> <li>- New title with replacement of “clients” with “customers”</li> <li>- PC7 amended to “provide accurate progress reports at agreed times” and removed reference to “owner/manager”</li> <li>- KU6 and KU7 combined</li> <li>- KU8 amended to include “how” and “who”</li> <li>- Added new KU9 on defining target audience</li> <li>- Added new KU10 on setting goals with quantifiable objectives and metrics for measuring success</li> </ul>
<a href="#"><u>PPL.C313</u></a> - Provide a consultative selling service to retail customers	<ul style="list-style-type: none"> <li>- New title linked to replacement of “clients” with “customers” to standardise NOS</li> <li>- List of roles in Overview amended to “staff who provide a consultative selling service to customers”</li> <li>- New PC12 added “store and use customer information in line with relevant legislation and your workplace procedures”</li> <li>- Added new KU13 “how to store and use customer information in line with relevant legislation and your workplace procedures” to correspond with new PC</li> </ul>
<a href="#"><u>PPL.C316</u></a> – Negotiate part-exchange sales transactions with retail customers	<ul style="list-style-type: none"> <li>- In Overview list of roles amended</li> <li>- Added new KU7 “how to accurately calculate customers’ balance of payment”</li> </ul>
<a href="#"><u>PPL.C412</u></a> – Monitor and improve retail customers’ experience of a retail organisation	<ul style="list-style-type: none"> <li>- In Overview list of roles amended and “are a retail manager, area manager and regional manager” removed</li> <li>- Original KU4 removed as meaning and relevance unclear</li> <li>- New KU4 added “the relevant legislation and your workplace procedures that must be followed to ensure that customers with disabilities are treated fairly and equally in your workplace”</li> </ul>
<a href="#"><u>PPL.E105</u></a> – Work effectively as part of a team in a retail organisation	<ul style="list-style-type: none"> <li>- In Overview list of roles amended to “all staff”</li> <li>- PC2 removed “and how teams are formed”</li> <li>- PC6 and PC7 removed as not relevant to overall content</li> <li>- Added new PC6, PC7, PC8 and PC9</li> <li>- KU11 removed as not relevant to overall content</li> <li>- Added new KU11, KU12 and KU13</li> </ul>



<a href="#"><u>PPL.E207</u></a> – <i>Contribute to reducing risks to health and safety in a retail organisation</i>	<ul style="list-style-type: none"> <li>- List of roles in Overview amended</li> <li>- Added new PC3 “recognise actual and potential risks to health and safety in your normal work area”</li> <li>- Added new PC5 “get immediate help from other people if you cannot deal effectively with the danger following your workplace procedures”</li> <li>- PC6 amended to "give clear information or instructions to other people to allow them to take appropriate action following your workplace procedures and relevant legislation"</li> <li>- Added new PC7 "follow your workplace procedures to report fully and accurately to the appropriate person the details of risks and the action you took".</li> <li>- Added new KU4 "typical risks and dangers to health and safety likely to happen in your workplace".</li> </ul>
<a href="#"><u>PPL.E212</u></a> – <i>Check the accuracy of records of hours worked in a retail organisation</i>	<ul style="list-style-type: none"> <li>- In Overview removed "This can be in a store or branch of a retail organisation".</li> <li>- Amended list of staff roles</li> <li>- Removed PC7</li> </ul>
<a href="#"><u>PPL.E306</u></a> - <i>Assess, monitor and control risks to health and safety and provide training in a retail organisation</i>	<ul style="list-style-type: none"> <li>- Overview amended on roles standards is for</li> <li>- KU1 and KU2 combined with removal of “risk assessment”</li> <li>- KU4 removed as already in K&amp;U8</li> <li>- KU6 reworded</li> </ul>
<a href="#"><u>PPL.E308</u></a> – <i>Plan staffing levels and prepare work schedules for a retail organisation</i>	<ul style="list-style-type: none"> <li>- In Overview list of roles amended</li> <li>- PC3 and PC4 combined</li> <li>- PC5 removed as cannot be measured and is covered by new PC3</li> <li>- KU3 and KU4 combined</li> </ul>
<a href="#"><u>PPL.E335</u></a> – <i>Support effective team working in a retail organisation</i>	<ul style="list-style-type: none"> <li>- In Overview removed "efforts using leadership skills", "equally" and "working hard to" and amended "support" to "supporting", "them" to "colleagues" and removed "and"</li> <li>- PC7 removed as not relevant/applicable</li> <li>- KU11 removed as not relevant/applicable</li> </ul>

Additionally, it is proposed that the following NOS be classified as **legacy**:

<b>URN</b>	<b>Title</b>	<b>Reason(s)</b>
<i>PPL.C237</i>	<i>Dismantle retail displays</i>	No uptake in last 5 years
<i>PPL.C239</i>	<i>Confirm the requirements for props and prototypes for retail displays</i>	Only 1 in uptake figures for last 5 years
<i>PPL.C240</i>	<i>Make life-size copies of items for retail displays</i>	No uptake in last 5 years
<i>PPL.C241</i>	<i>Make scale models of items for retail displays</i>	No uptake in last 5 years
<i>PPL.C242</i>	<i>Decorate fixtures and panels for retail displays</i>	Only 3 in uptake for last 5 years



<i>PPL.C243</i>	<i>Interpret retail display layout requirements from plans, elevations and drawings</i>	No uptake in last 5 years
<i>PPL.C336</i>	<i>Assess and report the effect of retail displays and layouts</i>	No uptake in last 5 years
<i>PPL.C337</i>	<i>Negotiate and agree costs for visual merchandising projects</i>	No uptake in last 5 years
<i>PPL.C338</i>	<i>Record and monitor costs for visual merchandising projects</i>	No uptake in last 5 years
<i>PPL.C339</i>	<i>Contribute to developing a retail organisation's visual-design policy</i>	No uptake in last 5 years
<i>PPL.C340</i>	<i>Support staff putting into practice a retail organisation's visual-design policy</i>	No uptake in last 5 years
<i>PPL.C341</i>	<i>Develop and test solutions for retail display layouts</i>	No uptake in last 5 years
<i>PPL.C355</i>	<i>Help retail customers to choose specialist products in a retail organisation</i>	No uptake in last 5 years
<i>PPL.E107</i>	<i>Keep work surfaces clean in a retail organisation</i>	No uptake in last 5 years
<i>PPL.E108</i>	<i>Safely remove and dispose of waste and litter in a retail organisation</i>	No uptake in last 5 years – refer to EWG in terms of topic and alternatives/industry requirements *
<i>PPL.E209</i>	<i>Improve the way you learn in a retail organisation</i>	Content on learning styles outdated and PPL.E336 can be used instead

### Take part in the consultation

The consultation offers you the opportunity to actively shape the future of workforce skills by providing your feedback. [Have your say](#).