



# Department for Education



## WORK SKILLS

## LEVEL 2 CERTIFICATE IN RETAIL

### COURSE SUMMARY:

This course will prepare you for employment in the retail sector and covers the many important aspects of good practice in retail and customer service. Through a variety of tasks, investigations, and activities, you will create a portfolio of evidence from a wide range of subjects such as good customer service skills, consumer law, health and safety, retail selling skills, product knowledge and the importance of teamwork. Your individual investigations and group work will enable you to develop your retail knowledge, practical skills and understand the relevant laws required for a successful career in the retail sector. The course will be delivered online through Microsoft Teams one day a week.

### 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?

Through a variety of tasks and activities, you will:

- ✓ **Identify what** good customer service is in the retail sector
- ✓ **Learn how** to communicate successfully with customers
- ✓ **Know how** to respond to customer queries and complaints
- ✓ **Understand the** selling model and how sales are closed
- ✓ **Understand the** importance of effective teamwork
- ✓ **Appreciate the** importance of product knowledge
- ✓ **Learn about** employment rights and responsibilities
- ✓ **Consider health** and safety and what actions to take in an emergency
- ✓ **Investigate retail** consumer law and how customers are protected
- ✓ **Understand the** importance of stock control, receipt, and storage



### AWARD:

**NCFE Level 2  
Certificate in  
Understanding  
Retail Operations**

### PROGRESSION FROM THIS COURSE:

**Following on from the  
successful completion of the  
course, you will be able to:**

- Apply for a range of jobs in retail
- An apprenticeship
- Further study at Level 3



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Enhancing people's lives

**THE GATEWAY TO LEARNING IN YOUR COMMUNITY**