

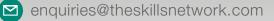
Level 2 Certificate in **Understanding Retail Operations**



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











Level 2 Certificate in **Understanding Retail Operations**

Who is suitable?

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

Learning method

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

This course is available:



ine 💻 Paper-based

Paper-based learning with online assessments.

The online course is available on The Skills Network's online learning platform, **EQUAL**. Online learning with a difference, **EQUAL** features:

Exciting and engaging content

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the skills network

- Interactivity featuring videos and games to enhance learning
- Virtual tutors who offer hints, tips and guidance throughout the course.

What you will learn

This course is split into eight manageable units, covering topics such as:

- Understanding customer service in the retail sector
- How teamwork contributes to the effectiveness of a retail business
- Dealing with customer queries and complaints
- Understanding the control, receipt and storage of stock.

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.





The Skills Network: Abbey Court, 10–16 Benedict Drive, Selby, North Yorkshire, YO8 8RY 🙆 www.theskillsnetwork.com

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