



Understanding Retail Operations

Level 2 Certificate
Distance Learning



Awarding Body:

NCFE
or
TQUK

Course length:

12 Weeks/
120 hours

Mode of study:

Distance Learning
Online at home/
office

Details:

This qualification allows you to gain a thorough understanding of retail operations, which will enable you to progress within or pursue a career in the retail sector. You will gain an understanding of effective customer service, teamwork and what to expect when working in the retail sector.

Units covered:

- ⇒ Understanding customer service in the retail sector
- ⇒ Understanding the retail selling process
- ⇒ Understanding how individuals and teams contribute to the effectiveness of a retail business
- ⇒ Understanding how a retail business maintains health and safety on its premises
- ⇒ Understanding retail consumer law
- ⇒ Understand how to deal with customer queries and complaints in a retail environment
- ⇒ Understanding the handling of customer payments in a retail business

Assessment:

Learners will complete a series of assessment questions throughout the course with feedback from the tutor/assessor. There will be regular submission dates for work. This is done via a professional learning platform, and you complete it at a time that suits you, with the support of an online tutor.

How to enrol:

Email us: ref@voncaprecruitment.co.uk

Phone us: 01803 422082

Visit our website: www.voncap.co.uk/distance-learning-courses

