

# Level 2 Certificate

## UNDERSTANDING RETAIL OPERATIONS

This free course aims to help develop your understanding of retail terminology, understanding the retail selling process and provide training in other retail operations, including effective customer service, teamwork and what to expect when working in the retail sector.

### COURSE UNITS INCLUDE

- Understanding customer service in the retail sector
- Understand the retail selling process
- Understanding how individuals and teams contribute to the effectiveness of a retail business
- Understanding how a retail business maintains health and safety on its premises
- Understanding retail consumer law
- Understand how to deal with customer queries and complaints in a retail environment
- Understanding the handling of customer payments in a retail business
- Understanding the control, receipt and storage of stock in a retail business

## FREE TABLET

on completion to assist with job search

## Eligibility Criteria

### LEARNERS NEED A LAPTOP OR COMPUTER TO ACCESS THIS COURSE

This course is delivered remotely.

Learners must be 19+ and be able to commit fully to the course.

Learners must have access to relevant identification to register to the course.

An online initial assessment is required to be completed prior to the course starting.

Learners Maths & English working level must be at least entry level 3.

Must not have completed these qualifications previously at degree standard or possess the same qualifications higher than level 1.

TO BOOK OR TO REFER FOR THIS SKILLS BOOTCAMP  
PLEASE CONTACT:

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