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Level 2 Certificate in Understanding Retail Operations



Key Info:

Type of qualification:

QCF

Credit Value:

18

Course Overview

The UK retail industry is one of the largest private sector employers, yet experiences a higher than average staff turnover at 17% across the sector. With over 60 million customers making 320 million transactions per week, there is a constant need for workers with the knowledge and understanding to continue the success of the sector.

This qualification focusses on improving various skills and knowledge in order to create a career pathway within the retail industry.



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Who is suitable?

This course is suitable for anyone looking to work, or currently working, within the retail industry at any level or in order to gain a comprehensive understanding of the various operations of a retail organization.

What you will learn

This course is split into four manageable units:

Unit 1: Understanding customer service in the retail sector

Unit 2: How teamwork contributes to effectiveness of a retail business

Unit 3: Dealing with customer queries and complaints

Unit 4: Understanding the control, receipt and storage of stock

Learning Method

Studying via distance learning means you can choose when and where you study.

This course is available:

 **ONLINE**

 **PAPER-BASED**

 **PAPER-BASED LEARNING WITH ONLINE ASSESSMENTS**

Benefits

- Gain a nationally recognised qualification
- Create a long-standing career pathway within the retail industry
- Courses are delivered as distance learning, allowing learners to choose when and where to study
- Personal tutors are assigned to ensure learners have the support needed to succeed