

RETAIL

This course provides an introduction to the business of retail, understanding customer service in retail, how people contribute to a successful retail business, and understanding the retail selling process.

ABOUT THE COURSE

Qualification: NCFE Award in Retail Knowledge

Level: Level 1

Duration: 10 days

Time: 9:30am-4:30pm

Enrolment & Induction: 1 day prior to course starting (10am onwards)

ELIGIBILITY:

- Aged 19+
- Unemployed and in receipt of benefits and able to provide evidence*
- Can provide a Passport or Birth Certificate as ID
- Can provide proof of address

FIND OUT MORE:

✉ skills@rbli.co.uk

📞 01634 568786

🌐 rbli.co.uk/employment

💻 @RBLISkillsandTraining



Royal British Legion Industries. Hall Road, Aylesford, Kent ME20 7NL.

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UNITS UNDERTAKEN:

1. Understanding the business of retail

This unit introduces the retail sector, covering retail outlets and occupations, the supply chain and the contribution the sector makes to the UK economy. It also covers ethical and environmental concerns

2. Understanding customer service in the retail sector

In this unit learners will gain an understanding of the importance of customer service to the retail sector, covering positive first impressions, communication and dealing with customer complaints and problems

3. Understanding how a retail business maintains health, safety and security on its premises

This unit covers health and safety legislation in relation to retail businesses, and how to reduce the risk of accidents or fire in the workplace. It also covers security within retail businesses.

4. Understanding how individuals and teams contribute to the effectiveness of a retail business

In this unit learners will cover the responsibilities of employers and employees, effective team work within retail businesses and how to improve own performance and skills.

5. Understanding the retail selling process

This unit covers the selling process – how to find out what customers want, how to meet and greet customers and how to provide information about the product that increases its attractiveness.