

## NCFE Level 2 Certificate in Understanding Retail Operations (QCF 18 Credits)

### What are the specific details?

<b>Duration</b>	You have up to eight weeks to complete the course.
<b>Venue</b>	Run via distance learning and can therefore be fitted around work and personal life.
<b>Cost</b>	Free (fully government funded)*.

This course will provide learners with an introduction to the retail sector. Learners will develop an understanding of retail, including selling, customer service, team working, health and safety, dealing with theft and retail consumer law.

### Who is this course suitable for?

It is ideal for those working in their first retail role, or for those who are looking to enter the retail sector.

### Do I need any experience?

There are no specific recommended prior learning requirements for this qualification. However this course is of specific interest to those working in retail or related sectors.

### How is the course delivered?

The programme is delivered online by a range of assessments. These are assessed by the tutor throughout the programme from induction to completion.

### What will I gain from this course?

You will gain the NCFE Level 2 Certificate in Understanding Retail Operations (QCF 18 Credits).

### What will I learn?

Learners are required to undertake the following units:

- Unit 1 Understanding customer service in the retail sector
- Unit 2 Understanding the retail selling process
- Unit 3 Understanding how individuals & teams contribute to the effectiveness of a retail business
- Unit 4 Understanding how a retail business maintains health & safety on its premises
- Unit 5 Understanding retail consumer law
- Unit 6 Understand how to deal with customer queries & complaints in a retail environment
- Unit 7 Understanding security & loss prevention in a retail business
- Unit 8 Understanding the handling of customer payments in a retail business

\*Learners must be 19 years+ and have lived in the UK/EU for 3 years.

For further information, or enrolment, please contact Business Solutions on:

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