

UNDERSTANDING

RETAIL OPERATIONS

The Level 2 Certificate in Principles of Retail Operations qualification is ideal for those looking for work, or those who are working in retail. The programme will provide them with a comprehensive understanding of various operations of a retail organisation.

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

Undertaking this programme, you will be taught the following units:

- **Unit 1:** Understand customer service in the retail sector
- **Unit 2:** Understand the retail selling process
- **Unit 3:** Understand how individuals and teams contribute to the effectiveness of a retail business
- **Unit 4:** Understand how a retail business maintains health and safety on its premises
- **Unit 5:** Understand retail consumer law
- **Unit 6:** Understand how to deal with customer queries and complaints in a retail environment
- **Unit 7:** Understand the control, receipt and storage of stock in a business environment
- **Unit 8:** Understanding the handling of customer payments in a retail business

6 Weeks

22 hours
per week

This course is available:

Online
Paper-based
Paper-based learning with
Online Assessments



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Benefits:

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