



Department for Work & Pensions



LEVEL 2 AWARD IN RETAIL SKILLS

COURSE SUMMARY:

This course is designed to introduce you to the essential roles and responsibilities within a retail environment. You will gain a clear understanding of how stock levels, customer demand, and product quality are closely linked, helping you develop the practical skills needed to keep a store running smoothly and efficiently.

ENTRY REQUIREMENTS:

- Can access Microsoft Teams - we can support you with this
- Have access to a computer or laptop
- Have some IT skills and a minimum of Entry Level 3 English

WHAT WILL YOU DO ON THIS COURSE?

- ✓ **Learn how** to monitor stock levels.
- ✓ **Recognise when** items need replenishing and ensure products remain in good condition through effective stock rotation.
- ✓ **Explore how** to identify unsaleable goods and maintain high standards on the sales floor, supporting both customer satisfaction and business success.
- ✓ **Learn the** importance of customer service when processing orders.
- ✓ **Learn how** to communicate clearly with customers, gather accurate information, check product availability and offer suitable alternatives when needed.
- ✓ **Understand confidentiality** and legal requirements to be able to handle customer information responsibly while processing orders with accuracy and professionalism.

- ✓ **This course** is ideal for anyone looking to build confidence and practical skills in retail, combining different tasks with essential knowledge to prepare you for employment.



AWARD:

**NCFE Level 2
Award in Retail
Skills**

PROGRESSION FROM THIS COURSE:

Take the next step and sign up for our Level 1 Award in Logistics or Level 1 Business and Administration course.



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